



**REDLINE DIESEL PERFORMANCE INC.**

**Warranty Sheet and Information**

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## **Welcome to Redline Diesel Performance** (Formerly Redneck Truck Parts)

Here we will outline the **USED** parts, and **NEW** parts warranty information sheet. This Warranty sheet covers the year 2019, 2020, 2021, 2022, 2023, and going forward.

Just like most automotive wreckers or used parts sales companies, we offer a very straight forward warranty, so it is easy to understand.

**ALL USED** auto parts are always tested before they are sent out the door. If they are not tested or deemed not up to par, we will use them as core parts **ONLY**.

We like to make sure everyone is happy with their used parts, and we go that extra mile checking these used parts out, however, sometimes there are used parts that do not stay working how they are supposed to or can become defective. At the end of the day, they are **USED** Parts.

Anything being warrantied **MUST** have a receipt and invoice **in hand** if there is an issue. Issues **must be dealt with in house by the original customer who the invoice was made out to**.

If there is no invoice for the part that was sold, we cannot warranty anything in any way. Warranty's also will **NEVER** be carried out by any other shop **UNLESS** we deem otherwise acceptable. **We only take care of things in house at our shop that are related to warranty.**

We are **NOT** liable for any incurring damages, costs, tow bills, or anything related to a failure or defect of any used parts. We do not cover labour for installations or anything of that sort.

How we warranty our **USED** parts / product:

- direct part swap (With part of similar stature and shape) or in store credit

## **ALL USED ENGINES:**

Are **tested** before sale. This generally includes a relative compression test or mechanical compression test, coolant pressure test (if driveable), various scans from a Professional Scanner, and if possible full run and drive times. If there are any obvious **MAJOR** issues with the motor, they will either be mitigated before sale, or mentioned as an issue to the customer before sale and will be reflected price wise. If the motor does not pass all the tests, it will be sold as a parts/core motor.

Engines come with a **DIRECT PART SWAP (SIMILAR ENGINE) OR IN STORE CREDIT** if the **BOTTOM END** (pistons, rods, crank, no knocks, or serious bottom end issues) are present **UPON** install if installed by a professional shop (we will not warranty your engine because you forgot to fill it with oil in your backyard during an install).

All information of the vehicle our product is being installed into must be presented to us upon purchase, accurate picture or video proof of the KMS/MILES of the vehicle / VIN number and picture of the truck / vehicle.

After the **USED** Engine is installed and running well on the date of the install there is no warranty going forward. We guarantee them upon install, that is it because clearly you can see how the part functions upon directly installing it and that is exactly how we tested it!

We don't warranty it past that because there is no guarantee on how long a **USED** engine and or part will last. It could last 2 months, 2 years, or 2 decades!

We also do not warranty any of the accessory parts not directly related to the Bottom End (Shortblock of the engines).

We do not warranty failed head gaskets.

We **DO NOT** sell them knowingly with any of these issues as we try to run as many tests as possible. But at the end of the day the parts are **USED**.

**We do not warranty sensors, wiring harnesses, injector's, high pressure oil pumps, used engine oil leaks, coolant leaks, accessories etc.**

**Warranty applies with return of the purchased motor or can be dealt with by us in house.**

We also cannot warranty any of our engines / used parts in which high performance parts, customer supplied parts, or parts from your old motor are swapped onto our used engine. This eliminates any and all knowing of how the motor ran when we tested it and not knowing how it will run after those parts are swapped.

If you would like to have a professional install new gasket, seals, fluids etc., that is great, and we encourage it. Because again, we do **NOT** warranty any oil leaks, coolant leaks etc from a used engine.

We are not at fault or liable for any incurring charges that may be presented to the customer if there is an issue that arises with the purchase of a USED product in their truck. PERIOD. EXAMPLE; truck breaks down due to a faulty used part, or springs an oil leak and needs to be towed into our shop for repair or any shop for repair for that matter. Or some portion of the Used motor or transmission doesn't perform the way it is supposed to and causes an incurring charge to the customer that he gets repaired at a shop.

This applies to ANY and ALL Used Parts purchased from Us. We do NOT cover your labour costs for having a used engine, transmission, or any product installed.

