



Castrol® Transmax Transmission Warranty (CTTW)

Castrol will cover reasonable expenses for the repair or replacement of covered parts (due to the failure of the Castrol transmission fluid) and associated labor necessary to restore these parts to operation. The coverage is limited to the applicable amount specified inside and is subject to the exclusions, limitations, terms & conditions, eligibility requirements, and consumer obligations outlined in this Castrol Transmax Transmission Warranty.

Eligibility and service requirements

To activate this warranty, you must have the qualifying service performed on your vehicle within the mileage thresholds outlined below. Only the components directly related to the service provided and from fluid-related mechanical failure are eligible for coverage. Coverage limits are based on the vehicle's mileage at the time of the first qualifying service.

Level 1

Maximum coverage

Mileage requirement:

First service must be performed within the first 40,000 miles.

Benefit:

Lifetime maximum coverage of \$4,000 for repair or replacement of covered parts.

Level 2

Mid-range coverage

Mileage requirement:

First service must be performed between 40,001 & 60,000 miles.

Benefit:

Lifetime maximum coverage of \$2,000 for repair or replacement of covered parts.

Level 3

Standard coverage

Mileage requirement:

First service must be performed between 60,001 & 100,000 miles.

Benefit:

Lifetime maximum coverage of \$1,000 for repair or replacement of covered parts.

Level 4

Basic coverage

Mileage requirement:

First service must be performed between 100,001 & 125,000 miles.

Benefit:

Lifetime maximum coverage of \$500 for repair or replacement of covered parts.

Critical eligibility requirements

To activate and maintain your lifetime protection, you must adhere to these standards:

Qualified professional only

Services must be performed by a qualified technician at a **Castrol-authorized facility**. **Self-performance services are not eligible.**

Specific fluid

You must use **Transmax Full-Synthetic Multi-Vehicle Automatic Transmission Fluid**.

Maintenance intervals

Services must be completed within **2,500 miles** of your vehicle manufacturers (OEM) recommended interval. A maximum grace period of **500 miles** is allowed.

Record keeping

You must retain **all** receipts and repair orders.

Key exclusions

Coverage is not provided for:

Manual transmissions.

Vehicles used for **competition** or **agricultural purposes**.

Damage from **collisions, accidents, or negligence**.

Pre-existing damage occurred before the first qualifying service.

Incidental costs like **state/local taxes, storage fees, or rental costs**.

How to file a claim

- 1 Call first:** You must call **1-888-CASTROL** before any repairs are made.
- 2 Get approval:** Repairs performed without prior authorization from the claims administrator will not be covered.
- 3 Provide documentation:** Be prepared to submit all service receipts, a statement of damage, and an estimated repair cost.