

WARRANTY POLICY AND CUSTOMER CLAIM PROCEDURES



PUBLISHED:

IMPCO AUTOMOTIVE

1274 SOUTH STATE ROAD 32

UNION CITY, IN 47390

(765)-232-4545

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A. Vehicle Registration:

Once the vehicle has been converted to LPG/CNG by an IMPCO Automotive Certified Installer (CI's) (Definition of IMPCO Automotive Certified Installer is an installer who has a written agreement document number CS F151 & CS F152 with IMPCO Automotive) the vehicle must be registered for Warranty. The following IMPCO Automotive Website: http://impc0-asap.com/cms/home/warranty_home is the only source for Certified Installers (CI's) to input the Warranty Registration for each vehicle. All vehicles converted by CI's with IMPCO Automotive Kits must be registered in the IMPCO Automotive Warranty system within 30 days of the installation. The warranty will not be valid and all claims will be delayed until warranty registration is complete.

ALL fields must be populated to accurately reflect the vehicle being registered. The system will point out any deficiencies before accepting the registration. **NOTE:** Print the registration page for your records **BEFORE** submitting. Place the Owner's and Warranty Manual Supplements in a prominent location in the dash or center console where the customer can easily locate them. It is strongly recommended to review the highlights of the Owner's Manual Supplement with the Customer.

IMPCO Automotive Certified Installer's failure to register vehicles as instructed above will be considered in violation of the terms of their agreement.

B. Warranty Coverage:

2011 and Older Vehicles - **24 months or 24,000 miles** whichever comes first. (PARTS ONLY)

2012 and Newer Vehicles - **36 months or 36,000 miles** whichever comes first. (PARTS & LABOR ONLY) NO EXCEPTIONS TO THE LABOR TIME GUIDE.

Vehicles that exceed 25,000 miles are not authorized for LPG/CNG conversion unless prior approval is provided in writing by IMPCO Automotive. Any vehicle converted that exceeds this mileage will not be covered under any warranty by IMPCO Automotive & IMPCO Technologies, Inc. Warranty coverage is transferable; however, a copy of the Purchase agreement between the seller and the owner must be provided to IMPCO Automotive Warranty Administration.

Coverage outlined above includes the following parts that are included in the IMPCO Automotive LOW PRESSURE KITS:

| | |
|-------------------|----------------------|
| ECM Bracket | Hoses |
| ECM | Fuel Rails |
| Regulator Bracket | Map Sensor Assembly |
| Regulator | Fuel Pressure Sensor |
| Harnesses | Fuel Selector Switch |
| Injectors | Modules |

Above mentioned warranty includes the following parts that are included in the IMPCO Automotive HIGH PRESSURE KITS:

| | |
|--------------------------------------|-------------------------------|
| Tank Brackets | High Pressure Filter Assembly |
| Tanks | Pressure Relief Device |
| Fuel Lines | Fuel Gauges |
| Fittings | Shut Off Valves |
| Tank Shields/Covers – Corrosion ONLY | |

Emissions Warranty:

Please refer to the Emissions Warranty Statement.

What Is Not Covered:

- Part(s) not supplied or authorized by IMPCO Automotive
- Part(s) that failed due to un-authorized modifications or alternations
- Part(s) that failed due to improper or negligent installation
- Part(s) that failed due to installation on a non-approved application
- Part(s) that failed due to use of an improper fuel or refueling procedure
- Part(s) that failed due to improper operation, abuse or collision damage
- Part(s) that failed due to the application of corrosion protection
- Part(s) that fail due to negligent service interval practices
- CNG/LPG systems installed by unauthorized installers
- Vehicle pickup and delivery charges (including towing charges without prior written Approval)
- Standard shop supplies, including but not limited to, antifreeze and grease
- Not Responsible for Consequential damages

C. Return of Failed Parts:

All failed parts must be returned to IMPCO Automotive 1274 S. State Road 32, Union City, Indiana 47390-9130 by the authorized IMPCO Automotive Warranty & Repair Service Centers for diagnosis within 15 working days of removal from the vehicle. Charges equaling the replacement part will be applied if part is not returned within the timeframe mentioned above.