We are not liable to cover a tow bill associated with the purchase of a used or new part. How we decide to deal with the situation will entirely depend on what the situation and or issue is and or relations with the customer.

We are not liable for anything breaking due to performance modifications, tuning, performance enhancing products that would naturally shorten the lifespan of any used or new part.

Again, we only sell motors we are confident that run well before going out the door. At the end of the day, what you are purchasing is still a **USED** automotive part and may or may not have future issues (EX. Injectors, oil leaks etc.). The future is completely beyond our control. 99% of any sales are completely issue free and have thousands of happy customers everywhere.

**ALL USED ENGINES MUST BE INSTALLED BY A PROFESSIONAL SHOP WITH PROOF OF INVOICE / PAYMENT IN FULL.**

This way we know the installation was done at a professional, registered and reputable shop. This is a very clearly outlined portion of the warranty as we are in no way shape or form even going to consider anything that isn't strictly from a professional automotive shop from now on. Period.

We do NOT Cover Labor costs or installation cost and repair associated with the purchase of any used parts if you have an issue. These are used parts. We are not liable for any incurring costs to a customer with the purchase from our used part.

### **USED TRANSMISSIONS:**

Transmissions are fully **tested** before sale. First, we run them through a complete test drive and a couple hot and cold heat cycles, then we scan for present transmission codes. If these tests pass, the transmissions are removed, kilometres are marked down, and they are sold.

If any transmissions show a sign of weakness (slips, grinds, general sloppiness, metal in fluid, no movement etc.) they are removed and used or sold as **CORES ONLY!**

Transmissions are a tough one; even when they go out our door perfectly there are various types of "drivers" out there. Some people drive completely normal and sane, and some people love breaking their tires loose every chance they can get. Sometimes simply servicing a transmission can cause it to start acting up.

All used transmissions must be serviced (fresh fluid, internal and external filters, pan gasket, cooler, and lines cleaned) and installed by a **PROFESSIONAL** shop.

All information of the vehicle our product is being installed into must be presented to us upon purchase, accurate picture or video proof of the KMS/MILES of the vehicle / VIN number and picture of the truck / vehicle.

Warranty applied for Used Transmission is for a **DIRECT SWAP** with another perfect working order transmission, or **IN STORE** credit of the price on the invoice from the date of sale. Your old defective part must **ALWAYS** be brought back as a core.

Once the transmission is installed and running well on the date of the install there is no warranty going forward. We guarantee them upon install, that is it because clearly you can see how the part functions upon directly installing it and that is exactly how we tested it! Again these are used parts, we do not know if they will last 2 weeks, 2 months, 2 years or 20!

We do not cover abuse of your transmission because you're running extreme performance parts and tunes, and then purchase a used transmission. Generally, it requires a new rebuilt and upgraded transmission to withstand that type of upgrade.

We are not at fault or liable for any incurring charges that may be presented to the customer if there is an issue that arises with the purchase of a USED product in their truck. PERIOD. EXAMPLE; truck breaks down due to a faulty used part, or springs an oil leak and needs to be towed into our shop for repair or any shop for repair for that matter. Or some portion of the Used motor or transmission doesn't perform the way it is supposed to and causes an incurring charge to the customer that he gets repaired at a shop.

This applies to ANY and ALL Used Parts purchased from Us. We do NOT cover your labour costs for having a used engine, transmission, or any product installed.

We are not liable to cover a tow bill associated with the purchase of a used or new part. How we decide to deal with the situation will entirely depend on what the situation and or issue is and or relations with the customer.

We are not liable for anything breaking due to performance modifications, tuning, performance enhancing products that would naturally shorten the lifespan of any used or new part.

**ALL USED TRANSMISSIONS MUST BE INSTALLED BY A PROFESSIONAL SHOP WITH PROOF OF INVOICE / PAYMENT IN FULL.**

This way we know the installation was done at a professional, registered and reputable shop. This is a very clearly outlined portion of the warranty as we are in no way shape or form even going to consider anything that isn't strictly from a professional automotive shop from now on. Period.

We do NOT Cover Labor costs or installation cost and repair associated with the purchase of any used parts if you have an issue. These are used parts. We are not liable for any incurring costs to a customer with the purchase from our used part.

