Our Quality Process

At Dorman, we use the Advanced Product Quality Planning (APQP) framework of procedures and techniques when developing products. This automotive industry standard is also used by Original Equipment Manufacturers and their parts suppliers. Our goal is to support our customers' success by planning for a quality product from the beginning, and then assess both internal and market feedback to support continual improvement.

Limited Lifetime Warranty

Product Category	Warranty Duration
Hybrid Batteries	12 months from the date of installation
Manifold Converters	5 Year 50,000 Miles
Heavy Duty DPF / DOC	2 Years Unlimited Miles
Light Duty DPF / DOC	2 years 36,000 Miles
Heavy Duty EGR Coolers	3 Years Unlimited Miles
Light Duty EGR Coolers	Limited Lifetime Warranty
All Other Products	Limited Lifetime Warranty

Dorman Products warrants that, for the product and period stated in the table above, the product is free from defects in material and workmanship under normal use and service. As your exclusive remedy, Dorman will replace free of charge through the original point of purchase (e.g. the retailer or website from whom you originally purchased the product) any Dorman product that in Dorman's reasonable determination does not comply with the foregoing warranty. Should you need to replace any Dorman parts covered under this limited warranty, please see the store of purchase with your used part and original sales receipt. This warranty becomes null and void if the damage is caused by: misuse, abuse or accident; the attachment of any unauthorized accessory; alteration to the product; improper installation; exposure to harsh weather and/or chemicals; or lack of proper maintenance. This warranty also becomes null and void if the product is opened or any sticker is tampered with, broken, or missing, or if the damage is caused by any other condition that is beyond the control of Dorman Products.

IN ALL CASES, DORMAN SHALL NOT BE RESPONSIBLE FOR ANY TYPE OF INCIDENTAL, CONSEQUENTIAL, OR SPECIAL DAMAGES. ALL OTHER WARRANTIES, INCLUDING THE

IMPLIED WARRANTIES OF FITNESS FOR A PARTICUALR PURPOSE AND THE IMPLIED WARRANTY OF MERCHANTABILITY, ARE EXCLUDED.

By accepting this product, you hereby waive and release any claim now or hereafter existing against Dorman Products, its employees, officers, directors, agents and customers, on account of any and all claims, demands, suits, causes of action and all legal proceedings, whether civil or criminal, damages, losses, liabilities (including, but not limited to, strict liability in tort), obligations, penalties, judgments or fines and other sanctions, and any costs and expenses in connection therewith, including legal fees and expenses of whatever kind and nature, which may result from or arise out of injury to or death or loss or damage to property or the loss of use of any property which may result from or arise out of the possession, condition, use or operation this product.

Federal and/or state laws may provide you with other warranties for this product. Some states do not allow the exclusion or limitation of incidental or consequential damages.