



However, if you have otherwise complied with CTTW program, Castrol will pay the deductible amount owed by you under any existing service contract previously purchased by you, which covers component damage to this vehicle. The level of coverage you're qualified for will be determined by the program eligibility requirements. State tax, local tax, storage fees, shop supplies, court charges, and diagnosis are not covered.

Conditions and limitations of coverage

- Coverage applies only to legally registered passenger cars, vans, SUVs, and pickup trucks with a GVW of 12,500 lbs or less
- Only vehicles using automatic transmission fluid (ATF) or continuously variable transmission fluid (CVT) as specified by the OEM are eligible. Manual transmission fluid is not covered
- For leased vehicles, the lessee must be responsible for maintenance and repairs
- If the vehicle is used for towing, it must be equipped with a factory-installed or equivalent tow package
- The CTTW program is transferable if the vehicle changes ownership
- Only authorized repairs performed in the United States are eligible
- Castrol is only responsible for repairs approved in advance by the claims administrator

You must retain all receipts and repair orders for services required under the CTTW program. Castrol may in its sole discretion require repairs to be performed at a certified repair facility or by an ASE-certified technician. Rental vehicle costs during repairs are not covered.

Claims procedure: Castrol CTTW program

- To file a claim, you must call 1-888-CASTROL before any repairs are made
- Any repairs done without Castrol administrator authorization will not be covered under the CTTW program
- You are responsible for preventing further damage to the vehicle

Required documentation

You must provide the claims administrator with:

1. Service Records: All repair orders/receipts showing the vehicle was serviced according to
 - The CTTW program requirements
 - Any prior protection plans or service warranties (excluding OEM extended warranties), along with proof of such plans if applicable
2. Damage report: A detailed statement of the damage and an estimate of repair costs
3. Vehicle verification: Proof of purchase date or lease agreement (if leased)
4. Parts & fluid sample: If requested, send the damaged parts and a sample of the system fluid to:

Castrol Headquarters
P.O. Box 485
Lewiston, NY 14092



Castrol® Transmax Transmission Warranty (CTTW)

Castrol Lubricants will cover reasonable expenses for the repair or replacement of covered parts 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.

Why apply for the Castrol Transmax Transmission Warranty

1 Get MAXIMUM PROTECTION for one of life's biggest investments.

2 Castrol's premium line of transmission fluids are trusted by your professional auto repair shop.

3 It's quick, it's easy, and it's FREE!

Eligibility and service requirements: Castrol CTTW program

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 performed are eligible for coverage. Coverage limits are based on the vehicle's mileage at the time of the first qualifying service.

Level 1 - Up to \$4,000

- A full transmission flush/drain and fluid replacement must be completed before 40,000 miles (as shown on the odometer)
- The service must be performed by a qualified technician
- Maximum lifetime coverage: \$4,000 for covered parts related to the service

Level 2 - Up to \$2,000

- A full transmission flush/drain and fluid replacement must be completed between 40,001 and 60,000 miles (as shown on the odometer)
- The service must be performed by a qualified technician
- Maximum lifetime coverage: \$2,000 for covered parts related to the service

Level 3 - Up to \$1,000

- A full transmission flush/drain and fluid replacement must be completed between 60,001 and 100,000 miles (as shown on the odometer)
- The service must be performed by a qualified technician
- Maximum lifetime coverage: \$1,000 for covered parts related to the service

Level 4 - Up to \$500

- A full transmission flush/drain and fluid replacement must be completed between 100,001 and 125,000 miles (as shown on the odometer)
- The service must be performed by a qualified technician
- Maximum lifetime coverage: \$500 for covered parts related to the service

Claims are limited to:

- Manufacturer warranty labor rates and hours, as specified in the Chilton's Flat Rate Guide or another recognized industry guide
- OEM-listed or equivalent replacement parts of like kind and quality. Repairs must be necessary and approved to restore or replace irreparably damaged covered parts



Ongoing service requirements

To maintain eligibility for lifetime protection under the CTTW program, you must have completed a transmission service with a full flush/drain and fluid replacement within 2,500 miles of your vehicle manufacturers (OEM) recommended transmission fluid change interval. A maximum grace period of 500 miles is allowed.

For example, if your OEM recommends a transmission service at 30,000 miles, you will still be covered if the service is performed by 33,000 miles.

All transmission services must be:

- Performed by a qualified technician completed at a Castrol-authorized auto repair facility
- Done using Transmax full synthetic multi-vehicle automatic transmission fluid
- Self-performed services are not eligible for coverage under the CTTW program
- All fluids must also meet or exceed the OEM's minimum specifications and requirements for the specific covered component

Exclusions, limitations, and conditions: Castrol CTTW program

The following are not covered under the CTTW program: Vehicles:

- That are modified for or used in competition
- Used for agricultural purposes
- With altered non-functional, or tampered odometers
- Maintained exclusively through in-house repair facilities

Additional exclusions, limitations, and conditions:

- Claims resulting from collisions, accidents, theft, vandalism, riot, explosion, earthquake, lightning, freezing, overheating, fire (internal or external), water or flood damage (including prior flood damage)
- Negligence, reckless or intentional damage by any party other than Castrol
- Timing belt failure, improper service or maintenance, manufacturer defects, or improper part installation, fluid contamination (e.g. water or foreign materials)
- Failure to maintain engine oil and coolant levels as specified by the vehicle manufacturer
- Pre-existing damage: Any damage occurring before the first qualifying service is not covered. Castrol may verify timing through independent analysis
- Manufacturer-related issues: Failures due to known mechanical or structural flaws acknowledged by the manufacturer (e.g. recalls or service bulletins) or subject to legal proceedings are excluded
- Duplicate coverage: Claims already covered under the vehicle's manufacturer warranty or any extended service contract