



24/7

Warranty Packet

24 Months or 70,000 Miles
see inside for complete details

1-800-MUD-ROAD

TransferCaseExpress.com



Transfer Case Express IMPORTANT WARRANTY INFORMATION

TRANSFER CASE EXPRESS provides all of our REBUILT and NEW transfer cases with a twenty-four month / 70,000-mile warranty against defects in material and workmanship to the original purchaser from the purchase date. This warranty extends for twenty-four (24) months from the date of purchase or until the mileage on the transfer case reaches seventy-thousand (70,000) miles, whichever comes first. If the vehicle odometer reading is not available at the time of purchase, then this warranty will be valid for twenty-four (24) months from the date of purchase.

This warranty does not cover the following:

- a) Use for purposes for which it was not originally designed such as "lifted" vehicles and/or vehicles with oversized tires;
- b) Abuse, neglect, accident, or improper towing;
- c) Improper installation and maintenance, including failure to fill unit with proper fluid and level;
- d) Failure because of defects or inefficiencies of parts or assemblies not furnished with the transfer case.
- e) Worn forks inside the transfer case - this type of wear is due to improper linkage adjustment and/or a defective shift motor.



Should a warranty concern arise, contact Transfer Case Express immediately.



TRANSFER CASE EXPRESS will repair or replace the defective unit, at our discretion. Labor reimbursement for authorized in-vehicle repairs will be paid according to a flat rate as agreed to by TRANSFER CASE EXPRESS.

Reimbursement Rate for Transfer Case R & R is: \$80.00

TRANSFER CASE EXPRESS is **not** responsible for consequential expenses such as loss of time, travel, hotel, inconvenience, loss of vehicle, car rental, or damages.

All units are shipped DRY. Please refer to the owners manual or dealer specifications for the proper lube. The warranty will be voided if the wrong lube is used. If you have any questions, please call us.



Transfer Case Express - IMPORTANT WARRANTY INFORMATION (con't.)

Warranty on new and rebuilt units will be void if the unit is returned to us "burned up". It is the customer's responsibility to be aware of any leaks and get them taken care of before a failure occurs from loss of lube. **Leaks are covered under the warranty, burned up units are not.**

Should you experience a problem with your transfer case:

a) Contact TRANSFER CASE EXPRESS immediately at: **800-683-7623 (800-MUD-ROAD)**.

Please have the following information ready:

- transfer case model number;
- purchase date;
- odometer reading;
- invoice number, and;
- the nature of the problem.

b) **PRIOR APPROVAL:** All warranty repairs, including any replacement parts and/or labor charges must have prior approval from TRANSFER CASE EXPRESS. You will be given a warranty authorization number.

c) **RETURN OF PRODUCTS:** The pick up of an allegedly defective unit must be arranged by and paid for by TRANSFER CASE EXPRESS and must be securely packed in the **ORIGINAL SHIPPING CONTAINER AND THE ORIGINAL FOAM PACKING MATERIAL.**

The allegedly defective unit must be clearly marked "Warranty Return" with the warranty return authorization number provided to you by Transfer Case Express. Failure to indicate this information may result in the unit being processed as a core only and claim may be denied. TRANSFER CASE EXPRESS may ask that claims approved for in-field repairs also be substantiated with the return of the alleged defective parts and work order.

d) In the event a replacement unit is sent to replace an allegedly defective unit, the original alleged defective unit must be returned within 10 days or customer will be charged for the additional unit.

e) If the warranty return unit was misdiagnosed by customer or customer's shop mechanic, customer will pay all shipping costs – no exceptions and a 25% restocking charge.

f) All alleged defective material returned will be inspected upon arrival. If the material is found NOT to be defective, customer will be charged for all related shipping charges.

If for any reason, customer wishes to return a unit, it must be returned within 60 days and the unit must NOT have been installed in the vehicle, there will be a 25% restocking charge and customer will be responsible for all shipping charges.



