



PENNZOIL LUBRICATION LIMITED WARRANTY

COVERING VEHICLE ENGINE PARTS FOR DO-IT-YOURSELF AND INSTALLED CUSTOMERS BY SHELL OIL PRODUCTS US ("SOPUS Products").

This Pennzoil Lubrication Limited Warranty ("Limited Warranty") is available on Pennzoil® motor oil to customers who (1) own or lease their motor vehicle; (2) change their own oil or have their oil changed by an installer, automotive center, commercial fast oil change facility, gasoline service station, or auto dealer; and (3) use Pennzoil® motor oil (such customers referred to as "customer" or "you" below). SOPUS Products warrants to you that it will repair or replace, at its option and at its expense, the Listed Engine Parts (as defined in Section B below), that fail on account of engine wear or which experience abnormal wear, because Pennzoil® motor oil failed to provide proper lubrication. The Pennzoil Lubrication Limited Warranty includes all the terms and conditions listed below. This Pennzoil Lubrication Limited Warranty is free. No one may charge you a fee for it or make any exceptions to its terms as set forth herein.

THIS PENNZOIL LUBRICATION LIMITED WARRANTY IS IN LIEU OF ALL OTHER EXPRESS OR IMPLIED WARRANTIES, AND THERE ARE NO OTHER WARRANTIES OR REPRESENTATIONS AND NONE SHALL BE IMPLIED. ALL WARRANTIES ARE LIMITED TO THE TERMS AND DURATION OF THIS EXPRESS WARRANTY. SOPUS PRODUCTS SHALL NOT BE LIABLE FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES RESULTING FROM THE USE OR FAILURE OF THIS PRODUCT, HOWEVER CAUSED. SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED LIMITED WARRANTY LASTS, OR THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATIONS OR EXCLUSIONS MAY NOT APPLY TO YOU. THIS PENNZOIL LUBRICATION LIMITED WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS, WHICH

VARY FROM STATE TO STATE. THIS PENNZOIL LUBRICATION LIMITED WARRANTY DOES NOT EXTEND THE VEHICLE MANUFACTURER'S LIMITED WARRANTY.

NOTWITHSTANDING THIS LIMITED WARRANTY, YOU SHOULD ALWAYS FOLLOW YOUR VEHICLE MANUFACTURER'S REQUIREMENTS IN THE OWNER'S MANUAL TO AVOID ANY CONFLICT WITH OR LOSS OF YOUR VEHICLE WARRANTY.

A. General Terms and Levels of Protection under the Limited Warranty:

You must comply with these Limited Warranty terms and conditions for your vehicle's Listed Engine Parts to be covered against lubrication caused failure. You can make a claim under this Limited Warranty only after six (6) months from your first eligible purchase and use of Pennzoil® motor oil. You are also subject to the other requirements for Eligibility and Exclusions set forth herein.

This Limited Warranty has different levels of protection based on the Pennzoil® Products used by you, as follows:

Up to 10 years or 300,000 miles, whichever comes first, for the exclusive use of the following Pennzoil® Products:	Up to 15 years or 500,000 miles, whichever comes first, for the exclusive use of the following Pennzoil Platinum® Products:	Protection for the lifetime of your vehicle if you exclusively use the following Pennzoil Platinum® Product:
Pennzoil® motor oil	Pennzoil Platinum® Full Synthetic motor oil	Pennzoil Ultra Platinum™ Full Synthetic motor oil
Pennzoil® High Mileage motor oil	Pennzoil Platinum® High Mileage Full Synthetic motor oil	
Pennzoil® Gold Synthetic Blend motor oil	Pennzoil Platinum® Euro Full Synthetic moto oil	
Pennzoil® Professional motor oil		
Pennzoil® High Mileage Full Synthetic motor oil		
Pennzoil® Full Synthetic motor oil		

SOPUS Products also offers the following levels of oil drain interval protection as part of its Limited Warranty:

OIL DRAIN INTERVAL:	10,000 miles or one year, whichever comes first for the following Pennzoil® Products:	15,000 miles or one year, whichever comes first, for the following Pennzoil Platinum® Products:	20,000 miles if you switch to and exclusively use the following Pennzoil Platinum® Product:
	Pennzoil® Full Synthetic motor oil	Pennzoil Platinum® Full Synthetic motor oil	Pennzoil Ultra Platinum™ Full Synthetic motor oil
	Pennzoil® High Mileage Full Synthetic motor oil	Pennzoil Platinum® High Mileage Full Synthetic motor oil	

For the oil drain interval Limited Warranty, you must use an oil filter designed for longer oil change intervals and follow the vehicle manufacturer's owner manual and vehicle's oil life sensor to maintain any separate vehicle warranty. This oil change interval protection excludes abnormal or severe driving conditions and is subject to the other terms and conditions contained herein.

For the 20,000 miles oil drain interval, you must have switched to and exclusively using the eligible Pennzoil® product. You must also have premium oil filter replacement and top off at least every 5,000 miles.

