



## Holset Turbo Actuator Core Return Criteria

All cores should be sent using the enclosed shipping label. If the customer uses an alternative shipping method a note containing the customer's name, distributor's name, order number, and a list of the cores being returned must be included in the box.

Cores must be shipped within the designated return time frame to:

Synapse Auto, LLC  
Attn: Core Returns  
15-C Pelham Ridge Drive  
Greenville, SC 29615

To receive credit, genuine Holset actuator cores must be returned to Synapse Auto in rebuildable condition. All cores will be inspected by Synapse Auto based on the criteria set forth in this document. The table below describes deductions that will be assigned for known defects.

Description	HE300 Turbo Actuator	HE351 Turbo Actuator	HE400 Turbo Actuator
Damaged Housing	50%	50%	50%
Fused Mounting Bolts	20%	20%	20%
Coolant, Water Contamination		50%	

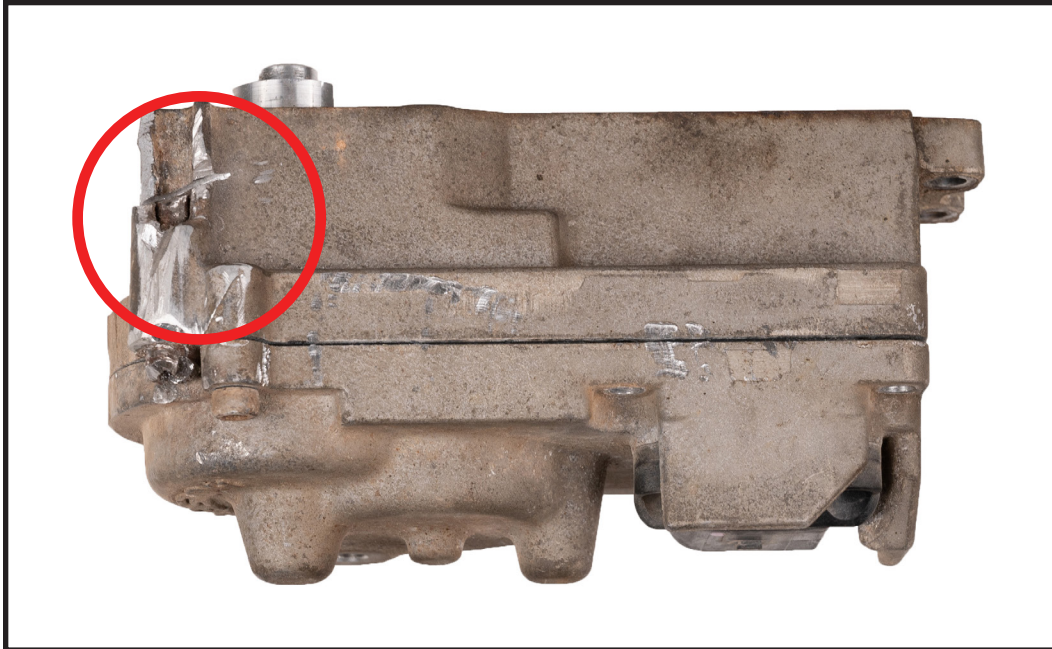
**Effective February 10, 2022**



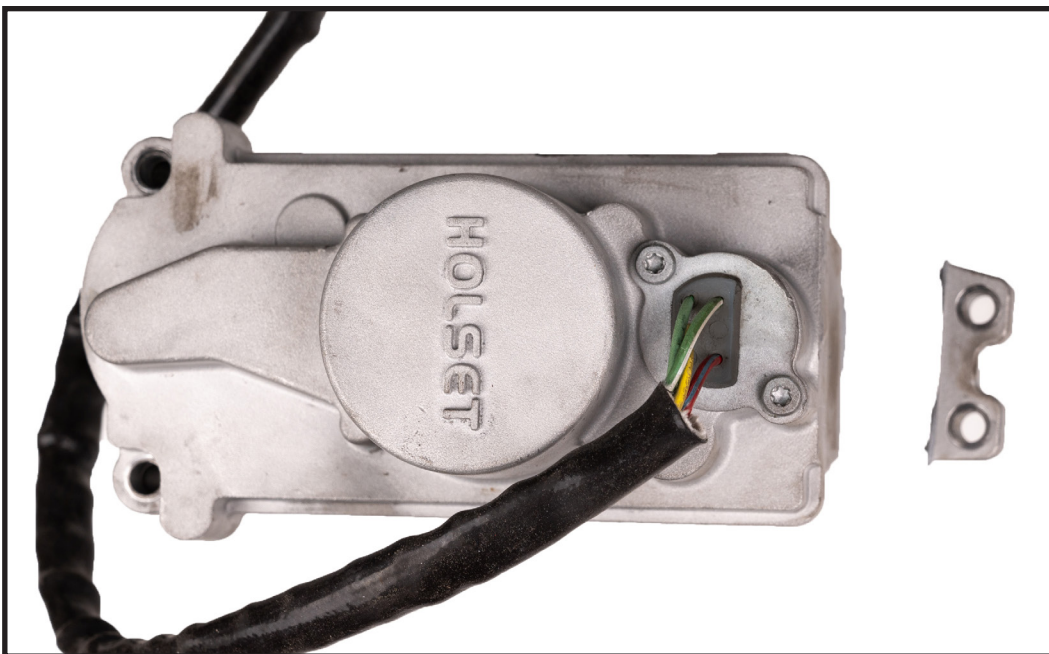
### **Holset Turbo Actuator Core Return Criteria**

The following pictures provide examples of defects. These pictures are for illustration and example and should not be considered complete or comprehensive.

