Frequently Asked Questions

1. Is my GM warranty voided when I buy a Callaway car?
No, your GM warranty is not voided. All non-Callaway-installed parts of your Callaway car are still covered by GM. If your problem is related to Callaway-installed components, Callaway works with the GM Dealer to determine the root cause. If the problem was caused by a defective GM component, and the affected components are covered by the GM powertrain warranty, then GM reimburses the dealership. If the problem was caused by a Callaway product defect, and the affected components are covered by the Callaway Extended Powertrain Service Contract, then Callaway reimburses the dealership.

2. Which powertrain parts are covered and which are not under the Callaway Extended Powertrain Service Contract?
Most powertrain parts are covered by either GM or Callaway. Powertrain parts that are not covered by Callaway are listed on the reverse side of this document.

3. Do I get a free loaner or a rental car allowance if I have to leave my Callaway at the dealership?
No. Neither a free loaner vehicle nor rental car allowance is provided by the Callaway Extended Powertrain Service Contract.

4. Can I do my own oil changes and other maintenance?
Yes. You are not restricted from performing your own maintenance. However, all Callaway Limited Warranty and Extended Powertrain Service Contract repairs must be performed by GM dealerships. If you perform your own maintenance and a warranty-related issue should arise, you may be asked to provide receipts and other maintenance records. The use of GM-approved oils, fluids, and service parts is required.

5. If I install headers, modify the supercharger, or re-tune the ECM, do I void the Callaway Extended Powertrain Service Contract?
Yes. If you perform any modifications which defeat or tamper with the operation of vehicle emissions systems or install or modify any components or programming that affect Callaway product specifications, the Callaway Limited Warranty and this Powertrain Service Contract become null and void.

6. When does the term of the Callaway Extended Powertrain Service Contract start and end?
The start date of the Extended Powertrain Service Contract is your Callaway’s in-service date: the day you took delivery of your car. The start mileage is the odometer reading indicated when you took delivery. The Callaway Powertrain Service Contract expires on the same day of the sixtieth month after your in-service date, or your in-service mileage plus 60,000 miles, whichever occurs first.

What to do if your Callaway has a problem

Callaway engineers have performed extensive vehicle testing and validation in order to ensure that your Callaway provides reliable service. However, if a problem should arise that requires technical attention, please adhere to the following procedure:

1. Contact your closest Callaway-Authorized GM Dealer, depending on the make, and discuss the symptoms with the Dealer’s Service Manager. If required, make an appointment with the Dealer to bring the car in, or have the car transported to the Dealer, per the Dealer’s recommendation. If there is no Callaway-Authorized Dealer nearby, you may follow this procedure with your closest GM Dealer.

2. If you bring your car to a Dealership that is not a Callaway-Authorized Dealer, please be sure to tell the Service Manager to contact Callaway Technical Service upon arrival, prior to performing any vehicle diagnostics. This will facilitate quicker, more satisfactory repair.

3. For accurate, timely updates, always contact the Dealership regarding the status of your Callaway’s repair, not Callaway.

4. When your Callaway was assembled, Callaway affixed a label to its under-dash diagnostic port in order to prevent the dealer from recalibrating or updating the ECM (engine control module) without contacting Callaway first. If the Dealer informs you that they plan to re-flash or update the ECM calibration, please remind him to contact Callaway first to arrange for re-installation of the Callaway calibration. Otherwise, “Service Engine Soon” lights will be triggered and poor engine performance will result.

5. Do not pay the Dealer for any Callaway-associated warranty repairs. Callaway policy is to reimburse the Dealer directly for all applicable warranty-associated parts and labor.

Owner Name
City, State, Zip
VIN
Order Number
In-Service Date
In-Service Mileage
Name
City/State/Zip
VIN
Order No.
date
mileage
EXTENDED POWERTRAIN SERVICE CONTRACT

5 YEARS/60,000 MILES

This Limited Extended Powertrain Service Contract (Service Contract) is issued by Callaway Cars Incorporated (Callaway), assembler of modified GM vehicles and applies only to vehicles modified at Callaway facilities.

The Service Contract period is 60 months or 60,000 miles, whichever occurs first, from the retail delivery date of the vehicle recorded by GM. This Service Contract is only in effect concurrent with the term of the 60 month/60,000 mile GM Powertrain Warranty. See your GM dealer for GM warranty details on non-Callaway components.

Callaway warrants to the original retail purchaser of a Callaway-modified vehicle that Callaway-installed Callaway Powertrain Components are free of defects in material and workmanship. This Service Contract is transferable to subsequent owners by applying to Callaway for such assignment within thirty (30) days of change in ownership. Transfer fee, form and procedure are available from Callaway upon request. Callaway will recognize the owner of record in the GM vehicle data system as the owner entitled to Service Contract benefits. If the Service Contract has been transferred, the GM owner of record data must match the assignee data on file at Callaway.

Vehicle repairs will be made by any Callaway-approved repair facility if the vehicle is returned to a Callaway-approved repair facility during the Service Contract period. Callaway-Installed Callaway Components found to be defective in material and/or workmanship will be repaired or replaced at no charge to the then-current owner.

