

H WARRANTY AUXILIARY AXLE SYSTEMS

SUBJECT: Warranty Procedure Guide

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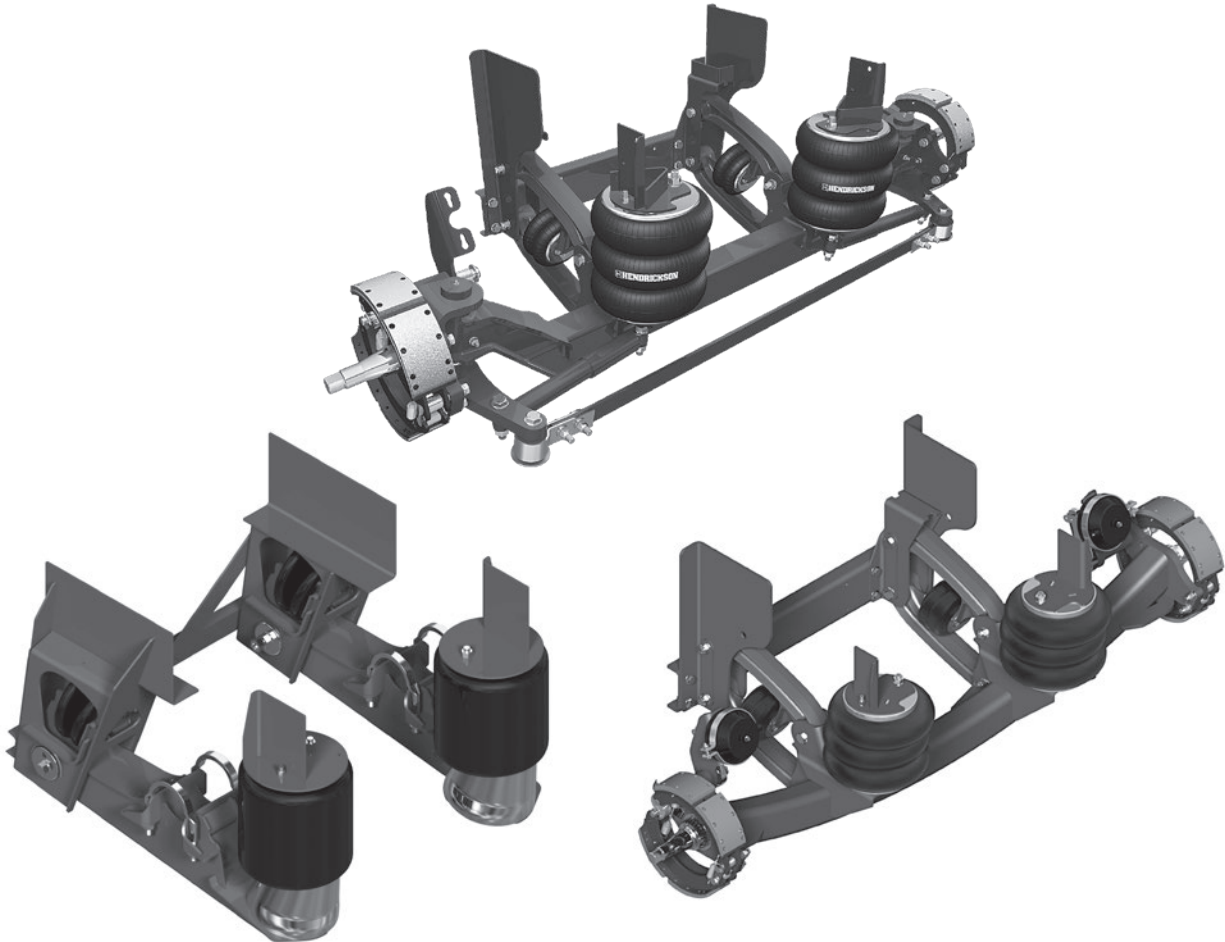


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WARRANTY CONDITIONS

Hendrickson Auxiliary Axle Systems (Hendrickson) warrants that all auxiliary liftable air suspensions shall be free of defects in material or workmanship. This warranty coverage only applies to those suspensions that have been properly assembled and installed, properly maintained (as described in all applicable Hendrickson publications) and used within the rated capacities. All non-recommended suspension applications must receive written approval from Hendrickson in order to be covered under this warranty. This warranty is subject to the conditions, exclusions and limitations listed below.