#### **Damaged Housing**



#### **Damaged Housing**



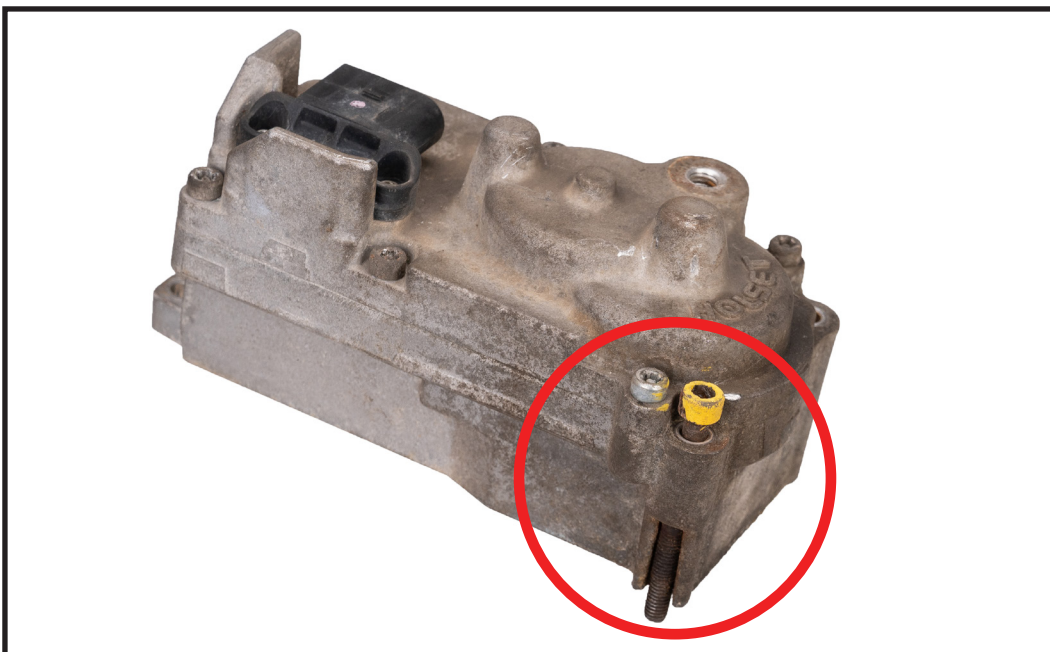


## Holset Turbo Actuator Core Return Criteria

Fused Bolts



Fused Bolts

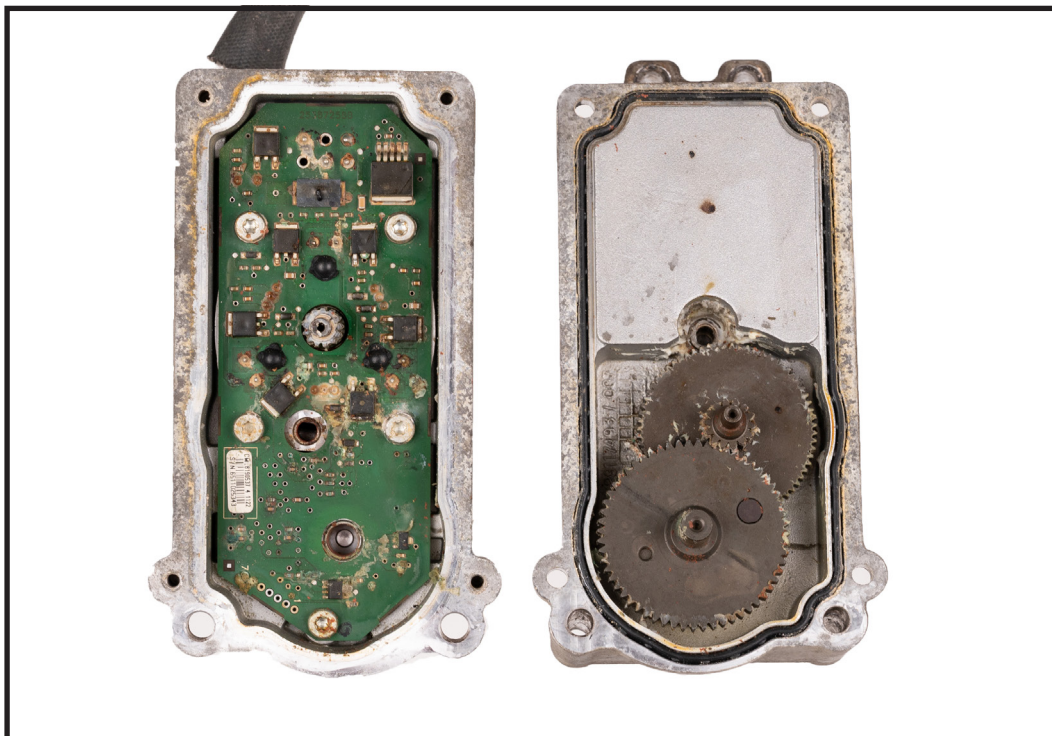




## Holset Turbo Actuator Core Return Criteria Oil, Coolant, Water Contamination



## Oil, Coolant, Water Contamination





**Holset Turbo Actuator Core Return Criteria**  
**Damaged Gear Cap**

