

Product Installation Guide  
& Warranty Information



(07) 849 1180

[jptp.co.nz](http://jptp.co.nz)

Thank you for your recent purchase from Jeff Peters Truck Parts. We are confident that you will have no issues with anything supplied, but in the rare instance that there is a fault, this booklet will outline your warranty and set out your obligations.

Our goal is to get you and your truck back on the road as soon as possible at a fair price.

Please read this booklet carefully as this booklet contains important information regarding installation and warranty. More information is also available online at [jptp.co.nz](http://jptp.co.nz)

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# JPTP Core Policy

- All cores returned shall be in rebuildable condition. No core will be accepted that has been exposed to extreme heat due to lack of lubrication, excessive rust due to prolonged exposure to weather or corrosive materials such as salt or chloride, missing critical components, heat damage due to fire, catastrophic spin out or shock load damage that renders the core a complete loss
- All cores shall be returned within 30 days of installation
- All cores shall be completely drained of oil.
- All cores shall be returned on the original pallet that was supplied with the replacement unit whenever possible. If that is not possible, the core must be returned on a pallet or carton that will sufficiently prevent damage or loss that could occur during shipping.
- Cores may be returned unassembled providing all components are returned and packaged in a manner to prevent loss of components while in transit
- An Additional core charge may occur for excessive damage to key components such as cases or castings that require repair or replacement.
- Cores must be "like for like" models unless prior arrangements have been made and documented appropriately.
- Make sure to transfer all accessories and or components not supplied with the replacement unit from your core to the replacement unit (Yokes, sensors, bell housing, shift tower, TCU, wiring harnesses, etc.)
- You will be notified of any Core Charges if the core is unacceptable by phone or e-mail. Photos or support documentation shall be provided to support any denial or deductions upon your request.
- Please, if you are a reseller, inform your customer there may be a core charge if the returned core is not suitable as per the above policy requirements.

# Differential Installation

- Double check the gear ratio of the replacement unit compared to the failed unit you are replacing. Make sure that they are like.
- This replacement differential is shipped with no oil. After installation, please fill to the appropriate level with OEM approved oil.
- Thoroughly flush or clean entire axle housing, including axle tubes. Make sure it is completely cleared of any contaminants or debris that may have been left behind from the failed unit.
- Inspect axle housing for cracks or bends in axle tubes.
- Check wheel ends for contamination in bearings, leaky wheel seals and replace as needed.
- Check breather, replace as needed.
- Inspect axle shaft splines, replace as needed.
- Inspect yokes for wear. Replace as needed. Be sure to refer to torque tag supplied with the replacement unit for proper torque specifications for input, output and pinion nuts for the model of differential you are replacing. Torque nuts accordingly.
- If replacing a forward differential and no thru-shaft was supplied with the replacement unit, inspect the thru-shaft you are using over for spline wear. Inspect bearings and seal and replace as needed.
- Inspect driveshafts for proper phasing and balance. Inspect all yokes and u-joints and carrier bearings for wear. Repair or replace as needed.
- Inspect ride heights and adjust as needed.
- Check suspension components for excessive wear and repair or replace as needed.
- Check drive tires for excessive wear and confirm tire sizes match. Replace as needed.
- After installation, inspect all related components for proper functionality.

*Note - Improper installation procedures could result in premature failure of this replacement differential and may void warranty.*

# Transmission Installation

- This replacement transmission contains no oil, unless specified via a JPTP sticker. Please fill to the appropriate level with OEM approved oil.
- If there is an external oil cooler associated with this transmission, please flush and test for leaks. Replace if needed.
- Please transfer any speedometer gears and or sensors from the failed unit to the replacement unit.
- Check engine mounts for wear, replace if needed.
- Check rear engine seal for leaks, replace if needed.
- Check flywheel for wear, resurface or replace if needed.
- Check clutch for wear, replace if needed.
- Check pedal shafts, pedal shaft bushings and clutch fork for wear. Replace if needed.
- Check output yoke for wear, replace if needed. Be sure to refer to torque tag supplied with unit for proper torque specifications. Torque nut accordingly.
- Check driveshafts for proper phasing and balance. Check u-joints and carrier bearing for wear. Replace if needed.
- Check ride height, adjust as needed.
- Check shift tower, finger and isolator for wear. Replace if needed.
- If the transmission has a PTO or multiple PTO's attached, please flush thoroughly and check for excessive wear. Repair or replace as needed. Check output seal of PTO for leakage. Repair if needed. Be sure to shim PTO/PTO's to proper backlash specifications when reinstalling.
- After transmission has been installed, adjust clutch and check for proper functionality of all related components.

