



## Core Return Policy and Instructions

### Remanufactured Engines/Transmissions/Transaxles/Transfer Cases

#### Core Return Policy

All Driveline Company remanufactured units have a core and dunnage charge billed at the time of sale. When a core is returned, Driveline Company will inspect the core and determine the amount to be credited back to the customer. The cores returned must be like-for-like (Make, Model, and Type) as the unit sold. Cores must be returned drained of fluids and oil, assembled, and packaged in the same shipping container that the remanufactured unit was received in. The core must be received within 60 days of sale of unit to receive credit. Full credit will be provided unless the following exceptions are found upon inspection of the returned core.

#### All Product Core Deductions

Not like-for-like core ----- No Credit  
Disassembled ----- No Credit  
Fluid(s) not drained ----- \$50 deduction

#### Transmission/Transaxle Core Deductions

Cracked/Broken/Damaged Case ----- 50% of core charge  
Missing torque converter ----- 25% of core charge  
Missing converter support brackets ----- 10% of core charge  
Missing parts (bell, extension housings, pans, etc.) ----- Up to 50% of core charge  
Missing or not returned in original dunnage/packaging ----- \$200 deduction

#### Long Block Engine Core Deductions

Cracked/Broken/Damaged Block (not repairable/re-useable) ----- 75% of core charge  
Missing/Cracked/Broken/Damaged Head (each) ----- 25% of core charge  
Missing Parts (valve covers, oil pan, front cover, etc) ----- Up to 50% of core charge  
Missing or not returned in original dunnage/packaging ----- \$250 deduction

**For all long block engines:** Make sure to return the core with the same parts that were included with the remanufactured engine. For example: cylinder heads, valve covers, oil pan, front/rear covers, etc. Not all remanufactured long block engines have the same level of build. To avoid core deductions, ensure that the core returned includes that same parts that were received on the remanufactured unit.

#### Core Return Instruction

- 1) Drain fluids.
- 2) Ensure core is like-for-like as unit received.
- 3) Check core to ensure no missing parts. Core must include same parts that were received on the remanufactured unit.
- 4) Additionally for Transmission/Transaxle:
  - Verify torque converter is installed and secured in place with shipping strap/brackets. Reuse straps/brackets and hardware from remanufactured unit.
  - Verify dowel pins are removed from the original unit and reinstalled in the engine block.
- 5) Transfer all shipping caps and plugs from the replacement unit to the core.
- 6) Attach core return tag to bell housing of transmission/transaxle or to engine block.
- 7) Place core in original shipping dunnage for return. As needed, use straps inside dunnage to secure core unit.
- 8) Contact 1-888-437-8546. Press 1 for core return.