

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.