When returning parts DO NOT return the part with markings or writings on the parts, use a shipping tag to communicate the following information:

- RMA # provided by IMPCO
- VIN
- Date of Removal
- Mileage

If any of this information is not on the shipping tag the claim will be denied by IMPCO Automotive.

D. REPLACEMENT PARTS WARRANTY:

Replacement Parts have a warranty of 12 months from the time of installation of the part.

Eligible scenarios:

- a. An authorized replacement part replaced during the warranty period
Description: Part replaced during the warranty period and submitted as a normal warranty claim.
- b. An authorized replacement part purchased after the warranty period
Description: An Authorized replacement part purchased after the warranty period.
- c. An authorized replacement part purchased within a year left of the IMPCO Automotive Warranty will be extended til end of the Parts Warranty of 12 months.

Note: If the part fails within 12 months of the replacement coverage the CI will have to provide a copy of the original Repair Order when first replaced and the new Repair Order including the following information on both Repair Orders:

- Vehicle Identification Number (VIN)
- Mileage at time replaced
- Date of the Repair Order
- Description of the Failure
- IMPCO Part Number Replaced

If one or more items listed above are not on the Repair Order the claim will be denied.

IMPCO Automotive will not be responsible for the freight for Overnight Delivery Parts.

E. File a Warranty Claim:

A Return Material Authorization form (F14.1.02-17), RMA (attached below) must be completed and emailed to Warranty@impcoautomotive.com for any covered part. Upon approval, IMPCO Automotive Warranty Administration will provide an RMA number that will accompany the part during shipment to IMPCO Automotive, Union City, IN. Upon receipt of the part, replacement will be determined and the CI will receive credit for the part that was sent. **NOTE:** Reimbursement will be credited to the CI's account. Only at the termination of the commercial relationship between the CI and IMPCO Automotive any residual reimbursement not credited to the CI's account will be sent by check

All Warranty claims must be submitted within 90 days. Warranty claims that exceed will not be considered for warranty coverage.

Labor will be reimbursed based on the Labor Time Guide for replacement of service performed on vehicles with Model Year 2012 and newer. **NOTE:** Reimbursement will be credited to the CI's account. Only at the termination of the commercial relationship between the CI and IMPCO Automotive any residual reimbursement not credited to the CI's account will be sent by check

All IMPCO Automotive Certified Installers must report any newly discovered or reported IMPCO Automotive technical issues within 48 hours of detection to IMPCO Automotive Technical Services and Warranty Administration.

IMPCO Contact Numbers:

| | |
|-------------------|----------------|
| Technical Service | 1-888-880-6925 |
| Warranty | 1-765-232-4545 |
| Customer Service | 1-765-232-4520 |

F. Certified Installer/OEM Service Centers:

All IMPCO Automotive Certified Installers are encouraged to maintain an inventory of replacement parts will better enable them to perform any necessary repairs and preventive maintenance. Contact your Sales Representative for inventory recommendations.

This Warranty Policy and Procedures have been approved by the following:

Signature on File General Manager

Signature on File Finance Director

Signature on File Director of Sales & Marketing

Signature on File Quality Assurance Manager

Signature on File Warranty Administrator



AUTOMOTIVE RETURN MATERIAL AUTHORIZATION

NOTE; ALL ITEMS IDENTIFIED WITH A ASTERISK (*) MUST BE COMPLETED if APPLICABLE Page **1** Of:

| | |
|-----------------------|---------------------|
| *Customer: | RMA NO: |
| *Contact: | Date: |
| *Address: | APPROVED BY: |
| Email Address: | |
| *Phone No: | Fax No: |

| | |
|--------------------------------|--------------------------------|
| *Vehicle Kit No: | *Description of Concern |
| *Failed Part No: | |
| Part Serial No: | |
| System Serial No: | |
| *Vehicle Mileage: | |
| *Vehicle VIN No: | |
| *Installation Date: | |
| *Date of Repair: | |
| *Vehicle Engine Size: | |
| *Vehicle Make: | |
| *Vehicle Model: | |
| *Engine Family Group #: | |
| *Vehicle Model Year: | |

| Replacement Part being Claimed | | | |
|--------------------------------|-------------|-----|-------------------------------|
| Part Number(s) | Description | Qty | Labor Code per Service Manual |
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