



## Explanation of DrewTech RAP “OE Reconditioned” Policy

**PURPOSE:** The purpose of this policy is to provide further clarity on what is considered “OE reconditioned.”

**SCOPE:** RAP Service for “OE reconditioned” modules

**REF:** RAP Customer Agreement: Guarantee

### “OE Reconditioned” Defined:

- An ECU or electronically controlled replacement assembly that is built with standards that claim to meet and/or exceed OE performance requirements.

### Used Module Policy

- No guarantee is offered for these modules.
- Drew may attempt a service event for Ford and GM.
  - » Upon customer’s request, Drew Tech may attempt to program used modules for Ford and GM  
**Should programming fail, we will still collect \$125.**  
**As part of the DrewTech warranty, should the customer come back with a new module within two (2) weeks of the used module attempt, we will program the new module under warranty.**
  - » ECM/TCM/PCM only
- **Drew will NOT attempt service events for:**
  - » Asian or European manufacturers
  - » No Used BCM’s (Body Control Modules)
- **Drew will NOT send out a rescue kit or pay for services to be performed at a dealership or alternative service method.**
  - » Upon customer’s request, Drew Tech may attempt to program used modules for Ford and GM.  
**Should programming fail we will still collect \$125.**  
**As Part of the DrewTech warranty, should the customer come back with a new module within two (2) weeks of the used module attempt, we will program the new module under warranty.**

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## OE Reconditioned Suppliers:

- **"OE reconditioned" does not include no-name re-manufacturers or organizations that have the attributes listed below.**
  - » These will be considered USED and will also be subject to Used Module policy where we will, upon customer's request, attempt to program used modules for Ford and GM. **Should programming fail we will still collect \$125.**  
**As part of the DrewTech warranty, should the customer come back with a new module within two (2) weeks of the used module attempt, we will program the new module under warranty.**
  - » Ebay storefronts only
  - » Local re-manufacturers
- **"OE reconditioned" include recognized re-manufacturers listed below.**
  - These modules should be treated as new modules. This means we will not charge the client for a failed programming attempt.**
  - » GM Retail Parts Stores
  - » Transtar Industries
  - » Cardone Industries\*
  - » Dorman Products\*

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- \* These recognized re-manufacturers are those typically sold at large retailers such as those listed below.

**These modules should be treated as new modules.**

**This means we will not charge the client for a failed programming attempt.**

- » O'Reilly
- » Advance
- » AutoZone
- » NAPA
- » etc...