Please note the following:

- Product names may change, or a product may be substituted or discontinued without notice at SOPUS Products' sole discretion.
- You may change your level of warranty protection at any time as long as your vehicle is within 125,000 miles, and within 72 months old.
- Once your vehicle has more than 125,000 miles or is more than 72 months old and you have qualified for a level of protection, you may only change to a lower level of protection. The change becomes effective as soon as you switch levels of SOPUS Products. This change cannot be reversed.

ONE CLAIM LIMITATION: You can only submit one (1) claim per vehicle under this Limited Warranty. In addition, if you submit a claim for any of the oil drain interval protection levels, you cannot submit another claim for the 10 years, 15 years, or lifetime engine protection levels, and vice versa.

B. What Engine Parts Are Covered (“Listed Engine Parts”):

1. Pistons & Piston Rings
2. Oil Pump & Timing Chains
3. Crankshaft and Bearings
4. Rocker Arms and Pivots
5. Rods
6. Rod Bearings
7. Push Rods
8. Cam Shaft and Bearings
9. Valve Stems and Guides
10. Wrist Pins and Bushings
11. Turbo Bearings
12. Valve Lifter
13. Cylinder Lining or Bore
14. Distributor Drive Gear
15. Timing Gears or Sprockets

C. Customer Requirements for the Limited Warranty Program:

1. You need to keep your receipts. If you have a claim, you will need to be able to provide copies to SOPUS Products to show that you used Pennzoil® motor oil and satisfied the other requirements of this Limited Warranty.
 - a. If you have your oil professionally changed and your vehicle’s engine and emission control system professionally serviced by an installer, automotive center, commercial fast oil change facility, gasoline service station, or auto dealer, save all of those receipts.
 - b. If you change your own oil, you must save all your receipts from a merchant or retailer showing your required Pennzoil® oil and filter purchase, as well as your receipts for having your engine and emission control system serviced.
 - c. Keep these receipts in a safe place.
2. You must enroll online at www.pennzoil.com (except California and Michigan residents) within twelve (12) months from your first eligible purchase of Pennzoil® motor oil. Except for California and Michigan residents, you must update your oil change records online at least once every twelve (12) months, even if no oil change has taken place, so you can maintain your coverage.

3. You must service your vehicle's engine with a Pennzoil® motor oil, in the service classification and viscosity grade that is appropriate for your vehicle as recommended by your vehicle manufacturer.
4. SOPUS Products requires you to change your vehicle's oil and oil filter at least as often as recommended by the vehicle manufacturer and in accordance with any additional requirements for the applicable level of protection as specified under Section A above.
5. Replace your vehicle's air filter and air cleaner element at least as often as your vehicle manufacturer recommends and maintain your vehicle's emission control system in accordance with your vehicle manufacturer's recommendations.
6. Follow all scheduled engine maintenance recommendations by the vehicle manufacturer.
7. **IMPORTANT - FOR CALIFORNIA AND MICHIGAN RESIDENTS ONLY:**
BY STATE LAW CALIFORNIA AND MICHIGAN RESIDENTS ARE NOT REQUIRED TO REGISTER ONLINE. HOWEVER, CALIFORNIA AND MICHIGAN RESIDENTS MUST COMPLY WITH ALL OTHER TERMS AND CONDITIONS OF THE PENNZOIL LUBRICATION LIMITED WARRANTY.

D. Eligibility and Exclusions:

1. SOPUS Products will consider your claim for payment if you show that you complied with all of the terms and conditions of this Limited Warranty and your Listed Engine Parts failed on account of engine wear or which experience abnormal wear, because Pennzoil® motor oil failed to provide proper lubrication. SOPUS Products will reject your claim if you fail to make such showing, one or more excluded conditions set forth in this Limited Warranty caused your claimed damage(s), or you have not otherwise satisfied the conditions of the Limited Warranty.
2. Eligible Vehicles:
 - a. This Pennzoil Lubrication Limited Warranty only covers passenger cars, vans, SUVs and pickup trucks with a gross vehicular weight of 10,000 pounds or less that you own or lease.
 - b. You must have also started exclusively using Pennzoil® motor oil in the vehicle:
 - (i) while such vehicle is in good working condition with no known problems with the engine or Listed Engine Parts;
 - (ii) before that vehicle has been driven

125,000 miles; and (iii) before that vehicle is more than 72 months from its date of manufacture.

