

# **AXION RAY QUALITY & WARRANTY POLICY**

**Effective Date: 2025-01-01**

## **Section 4: Powertrain & Engine Repairs**

**4.1 Turbocharger Replacements** Replacement of Turbocharger units requires "Tier 2 Manager Approval" if the vehicle mileage is under 50,000 km. Early failure of turbo units is a high-priority quality signal.

**4.2 Approved Fluids** For all Turbo-engine vehicles, only "Synthetic 5W-30" oil is reimbursable. Use of mineral or standard oil is strictly prohibited due to engine sludge risks.

**4.3 Labor Rate Caps** The standard labor reimbursement rate for engine mechanical work is capped at **\$120.00 per hour**. Any claim exceeding this rate must include a "Specialist Override Code" in the notes.