

Case Study: How Our Warranty Program Protected a Customer during a Rare Engine

Client Success Story – Used Engine For Sale



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Client Overview

Client: Brandon Keller

Location: Charlotte, North Carolina

Client is an automotive enthusiast from Charlotte. He contacted us in early February 2025 with a peculiar goal in mind. As an owner of 2012 Subaru WRX STI, he knew his way around performance metrics of sports cars. He wanted a complete performance upgrade for his ride. he wanted his vehicle to perform well on streets and as well as on tracks. His original engine had high mileage and signs of blow-by and compression drop on cylinder four. Rather than rebuild, Brandon wanted a replacement EJ257 short block with the reliability to handle added boost and aggressive tuning.

He placed an order through [usedengine.forsale](#) for a used, low-mileage 2019 STI engine pulled from a rear-end collision donor vehicle with 37,000 verified miles. His plan included mating the engine with a new turbo system p-graded injectors, Cobb Accessport V3, and a custom E85 tune. Because of the aggressive nature of the build, we advised him to opt into our extended coverage warranty - which he did.



Parts Shipped and Initial Setup

The used EJ257 engine was shipped from our Denver, Colorado inventory yard. Prior to shipment, we ran full compression and leak-down tests, inspected for cam seal wear, bore scoring, and turbo shaft play. The engine passed all standard tests and shipped with a verified condition report.

Brandon received the engine in Charlotte on February 14, 2025. The shop he used for the install - Boosted Precision Motorsports - handled the job professionally. They replaced the following:

- ◆ Timing belt and tensioners
- ◆ All gaskets (OEM-grade)
- ◆ Oil pump (OEM 11mm)
- ◆ Killer B oil pickup and baffle
- ◆ ARP head studs
- ◆ IAG AOS system

The car was dyno-tuned on E85 and made 408 whp at 22 psi. Engine temps, oil pressure, and knock control stayed within expected limits. For around 1300 miles, the car didn't give him any kind of trouble.

Unexpected Failure During Break-In

On March 23, 2025, Brandon reported a total engine shutoff while cruising on the freeway at roughly 60 miles per hour. No prior knocking, no overheating, no smoke. He coasted to the shoulder and had the car towed back to the shop. They pulled the motor the next day.

The teardown showed a spun rod bearing on cylinder two. Oil pickup was clear. There was no sign of oil starvation. Oil pan had small metallic flakes but no chunks. The engine had been run exclusively on Motul 300V with 1,200-mile intervals.

At this point, Brandon reached out to usedengine.forsale support with full documentation, including:

- ◆ Build receipts
- ◆ Installation photos
- ◆ Tuning logs
- ◆ Compression readings
- ◆ Oil change records
- ◆ Engine teardown images

We reviewed the case within 24 hours and escalated it to our technical evaluation team.

Warranty Activation and Response

Because Brandon had selected the extended performance warranty and followed all pre-installation requirements, he was fully covered. Our warranty team approved the claim under rare mechanical failure - covered under Clause 3B (Internal Damage Not Caused by Installer or Tuning Error).

usedengine.forsale shipped a replacement EJ257 short block within 48 hours. Shipping costs were fully covered. Brandon chose to reuse all bolt-on parts and external hardware from the previous build. The machine shop rechecked everything, and the new engine was installed with additional upgrades:

- ◆ Moroso oil pan
- ◆ Upgraded rod bearings (King Racing)
- ◆ Oil pressure sensor relocation kit

Results After Reinstall

The car was re-tuned conservatively at first, holding 18 psi and keeping AFRs tight. After the first 500 miles of re-break-in, it was dialed up again. On the second tune session, Brandon hit 422 hp on E85 with zero knock and stable oil pressure across the RPM range.

As of June 2025, he has put another 3,400 miles on the car, including two track events at Carolina Motorsports Park. The engine has held up with no issues. He continues to log the car weekly and submits data to his tuner for review.

Results After Reinstall

Here is what Brandon had to say in an email dated May 2, 2025:

"To be honest, I was not expecting any kind of warranty claim to go this smooth. Most companies push back hard when power builds are involved. usedengine.forsale treated me right. They looked at the facts and did not waste my time."

Lessons Learned

Not all engine failures are caused by installers or tuners. Even low-mileage used performance engines can fail under proper conditions. What mattered here was the process Brandon followed:

- ◆ Used real shops, not backyard installs
- ◆ Documented everything clearly
- ◆ Followed our checklist before install
- ◆ Ran break-in mileage before turning up boost

Because of this, the warranty worked as intended. Brandon did not lose money on a rare failure, and his build was back on the road in days - not months.

Why usedengine.forsale Handles Performance Clients Differently

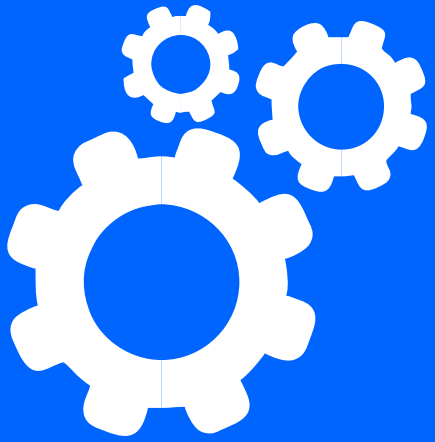
Many sellers do not want to deal with performance customers. At usedengine.forsale, we do - because we know many of them build carefully and expect real support. Our warranty options are written with performance use in mind, provided all prep work and documentation is followed. We are not here to deny claims - we are here to make sure the right buyers are protected when it counts.

Conclusion

This case is proof that even with performance upgrades, used engines can be part of a successful build if the process is handled properly. Brandon's experience shows how documentation, smart install choices, and proper tuning - combined with a good seller and warranty program - can turn a tough situation into a win.

We stand behind what we ship. Brandon is still pushing his build hard, and so far, it is holding strong.

If you are doing a high-performance swap and want to know that support will be there if things go wrong, [usedengine.forsale](#) is ready to back you up - with real parts, real people, and real protection.



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Thank You

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