- Please contact the Hendrickson warranty department to receive warranty authorizations and/or to obtain warranty claim numbers (800-660-2829 in the United States or 800-668-5360 in Canada). Note that the terms and coverages in this warranty document apply only to the United States and Canada.
- Prior to the warranty repair or replacement of the suspension systems or parts, the warranty claim must first be approved by the Hendrickson warranty department.
- Any aftermarket repair or replacement claims filed for retroactive warranty consideration must be filed within two (2) weeks of the date of failure, and all repair and replacement claims must follow details outlined in the coverage tables provided herein.
- Parts to be returned under a warranty claim must be accompanied by an RGA (returned goods authorization) or the warranty claim number issued by the Hendrickson warranty department.
- Parts returned under a warranty claim number must be sent prepaid. Hendrickson will reimburse the customer for the freight charges if the returned parts are confirmed to be defective or non-functioning.
- Only genuine Hendrickson parts, or parts sold through Hendrickson, may be used to repair Hendrickson suspension systems. Our warranty also applies only to genuine Hendrickson parts.
- Refer to the labor allowances for a listing of typical repairs. Contact the Hendrickson warranty department to discuss allowances for anything not listed.
- Hendrickson has the sole discretion and authority to approve or disapprove a warranty claim,

authorize the repair or replacement of non-functioning systems and authorize the repair or replacement of parts.

When contacting the warranty department to receive warranty authorization, cost and procedures will be determined (see labor allowance chart for a listing of typical repairs). Hendrickson will pay a specific labor allowance, determined by the Hendrickson warranty department for the authorized repair or replacement of any defective component. Hendrickson is not responsible for any additional costs that may be incurred when replacement parts or materials are not acquired through Hendrickson.

COVERAGE

The Hendrickson suspension warranty coverage begins when the vehicle is put into service and ends when the time period specified in the warranty coverage table is reached.

The warranty shall not apply to or include any repair or replacement as a result of the following conditions:

- Accident, fire or other casualty
- Misuse or negligence including, but not limited to, overloading
- Lack of reasonable and proper maintenance
- Repairs improperly performed or replacements improperly installed
- Use of component parts, replacement or otherwise, that are not manufactured or distributed by Hendrickson
- Modifications not recommended or approved by Hendrickson (in writing)
- Uses other than those intended by Hendrickson
- Normal wear and deterioration occasioned by the use of the suspension system
- Any damage or failure caused by or otherwise attributed to any vehicle or components, systems or equipment that are not manufactured or distributed by Hendrickson

The liability of Hendrickson under this warranty is limited solely to the repair or replacement of defective material or workmanship by an authorized party. Hendrickson shall not be liable for repairs performed



by any unauthorized parties. This warranty does not include any expense of or related to transportation of parts to or from the place where the repair is to be performed or compensation for inconvenience or loss of use while the suspension system is being repaired. Hendrickson shall not be liable for any expense, loss or damage (direct, incidental, consequential or exemplary – including, but not limited to, towing expenses, downtime expenses, cargo damage, incidental charges or any other losses arising in connection with the sales, use or inability to use the suspension system) resulting from the warranty-covered part found to be defective.

No expressed warranty is given by Hendrickson with respect to its suspension systems and products except as specifically set forth herein. Any warranty implied by law, including any warranty of merchantability or fitness for a particular purpose, is limited to the expressed warranty term provided in the warranty coverage table.

WARRANTY CLAIM CONSIDERATIONS

- **SYSTEM PROBLEMS OR PARTS FAILURES THAT RESULT FROM IMPROPER INSTALLATION ARE THE RESPONSIBILITY OF THE INSTALLER OF THE SUSPENSION.** These are not warranted by Hendrickson.
- **THE HENDRICKSON WARRANTY DEPARTMENT MUST AUTHORIZE REPAIRS PRIOR TO THEM BEING PERFORMED.** When authorizing repairs or services, the warranty administrator will determine the costs and procedures (see the labor allowances for a listing of typical repairs). Failure to receive Hendrickson authorization may result in partial or complete loss of warranty coverage.
- **FOR AFTERMARKET REPAIR AND REPLACEMENT WARRANTY CLAIMS TO BE CONSIDERED, THEY MUST BE SUBMITTED WITHIN TWO (2) WEEKS OF COMPONENT FAILURE DATE.** Claims filed after this two (2) week window may be subject to partial or complete loss of warranty coverage. Call Hendrickson warranty department for details and consideration at 800-660-2829 (in the United States) or at 800-668-5360 (in Canada).
- **DO NOT DESTROY THE PARTS BEING CONSIDERED FOR WARRANTY!** All parts in question must be returned to Hendrickson for evaluation. Failure to return such parts may result in partial or complete loss of warranty coverage.