*Note - Improper installation procedures could result in premature failure of this replacement transmission and may void warranty.*

# Warranty Information

A comprehensive warranty section is to be found on the following pages, but a basic guide is as follows.

- If faulty products are supplied, they will be replaced under warranty **and maximum of 25% of the value of faulty products** will be allowed for labour costs incurred by customer for removal and refit. Please read the comprehensive warranty section for limitations and claim process.
- In the instance of a rebuild or assembled product, the maximum warranty compensation will be **limited to the labour component** on the original invoice for the job (unless specified on the invoice).
- Any rework, repair, remove and refit **must be agreed to** by Jeff Peters Truck Parts prior to any costs being incurred.

# Product Warranties

## Warranty

Subject to the conditions stated herein, Jeff Peters Truck Parts (“JPTP”) warrants to purchasers thereof that the parts, components, and rebuilt or resealed products, (individually and collectively referred to hereafter as the “Product”) will, when properly assembled and installed on vehicles approved for such purpose, be free from defects in material and workmanship under normal use and proper maintenance for the applicable warranty period as described in the Warranty Period section of this statement.

JPTP assumes no responsibility, in the absence of its written approval, for the selection of products or parts for specific applications and makes no general representation whatever in respect of any such selection.

## Remedy

If any product supplied hereunder fails to comply with this warranty, JPTP agrees to repair or replacement, or, at its sole option, furnish a replacement product for the defective product.

JPTP’s obligation to satisfy a warranty claim as contemplated herein is subject to the following conditions:

- (a) all such claims must be submitted to JPTP no later than ten (10) working days from the date of the failure occurrence and shall be supported by satisfactory evidence in respect of the conditions stated herein;
- (b) if requested by JPTP, the Product involved shall be returned to JPTP’s Hamilton workshop for examination; and
- (c) JPTP’s examination of the product must disclose to its satisfaction that none of the warranty exclusions described herein are applicable, and that said product was defective when originally delivered to purchaser. In all cases, JPTP shall make the final determination and interpretation as to the warrantability of the Product.
- (d) Any product purchased for the purpose of re-selling to a 3<sup>rd</sup> party, JPTP need to be informed, in writing, of the date of installation. Only at JPTP’s discretion will the warranty begin at date of installation, rather than standard date of invoice.

Products repaired or replaced under warranty are covered hereunder by the remaining portion of the original warranty period.

## **Warranty Exclusions**

JPTP's warranty shall not extend to any Product that has been subjected to the following:

- (a) accident, damage, negligence, abuse or misuse;
- (b) improper installation or maintenance;
- (c) abnormal operating conditions;
- (d) alteration or modification;
- (e) a purpose or application in any way different from that for which it was designed.

Normal wear is not warrantable.

Any products that require oil or lubrication that are not correctly supplied or provided with lubrication, will entertain no warranty claim.

## **Limitations on Reimbursement**

Warranty on products supplied, cover replacement of products, and external (non-JPTP) labour fitment for the replaced products up to a limit of 25% of the products original purchase price (ex GST).

Faulty products will be replaced after being returned to JPTP for inspection or satisfactory evidence via digital communication (Photos and or Videos).

Warranty limitations for repaired products and in-house work are limited to the value of labour charged on the invoice and replacement of faulty product.

Please reference Item 5 in the Appendix for an example of the reimbursement process.

Without limiting the generality of the foregoing, the following is a list of costs, charges, and expenses not reimbursable under JPTP's warranty:

- Towing expenses
- Meal or lodging expenses
- Travel time or transportation expenses
- Downtime expenses
- Equipment Rental or Fuel expenses
- Any perceived loss of earnings

## **Warranty Period**

Warranty period on new replacement products is twelve (12) months from date of purchase and no limit on kilometres travelled.