### **NEW PERFORMANCE "RDP" TRANSMISSIONS:**

New performance "RDP" transmissions are our own in-house-built performance transmissions. Our transmissions come with a **1-year warranty** from the date of the invoice if installed by a Professional Shop. We do not cover labour if installed by another shop.

If we are installing the transmission in house then both the transmission **AND** the labour of installation is covered for 1 year from date of installation.

All information of the vehicle our product is being installed into must be presented to us upon purchase, accurate picture or video proof of the KMS/MILES of the vehicle / VIN number and picture of the truck / vehicle.

If there is an issue with the truck with our unit, or transmission out of the truck must be brought back for us to diagnose and fix. If it is deemed a transmission issue, we will fix it 100% free of charge with brand new upgraded parts and send it back to the customer.

If the issue is diagnosed as a truck side issue (wiring harness, major transmission damage from off-roading, poor maintenance due to lack of fluid in the transmission etc.) or major driver abuse, then charges may apply to the customer.

Anything warranty related, or issue related, absolutely must be dealt with in-house by us to apply. We do not warranty anything fixed by other automotive shops, customers, or random/backyard mechanics.

**Oil Leaks:** Oil Leaks are covered for 1 month (Depends on the part or gasket) from date of invoice or date of installation *IF* installed by Redline Diesel Performance.

All external oil leaks must be checked out by us IN HOUSE. We do not cover other shops' diagnostics and repairs, everything must be dealt with by us for accurate representation of a possible leak or problem.

We are not at fault for any incurring charges that may be presented to the customer if there is an issue that arises with our product in their truck; EXAMPLE, truck breaks down or springs an oil leak and needs to be towed into our shop for repair.

We are not liable to cover the tow, how we decide to deal with the situation will entirely depend on what the situation and or issue is and or relations with the customer.

We are not liable for anything breaking due to performance modifications, tuning, performance enhancing products that would naturally shorten the lifespan of any

used or new part.

### **NEW "RDP" ENGINES:**

This portion applies to our New RDP hand-built Engines. Anything warranty related, or issue related, absolutely must be dealt with in-house by us to apply in order for us to make the most accurate diagnostic of our own part. We do not warranty anything fixed by other automotive shops, customers, or random/backyard mechanics.

All information of the vehicle our product is being installed into must be presented to us upon purchase, accurate picture or video proof of the KMS/MILES of the vehicle / VIN number and picture of the truck / vehicle.

If we sell a **Shortblock** engine (no heads, tin, or accessories, just block with pistons, rods, crank, camshaft, and bearings), then we warranty the Shortblock for 2 years. We do not cover abuse or neglect.

Full break in period **MUST** be followed. Every Engine has a different break in procedure so please ask for more details. These break ins must be followed **WITH** proof of when oil changes were done, with receipts and pictures of KMS.

Oil Changes must be done every 5,000 – 7,500 kms with the correct weight oil and must have proper filters installed during time of oil change. Receipts and proof **MUST** be produced.

If we sell a **Longblock** Engine (Bottom End Shortblock with pistons, rods, crank, and bearings and heads/valvetrain installed), then we warranty things a little differently.

The Shortblock (pistons, rods, crank and bearings, Camshaft) is still warrantied for 2 years with the same warranty application and rules.

The **Top End** (heads and head gaskets) are warrantied for 1 year from date on the invoice.

Any new parts that are installed into or onto the Longblock, such as new oil pumps, injectors etc., all carry their own parts warranties.

If we sell a Longblock it is generally not 100% complete and will always require some labour and modification to install into a customer's vehicle. Usually wiring harnesses, sensors, Turbos, and various other parts need to be installed to complete a Longblock.

For this reason, we do not warranty anything other than what we have listed above.

**ANYTHING** that carries a warranty **ABSOLUTELY** must be diagnosed and decided on how that warranty will carry in-house. We do not cover anything outside of our shop without carrying a diagnostic at our shop.

We do not warranty any of our parts at other automotive shops, or with customers and or other mechanics/backyard mechanics.

When we diagnose the issue, the warranty is applied only by us.

We are not at fault for any incurring charges that may be presented to the customer if there is an issue that arises with our product in their truck; EXAMPLE, truck breaks down and needs to be towed into our shop for repair.