FILING WARRANTY CLAIMS

1. Review warranty coverage for the component(s).

If the component complies with the stated time period for warranty coverage, continue with step two.
2. Locate, record and provide to Hendrickson the following information:
 - Hendrickson suspension model number
 - Hendrickson model serial number
 - Model's in-service date
 - Description of the system problem and/or the part number of the non-functioning part
 - Special application approval documentation (if applicable)
3. Contact the proper authority:
 - A. IF YOU ARE AN END USER (OWNER) OR DEALER:**
Report the problem to the vehicle manufacturer or the suspension installer.
 - B. IF YOU ARE A HENDRICKSON DISTRIBUTOR:**
Contact Hendrickson warranty department at 800-660-2829 (in the United States) or at 800-668-5360 (in Canada) and provide the information recorded in step two.

The warranty department will issue an RGA or warranty claim number for each submitted claim. All parts to be returned to Hendrickson or its vendors must be labeled with this claim number and shipped within 60 days for timely processing of the warranty claim.
4. Submit a work order job description with your RGA or warranty claim number describing what is to be repaired or replaced (refer to the standard repair times listed in the labor allowance section). This work order job description should be as itemized and detailed as possible for prompt processing and maximum consideration.



COVERAGE TABLE

The coverage periods in this table apply when the suspension has been properly assembled and installed, properly maintained (as described in all applicable Hendrickson publications) and within the rated capacities. Coverage may differ on some items for which written approval from Hendrickson has been granted. For more warranty coverage information, contact Hendrickson warranty department at 800-660-2829 in the United States or at 800-668-5360 in Canada.

ITEM DESCRIPTION	PARTS	LABOR
Hendrickson Manufactured Major Structural Components	5 years	1 year
Pivot Bushings	3 years	1 year
Modular Air Controls	3 years	1 year
Pneumatic Air Controls	1 year	1 year
Air Springs	2 years	1 year
Stabilizers	1 year	1 year
Compliant Tie Rod Assembly (includes stabilizers, flat bar and ends with bushings)	3 years	1 year
King Pins*	1 year	1 year
King Pin Bushings*	1 year	1 year
Wearable Items	1 year	1 year
Other suspension, brake and wheel end components	Warranty as provided by the original equipment manufacturer	

* Coverage pending proper grease and maintenance schedules.

LABOR ALLOWANCES

The standard repair times listed here include but are not limited to the parts in the itemized description. It may be necessary to remove and install additional parts not included in the basic descriptions in order to complete the warranty repair.

Detailed repair descriptions must be included with the submitted warranty claim.

If a warranty claim is submitted with a repair time in excess of the following standard repair times, then a detailed description explaining the reason for the excess is required.

The following labor allowances have been based upon work conducted by various repair facilities and included technical set-up time, diagnostic times and consideration of applicable supervisory/administration requirements.

COMPONENT DESCRIPTION	TIME (HOURS)
Frame brackets (welded)	4.0 per axle
Frame brackets (bolted)	3.0 per axle
Upper air spring brackets (welded)	2.0
Upper air spring brackets (bolted)	1.0
Side rail assemblies (welded)	4.0
Side rail assemblies (bolted)	3.0
Hendrickson ultra axle	5.0
Regular pusher or tag axle	4.0
Beam assembly (non-steer)	4.0
Beam assembly (steerable)	2.0
Tri-functional bushings	4.0
Non tri-functional bushings	2.0
Leaf springs	1.0
Air springs	1.0
Air control valves	1.0
Stabilizers or reverse lockout shocks	1.0
Radius rods	1.0
Axle seats	2.0
Brake components kits	2.0
Kingpins (I-beam style axle)	4.0
Kingpins (Hendrickson ultra axle)	6.0
Removal & replacement of hubs & drums	2.0
Compliant Tie Rod Assembly	1.0
Bearings	2.0
Wheel Seals	2.0

For any items listed or not listed above, the time allowed must be approved by the Hendrickson warranty department prior to work being performed.

Call Hendrickson at **1.800.660.2829** or **1.800.668.5360** in Canada for additional information and application specifications.



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SPECIALTY PRODUCTS - AUXILIARY AXLE SYSTEMS

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