Warranty period on most assembled transmissions, differentials and resealed power steering boxes is for twelve (12) months from date of purchase unless specified on the invoice. Some Japanese manufactured components will only have three (3) months warranty. This will be noted on the invoice.

Second-hand products do not carry any warranty. Any second-hand products used will be due to cost restraints or lack of availability of products and noted on invoice.

## **Claims Procedure**

Product returned to JPTP under warranty shall become the property of JPTP.

JPTP reserves the right to reject a warranty claim for any or all the following reasons:

- Original claim was filed after ten (10) days from the date of failure
- Failure occurred beyond coverage parameters
- Product inspected does not substantiate claim or indicate a failure
- Product requested was not returned for inspection within 20 days from date of request

## **Warranty Disclaimer**

JPTP's express warranty and purchaser's remedies thereunder are exclusive and given in place of (a) all other warranties, express, implied or statutory, whether written or oral, including, but not limited to, any warranty of merchantability, fitness for particular purpose, or implied warranty arising from performance, course of dealing or usage of trade, and (b) all other obligations, liabilities, rights, claims or remedies, including any right in contract, tort, extra-contractually, strict liability or any right arising from JPTP's negligence, actual or imputed.

## **Limitation of Liability**

JPTP's obligations and purchaser's remedies under JPTP's express warranty are limited to JPTP's choice of repair or replacement and exclude liability for incidental, special, consequential or any other damages, including, without limitation, replacement costs, economic loss, lost revenue, lost profits, or loss of use or damage to other property.

# Product Return Requirements

- a. Clearly mark and include a copy of the JPTP invoice. All products associated with the claim must be returned for warranty consideration.
- b. Package the product carefully to avoid shipping damage which could distort or mask the true cause of the failure.
- c. All fluid, oils, and lubricants are to be drained from the products or components prior to return.
- d. All rejected, non-warrantable and non-JPTP products will be scrapped unless the customer indicates otherwise. If indicated that such products are to be returned, this will be returned at customers' expense.

## Appendix - Claim Approval Information

The following information is provided to help you understand some very important facts about warranty claim processing. Please read it carefully.

Many claims are reduced or rejected because some or all these requirements are not met. An improperly filed claim sometimes creates false expectations regarding payment approval. This can lead to confused and unhappy customers. Not to mention, the extra work it causes and the financial impact it has for the repairing facility.

The following is a list of some key items regarding warrantable failures and other conditions which can determine if a claim is to be paid. Examples of claim processing situations are given to clarify each point.

**Item 1. Verifiable defect: This is the most important part of any warranty claim! Warranty is intended to cover verifiable defects in material or workmanship. If no defect can be shown, there is no reason to file a claim. The manufacturer did nothing wrong.**

*The inability to verify a failure is the primary reason for most claims' rejections.*

There are many cases in which products are returned for inspection and no failure can be found nor is there any indication or marking of what the repairing mechanic determined to be the cause of the failure. If the JPTP warranty analyst cannot verify any defect, the claim will be rejected. This happens quite often with claims for noise complaints.

**Example:** Manufacturers do extensive testing to determine the durability of their products. This testing is done both in the lab and on the road. In this process, conditions are

deliberately induced to cause a variety of failure modes. The visual results of these failure modes are documented for future failure analysis. Additionally, the effects of other conditions, such as normal wear and contaminated lube, are recorded and studied.

The information learned from this testing is put into service and failure analysis manuals for use by field personnel and repair facilities. The information in these manuals helps people involved in the warranty process to make good decisions regarding defects.

## **Item 2. Identifying root cause and responsibility for the failure: Once a defect or condition has been verified, identify the source of the failure.**

*Understanding the failure or condition and what caused it, will determine who is responsible for payment of the repair.*

The product which failed is not always a “defective” product; nor, is it necessarily the “causal” product. The failure might be the result of a driveline problem, driver error, or an improper prior repair. In any case, recognizing the cause of the failure determines to whom the repair should be charged.

**Example:** An JPTP transmission experiences a synchronizer failure. One of the synchronizer pins is broken from driveline vibration. The mechanic discovers driveline angles are incorrect. Even though it was an JPTP product that failed, it was not the cause of the failure. In this case, the responsibility might be the customer’s or perhaps another repair facility which did some recent work on the vehicle and improperly set the driveline angles.