**Oil Leaks:** Oil Leaks are covered for 1-3 months (Depends on the part or gasket) from date of invoice or date of installation *IF* installed by Redline Diesel Performance.

All external oil leaks must be checked out by us IN HOUSE. We do not cover other shops' diagnostics and repairs, everything must be dealt with by us for accurate representation of a possible leak or problem.

We are not at fault for any incurring charges that may be presented to the customer if there is an issue that arises with our product in their truck; EXAMPLE, truck breaks down or springs an oil leak and needs to be towed into our shop for repair.

we are not liable for anything breaking due to performance modifications, tuning, performance enhancing product that would naturally shorten the lifespan of any used or new part

### **ENGINE INSTALLATIONS AND LABOUR:**

This warranty is related to the labour side of things.

We do **NOT** cover Labour costs or any additional incurring costs after a used product, engine, transmission etc, is installed into your truck.

If we have made a mistake or are at fault we will fix it in house at our shop at our own cost not yours; we are not out to get anyone and want everyone to be happy, but it is the decision of the client to choose to have a **USED** part installed knowing the risks and potential issues that come with that decision.

If you as the customer decide to not have any new gaskets, seals, or fresh components installed to your used part to reduce the risk of any leaks etc. done at the time of install you put any risk of an issue into your own hands.

**THIS IS ALWAYS AN OPTION AND WE ALWAYS ASK TO INSTALL NEW SEALS AND PARTS TO ANYTHING USED!**



If we install an Engine or Transmission or **USED** product into your truck / vehicle and it springs a leak we will surely fix it, but it is **NOT** warrantied. There are too many factors to installing used products into these trucks, as bolts can be worn and rusty, gaskets can be old and frail on both the used product side AND the customer's truck side. This can mean that simply touching a certain part of the truck and or part, can simply cause a leak.

### **NEW PERFORMANCE "RDP" PRODUCTS:**

Anything produced by Redline Diesel Performance has their own warranties.

"RDP" Steering boxes have a 1-year warranty providing that there are proper fluid levels with the right fluid used and the boxes show no physical signs of damage!

We are not at fault for any incurring charges that may be presented to the customer if there is an issue that arises with our product in their truck; EXAMPLE, truck breaks down and needs to be towed into our shop for repair.

We are not liable to cover the tow, how we decide to deal with the situation will entirely depend on what the situation and or issue is and or relations with the customer.

### **OTHER USED DRIVETRAIN/IMPORTANT AUTO PARTS:**

This warranty applies to the general remainder of used drivetrain or important parts sold by us such but not limited to as follows:

- used axles and differentials;
- all electronics;
- used steering Boxes;
- used radiators, intercoolers, other coolers, and condensers; and
- used transfer cases.
- all used accessories
- all used engine parts

If these parts are defective upon the time of install, a full **replacement** part will be immediately swapped out for the defective part, or an **IN-STORE** Credit will be applied. Please have your invoice for warranty purposes and bring the old part back to us!

We are not at fault for any incurring charges that may be presented to the customer if there is an issue that arises with our product in their truck; EXAMPLE, truck breaks down and needs to be towed into our shop for repair. We are not liable to cover the tow, how we decide to deal with the situation will entirely depend on what the situation and or issue is and or relations with the customer.

### **EXTERIOR AND OTHER PARTS:**

- doors;
- boxes;
- windows;
- wheels and tires;
- used exhausts;
- performance Tuners; and
- used performance parts (intakes, motor and or drivetrain upgrades, coolant filter kits etc.).

### **ALL FINAL SALES - NO REFUNDS**

We do not accept returns on any of our products that have been tampered with after leaving our shop and not left in original condition (Minus services, resealing or maintenance). We do not accept returns for any of our used products if anyone has *programming, tuning, or performance enhancing products* that push power levels above factory spec. as this would naturally shorten the lifespan of any used or new product.

This warranty sheet is 100% how we operate. No ifs, ands, or buts. Almost all of our parts sold are completely major defect free and in perfect working order, but this warranty sheet is in place so that everyone applies by the same set of rules!

For any questions related to our warranty information, please feel free to reach out to us directly and we will be happy to assist further.

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