



Warranty Submittal Instructions

[A] WARRANTY COVERAGE

Delco Remy will provide warranty services in accordance with the Warranty Allowances listed in this document, for the periods specified in the Delco Remy OE & Reman Warranty Policy, at www.delcoremywarranty.com. These warranties are the sole warranties of Remy, Inc. There are no other warranties expressed or implied.

[B] WARRANTY TRANSACTION METHOD - REMAN FOR WARRANTY

The method of warranty transaction shall be by unit replacement only (like for like) using a genuine Delco Remy remanufactured unit. If no reman replacement unit is manufactured, a new service unit or repair of the unit under warranty may be provided, at the customer's discretion. ONLY GENUINE DELCO REMY PARTS MAY BE USED IF A REPAIR IS DONE.

The only exception to Reman for warranty is when repairing oil leaks on 50DN alternators. Oil leaks may be repaired (by replacing the seal).

Credit will be issued 30 days after receipt of the claim and part. **The 30 day period does not begin until both part and claim have been received by the Reliability Center.**

[C] WARRANTY LIMITATIONS

The following cases shall not be covered by the Remy warranty policy.

- 1) Malfunctions resulting from misuse, negligence, accident, customer damage, alterations not approved by Delco Remy, improper installation or lack of performance of normal maintenance services.
- 2) Loss of time, inconvenience, loss of use of the OEM equipment or other consequential damages.
- 3) Repairs made by non-authorized agents.
- 4) Non-Delco Remy products.
- 5) Units analyzed and found not to be defective.
- 6) Travel expenses and towing are not covered under normal warranty.
- 7) Claims must be received by Remy no later than 6 (six) months from failure date.
- 8) Expenses other than unit cost or repair and normal handling allowances are not covered under normal warranty. If you have a question please contact the Remy Reliability Center, by phone, at 888-600-5777 or 601-785-9504, by fax at 601-785-9508, or by email at warranty@remyinc.com.

Please refer to the Warranty Guide at www.delcoremywarranty.com for photos and more information.

[D] WARRANTY CLAIM PROCESS

Verify that the unit turned in for warranty is within the guidelines set forth in this document and per the time/distance limits listed on www.delcoremywarranty.com and your respective OEM.

- 1) Determine the unit is defective.
- 2) If the unit is warrantable, replace the defective unit with a genuine Delco Remy remanufactured unit.
- 3) For warrantable product, submit the warranty claim to Delco Remy or your respective OEM as applicable.
- 4) For Service or Reman warranty claims:
A dated purchase receipt, repair order, or written proof that the failed product is within the warranty period is required.
Also required is a copy of the invoice for the replacement part clearly showing the purchase date and the Delco Remy part number.
- 5) Provide the required information (via the on-line form or spreadsheet) and attach a printed copy to the unit being returned. Ship the warranted unit to the appropriate return location (see Freight & Shipping Information).
- 6) Confirmation of the credit will be mailed or e-mailed to you.

MUST BE SENT BACK TO FACTORY

Testing/Processing Time: 30 45 days

1-800-372-3555 - www.delcoremy.com