Always work the failure analysis to a conclusion. Just because the failed product is found, does not mean the search is over. The root cause, or why the failure occurred, must be identified to establish whether a claim should be filed.

## **Item 3. Dealing with wear items and normal maintenance.**

*Through normal use, components will eventually wear out. Do not mistake worn out products for warrantable failures.*

Truck components have many moving parts. Some, such as gears, move internally. As this interaction occurs, it causes wear. It is a normal process in the life of a component.

*Normal wear is not a defect and is not warrantable unless specifically stated. The amount of normal wear can vary greatly depending on vehicle application and the habits of the driver.*

Remember, warranty only covers verifiable defects in material or workmanship.

#### **Item 4. Coverage expiration time: When does warranty expire?**

*Warranty coverage is based on a calendar year.*

**Example:** A product has a retail sale date of January 1, 2020. A product failure must occur on or before December 31, 2020, to be submitted on a warranty claim.

#### **Item 5. Example of Warranty Process**

*Warranty coverage is based on a calendar year.*

**Example:** 'XYZ Workshop' purchases from JPTP an Actuator for a transmission on 1 January 2020 for \$6500+GST+ Freight. 'XYZ Workshop' fits the Actuator on 7 May 2020 and installs the transmission in the client's truck.

The client notices that the Actuator isn't working on 9 May 2020. The mechanic workshop removes the Actuator and returns to JPTP on 10 May 2020.

On inspection it's found to be faulty, and a replacement is sent on 12 May 2020. The mechanic workshop refits the Actuator, and the client drives away with no issues. The mechanic workshop is entitled to a maximum warranty claim on the faulty Actuator for labour to remove and refit the Actuator, only up to a value of \$1625 (plus GST), being 25% of purchase price. Once approved by JPTP in written communication, an invoice is to be issued to JPTP and will be paid on the next payment run.

The value of any labour warranty claim is to be within market labour rates and time frames. JPTP reserve the right to approve the agent or workshop for the removal and refit of any transmission, steering component or differential.

#### **When a claim will be denied.**

If the clients noticed the issue on 2 January 2021, there would be no warranty claim as its outside of the 12-month purchase window, unless JPTP were notified that installation wasn't made until 7 May 2020.

If the Actuator was returned to JPTP and there was no fault with the Actuator, but an issue was caused from incorrect installation or improper use, there would be no warranty claim allowed.

If the truck wasn't road tested and installation wasn't to manufacturers specifications, then no claim would be allowed.

#### **Item 5B. Alternative Example**

1 January 2020, 'Trucking LTD' sends JPTP a transmission for repair as they believe it more economic than to purchase a core exchange unit.

The repair goes well, and the product come to \$10k+GST, Labour \$4k+GST and \$1k Freight, handling and consumables. The Job is finished and invoiced 15 Feb 2020.

On 15 April 2020, the Customer notices the transmission is jumping out of gear. He emails JPTP instantly as per his JPTP warranty document. JPTP acknowledge this and request Trucking Ltd to send the truck to 'XYZ Workshop' for removal. XYZ Workshop then send the transmission to JPTP to inspection.

On inspection it is found a gear has blown teeth. These **were** replaced on the original invoice. The gears also show signs of shock loading, that is taking off in a higher gear than needed. This is **not covered** under warranty as its considered abuse or misuse. All costs to be worn by Trucking LTD

If, on inspection, it was found the gear the transmission was jumping out of, **was not** replaced, this would also **not be covered** under warranty as it was not diagnosed as damaged on inspection so therefore not replaced. No Warranty claim, and Trucking LTD, would be required to pay for all work done by JPTP and XYZ Workshop.

However, if on inspection it was found that the gear had failed due to incorrect installation by JPTP, the warranty would be accepted. The warranty claim would be up to \$4k+GST (Labour Charge on initial invoice) for work **not** carried out by JPTP, in this case transport to and from JPTP and removal and refit of transmission to the truck.

JPTP would replace the faulty gear and reinstate the transmission to working order. XYZ Workshop would invoice JPTP for removal and refit and JPTP would pay this as long it was in line with market rates and practices.