- c. If a vehicle is leased, it may be covered, but only if you are an individual, or a professional association, or a professional corporation, and are primarily obligated for repairs and maintenance.
 - d. Vehicles that are used, registered, or leased for commercial, agricultural, racing, or competition purposes are not eligible vehicles and do not qualify for the Limited Warranty. This Limited Warranty also does not cover vehicles modified for, or used in competitive events, or which are subject to similar abnormal or severe driving conditions.
3. This Limited Warranty is transferable. You can transfer this Pennzoil Lubrication Limited Warranty before your vehicle has been driven 125,000 miles and if the vehicle manufactured date is within the last 6 years, but only if the person you transfer it to has copies of your receipts and can prove your compliance with the terms of the Limited Warranty. Except for California and Michigan, you must start the transfer process via the Pennzoil Lubrication Limited Warranty website. For more details, contact Pennzoil Lubrication Limited Warranty headquarters via email at pzlwarrantysupport@kerrygroup.net.
 - Note: For California and Michigan residents who have not registered online, you must be able to show proof that the transfer took place within the mileage requirements and compliance with the other terms of the Limited Warranty.
4. This Limited Warranty does not cover claims that result from (1) pre-existing conditions (which may be verified through an oil spectro-chemical analysis, at SOPUS Products' discretion), (2) collision, negligent, or intentional abuse, (3) improper service or maintenance, (4) defect in manufacture or Listed Engine Parts, or caused by parts that are not Listed Engine Parts, (5) improper installation of any part, or (6) failure to maintain motor oil or engine coolant at levels prescribed by the manufacturer.
5. If your repair claim is covered by the vehicle manufacturer's limited warranty or any extended service contract, you cannot collect again from SOPUS Products. However, if your extended service contract contains a deductible amount, subject to Section E, SOPUS Products will pay your deductible amount if the extended service contract covers a claim also covered by this Limited Warranty.

6. Payment of claims is limited to one (1) claim for the reimbursement of “Qualified Repair Expenses” that you actually pay to repair covered damages. “Qualified Repair Expenses” are defined as (1) actual parts and labor expenses necessarily incurred to repair damaged “Listed Engine Parts,” only, which shall be no more than the time to make repairs or to replace the “Listed Engine Parts,” allocated by Chilton’s Flat Rate Guide or other industry accepted flat rate guide times (x) the commercial repair shop’s posted hourly rate, plus (+), if necessary, the reasonable cost of a replacement engine part of like kind and quality; and (2) incurred within the warranty coverage duration as stated above.
7. You will void this Limited Warranty if your application or other information submitted contains untrue information, or if your vehicle is not an eligible vehicle as described herein.
8. The Limited Warranty is only available to legal residents of the United States.

E. What To Do If You Have a Claim:

1. You must start a claim online via the Pennzoil Lubrication Limited Warranty website BEFORE you have any repairs made. If you have any questions, you may contact warranty headquarters via email at pzlwarranty-support@kerrygroup.net. Upon receiving authorization from the claim’s administrator, you may have repairs under the Pennzoil Lubrication Limited Warranty made by the car dealer from whom your vehicle was purchased or leased, or in the repair shop of your choice.
2. Before repairs are made to your vehicle, you must provide the claims administrator with all of the following:
 - a. A copy of your Pennzoil Lubrication Limited Warranty (except California and Michigan residents) and all receipts showing oil changes or purchases using Pennzoil® motor oil, with dates (receipts must be printed, not handwritten, and must clearly show Pennzoil® motor oil was used as per the terms and conditions of the Pennzoil Lubrication Limited Warranty program);
 - b. Copies of all other service and repair orders that will verify compliance with the terms of this Pennzoil Lubrication Limited Warranty;
 - c. A copy of your lease agreement if the vehicle is leased;
 - d. A copy of the current vehicle registration card;
 - e. A complete statement of damage and repair costs;

- f. A sample of the motor oil and the damaged parts at the time of the claim, if requested by SOPUS Products.
- 3. SOPUS Products may, at its discretion and at its own expense, conduct such further investigation as may be required to determine the cause of the claimed problem and your eligibility for reimbursement of the repair claims.
- 4. If you have complied with the terms and conditions of this Limited Warranty, SOPUS Products will approve the claim and make payment, as provided in this Limited Warranty, after the repairs are completed.

ANY CLAIM IS LIMITED TO \$5,000.00, OR THE ACTUAL CASH VALUE OF THE ELIGIBLE VEHICLE, WHICHEVER IS LESS, IF YOU JOIN THE PROGRAM WHEN YOUR VEHICLE HAS LESS THAN 75,000 MILES. IF YOU JOIN THE PROGRAM WHEN YOUR VEHICLE HAS 75,001 - 125,000 MILES, ANY CLAIM IS LIMITED TO \$2,500.00, OR THE ACTUAL CASH VALUE OF THE ELIGIBLE VEHICLE, WHICHEVER IS LESS. YOUR REIMBURSEMENT UNDER THIS PROGRAM WILL NEVER BE MORE THAN QUALIFIED REPAIR EXPENSES. YOU MAY ONLY HAVE ONE (1) CLAIM PER ELIGIBLE VEHICLE UNDER THE PENNZOIL LUBRICATION LIMITED WARRANTY. IN ADDITION, IF YOU SUBMIT A CLAIM FOR ANY OF THE OIL DRAIN INTERVAL PROTECTION CLAIMS, YOU CANNOT SUBMIT ANOTHER CLAIM FOR THE 10 YEARS, 15 YEARS, OR LIFETIME ENGINE PROTECTION, AND VICE VERSA.