Replacement Callaway Components will be covered for the balance of this Service Contract. Effecting repairs to, or replacement of defective Callaway Components is the only remedy offered under this Service Contract. This Service Contract is valid only for vehicles registered and operated in the Fifty (50) United States, the District of Columbia or the Thirteen (13) Provinces of Canada and is not offered elsewhere.

Vehicle scheduled maintenance required to keep the GM warranty in effect is required to keep this Service Contract in effect using any severe use schedules if required based on type of use.

Items not covered by this Limited Service Contract:
- GM vehicle scheduled maintenance costs.
- CONSEQUENTIAL damage to, or failure of, original or aftermarket vehicle components or accessories not installed by Callaway, except for GM Powertrain Coverage included below.
- Damage to Callaway-Installed Callaway Components due to:
  - Subsequent alteration or modification of the vehicle including but not limited to alteration of the engine management system and/or intake pressure delivered by the supercharger.
  - Any outside influence such as, but not limited to, accident, misuse, impact, environmental damage, fire, storm, flood, corrosion or lack of maintenance.
  - Subsequent damage related to the failure of a vehicle component or accessory not installed by Callaway.
  - Insufficient cooling or lubrication as well as damage due to continued operation in an overheating and/or insufficiently lubricated condition.
  - Improper operation or use including but not limited to use of improper fuels, fluids or lubricants.
  - Participating in or preparation of the vehicle for racing or other high-performance driving activity (on a track or otherwise). Including but not limited to competition driving events and performance driving school training or practice.
- Other expenses incidental or consequential related to a covered warranty repair are not covered, including transportation of the covered vehicle, lodging, alternative transportation, loss of time, or personal and/or business economic loss.
- This Service Contract does not cover costs for removal or re-installation of any Callaway Components required to perform any GM warranty repairs to the vehicle or other service work.

GM Powertrain Coverage

GM engine, transmission, final drive and transaxle components are covered by a GM warranty. In the event that the vehicle manufacturer, GM, determines that a Callaway-installed Callaway Component failure damaged any GM internal engine component(s) and declines GM warranty coverage during the 60 month/60,000 mile Service Contract period, Callaway will provide repair or replacement of the powertrain components using new and/or remanufactured GM components at a Callaway-approved facility.

If GM declines to cover an otherwise-covered GM warranty repair exclusively due to the increased torque produced by modifications made by Callaway and Callaway agrees with GM findings, Callaway will arrange repair or replacement of certain torque-transmitting components at a Callaway-approved repair facility.

Callaway reserves the right to inspect the alleged damage prior to the commencement of repairs in order to verify GM findings. This provision will apply only when Callaway agrees with GM findings. Otherwise, the consequential damage exclusion will apply. All other terms and conditions of this Service Contract apply to this subsequent damage exception.

This Service Contract applies to certain internal, lubricated components within the engine and transaxle assemblies as specified below. This policy does not constitute a warranty on GM components.

- Engine Components Eligible:
  - Crankshaft, Connecting Rods, Pistons, Wrist Pins and Piston Rings
  - Components Not Eligible:
    - Engine Block, Oil Sump, Timing Cover, Gaskets and Seals, Bearings and Bushings, Fasteners and Assembly Hardware, Cylinder Heads and Attached or Installed Components, Valve Train Components, Timing Chain and Drive Components, Oil Pump, Water Pump, Engine Ancillaries

- Automatic Transmission
  - Eligible Components:
    - Torque Converter, Shafts, Planet Gear Components, Drums, Clutch Components
  - Components Not Eligible:
    - Transmission Case, Transmission Fluid Pan, Gaskets and Seals, Bearings and Bushings, Fasteners and Assembly Hardware, Pump and Valve Body, Solenoid Valves, Speed Sensors, Electronic Controls, Selector Components

- Manual Transmission
  - Eligible Components:
    - Shafts, Gears
  - Components Not Eligible:
    - Transmission Case, Gaskets and Seals, Bearings and Bushings, Fasteners and Assembly Hardware, Speed Sensors, Synchronizer Components, Shift Rods, Forks and Selector Components

- Final Drive Assembly
  - Eligible Components:
    - Ring and Pinion Gear Set, Differential Gears
  - Components Not Eligible:
    - Differential Case, Gaskets and Seals, Bearings and Bushings, Fasteners and Assembly Hardware, Limited-slip Components, Output Flanges

Any components that are discolored from heat and/or scored or otherwise damaged due to insufficient lubrication are not eligible. GM clutch, pressure plate and flywheel components are not eligible. Driveshaft components and axle shaft components are not eligible.

No Other Warranties Made

Callaway does not authorize any other person or entity to create for it any other liability or obligation with respect to Callaway-Installed Callaway Components and/or this Service Contract. Any implied warranty of merchantability or fitness for a particular purpose of Callaway-Installed Callaway Components is limited in duration to the term of this Service Contract.

Other Legal Rights

This Service Contract gives you specific legal rights and you may also have other rights that vary from state to state. Some states do not allow limitations on how long an implied warranty may last or limitation of consequential damage so the above limitations or exclusions may not apply to you.