TOE



4x4

IMPORTANT WARRANTY INFORMATION

Pertains to Full-Time, Four Wheel Drive Transfercase Models:
**BW4404, BW4405, BW4406, BW4410, BW4411, BW4472, BW4481, NP/NV247,
NP/NV249, NP229, NP/NV149, NP/NV136**

Tires – Tires – Tires

All four tires must be of the same manufacturer, make and model.

Replacement of all four tires at the same time, not just the front or rear tires, is necessary in order to keep the transfer case and its co-working parts running smoothly. This maintenance is necessary to keep your warranty valid.

AWD and Full Time 4WD Vehicles require **extra attention** to tire size! All four tires must measure within 1/4" circumference of each other. If there is a greater than 1/4" difference between the tires, **all tires** must be replaced! Even new tires **must** be measured! Incorrect size and/or uneven tire wear will damage the viscous coupler in the transfer case and/or the differential and **WILL VOID ANY AND ALL WARRANTIES!**

Typical Service:

- Check inflation pressure at least once a month (including the spare).
- Have the tires rotated every 6,000 Miles.
- Rotation time also serves as a good opportunity to have the tires balanced. Unbalanced wheels can cause rapid wear of shock absorbers and struts, and wheel balance can change as a result of normal tire wear. On full-time four-wheel drive vehicles, a difference of only ¼ inch between the outside circumference of the front and rear tires can cause extensive damage to the transfer case or center differential. Rotating the tires to keep their sizes equal is critical on these vehicles, and replacing all four tires at the same time, rather than just the front or rear tires, is highly recommended.
- Uneven or accelerated tire wear may indicate an alignment problem.
- Have your car's alignment checked at least once a year.

Tires – Tires – Tires



CORE RETURN POLICY

To return your old "re-buildable" core (no cracks or holes and not burned up due to lack of oil) use the **ORIGINAL SHIPPING CONTAINER AND THE ORIGINAL FOAM PACKING MATERIAL**. Transfer case must be completely drained of oil. Shipping company may stop the shipment of boxes showing signs of oil leakage and Transfer Case Express will not accept boxes showing signs of oil leakage. **YOU MUST SHIP YOUR OLD TRANSFER CASE IN THE SAME BOX IN WHICH IT WAS SHIPPED TO YOU WITH THE SAME FOAM PACKING MATERIAL**. Transfer case cores received in other packaging which is not the original packaging will not be accepted and no core refund will be given. Transfer Case Express will not accept cores returned in other packaging except the original box. Pack your core securely. The transfer case must be in the middle of the box surrounded by the original foam. **Extra care must be taken when packaging to ensure against damage in transit. Poor packing will result in a damaged core and no refund will be given. The core must be returned within 14 days.**

**A CORE INFORMATION TAG WILL BE PROVIDED
ATTACH THIS TAG TO YOUR CORE BEFORE PLACING IT IN THE SHIPPING BOX**

Reduction of core refund for cores returned damaged or with missing parts or pieces shall be calculated according to the following:

- | | |
|--|--------------------|
| * Cracked or broken main case | 50% of core value |
| * Cracked or missing tail housing | 25% of core value |
| * Burned up unit | 100% of core value |
| * Any wires cut will result in \$50.00 deduction | |

Refund of core deposit will be sent to the original purchaser after the unit has been received by TRANSFER CASE EXPRESS in 2 weeks.



DRAIN FLUID FROM CORE

The core to be returned must be **completely empty of fluid**. Failure to fully drain the unit will lead to additional fees starting at **\$100.00**.

Failure to properly drain core may also result in disruption in shipping.

If the core is flagged by the shipping company and stopped or rerouted for fluid leakage, you will be charged the **FULL AMOUNT** of the core charge!



TCE



4x4

IMPORTANT CORE RETURN INFORMATION

WARNING!

The transfer case core being returned **MUST** be thoroughly drained.

The original packaging foam **MUST** be returned in the **ORIGINAL** shipping container with your core. The container must be fastened using the original six (6) securing nuts and bolts.

Failure to follow these return instructions will result in a core charge **and** a container fee of \$150 being charged to you.

NO EXCEPTIONS