



# **H** WARRANTY

## **STEERTEK Axle Limited Warranty Coverage**

LIT NO: 45745-271

DATE: January 2010 REVISION: B

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### **STEERTEK AXLE LIMITED WARRANTY COVERAGE**

This Hendrickson Truck Suspension Systems (“Hendrickson”) warranty covers STEERTEK axles equipped on approved vehicles built after January 1, 2010, with the exception of those in bus, RV, and coach applications, when (i) properly installed and assembled by the subject vehicle original equipment manufacturer (“OEM”) on new production vehicles, (ii) properly maintained in compliance with all applicable Hendrickson and vehicle OEM publications and instructions, and (iii) used in recommended applications in the United States and/or Canada and within the rated capacities as described in all applicable Hendrickson and vehicle OEM publications and instructions.

This Hendrickson warranty coverage begins when the vehicle is put into service and ends in ten (10) years or one million (1,000,000) miles thereafter, whichever occurs first (the “Hendrickson Warranty Period”). Hendrickson warrants that the STEERTEK axle will be free from defects in material and workmanship during the Hendrickson Warranty Period.

This warranty covers 100% of the cost of applicable repair/replacement parts and labor allowances as may be authorized by Hendrickson, and is subject to the conditions, exclusions and limitations herein.

#### **The STEERTEK components covered under this warranty are strictly limited to:**

- Axle and Kingpin Assembly
- Steering Arm Assembly
- Upper and Lower Steering Knuckle Assembly

#### **This warranty EXCLUDES coverage on all other STEERTEK components and adjacent parts, including but not limited to the following:**

- Kingpin Bushings
- Kingpin Wear
- Thrust Bearings
- Tie Rod and Tie Rod Ends
- The Wheel Ends and Suspension Components.

Warranty claims regarding STEERTEK component alleged problems occurring within the time and mileage limits of the vehicle OEM’s published components warranty shall be directed to the vehicle OEM by the OEM dealer. Warranty claims regarding STEERTEK component alleged problems occurring beyond the OEM’s warranty period, but within the above-referenced Hendrickson Warranty Period, shall be directed to Hendrickson. The Hendrickson technical services department must authorize all repairs and services associated with any potential warranty claims before such repairs and services are performed. Failure to obtain such prior



**STEERTEK AXLE LIMITED WARRANTY COVERAGE (*Continued*)**

authorization may result in partial or complete rejection of the warranty claim. For a warranty repair/service authorization number, please contact:

Hendrickson Technical Services  
800 South Frontage Road,  
Woodridge, Illinois 60517-4904  
Phone 630-910-2800  
Fax 630-910-2899

Warranty claims must include all required information, such as customer name, in-service date, date of alleged problem, mileage and vehicle identification number. Failure to supply this information may result in partial or complete rejection of the warranty claim, (see *Filing Warranty Claims* for complete procedure).

The applicable OEM Dealer shall be responsible for retaining all warranty claim-related parts and material until each warranty claim is settled. Failure to retain all warranty parts and material or return the parts and material to Hendrickson upon request may result in partial or complete rejection of the warranty claim.

Hendrickson shall not be responsible for any costs associated with towing, downtime, outside repairs or miscellaneous shop charges.

This warranty does not apply to alleged product problems resulting from improper installation, unauthorized modification, neglect, accident, misuse, or operation beyond the rated capability of the STEERTEK axle, the suspension system or the vehicle to which such equipment and components are attached, nor to any STEERTEK parts that have been altered or repaired without the written consent of Hendrickson. In no event shall Hendrickson be liable for any indirect, special, incidental or consequential damages of any nature.

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**NOTE**

The terms and coverages in this warranty document **APPLY ONLY** to applicable STEERTEK axles operated within the United States and/or Canada.

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## ADDITIONAL WARRANTY CONDITIONS

All non-recommended STEERTEK applications must receive written approval from Hendrickson in order to be covered under this warranty.

This warranty is also subject to the conditions, exclusions and limitations listed below and elsewhere in this document.

- 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 technical services department.
- Parts to be 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 by Hendrickson 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.
- 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 Hendrickson technical services department to receive warranty claim authorization, costs and procedures will be determined. For those warranty claims it authorizes, Hendrickson will pay a specified labor allowance, determined by the Hendrickson technical services department, for the associated repair or replacement of a defective Hendrickson component. Hendrickson shall not be responsible for any additional costs that may be incurred when replacement parts or materials are not acquired through Hendrickson.

This Hendrickson warranty coverage begins when the vehicle is put into service and ends in ten (10) years or one million (1,000,000) miles, whichever occurs first. The warranty shall not apply to or include any repair or replacement as a result of any 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 replacement parts improperly installed

- Use of component parts, replacement or otherwise, that are not manufactured or distributed by Hendrickson
- Modifications not recommended or approved in writing by Hendrickson
- Uses other than those intended by Hendrickson and the vehicle OEM
- Normal wear and deterioration occasioned by the use of the STEERTEK axle or related Hendrickson equipment or components
- Any damage or failure caused by or otherwise attributed to any vehicle components, systems or equipment that are not manufactured or distributed by Hendrickson

The liability of Hendrickson under this warranty shall be limited solely to the repair or replacement by an authorized party of applicable Hendrickson components determined by Hendrickson to be defective in material or workmanship.

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 the parts to or from the place where the repair is to be performed or compensation for inconvenience or loss of use while the applicable STEERTEK components are 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 sale, use or inability to use the STEERTEK axle) resulting from a warranty-covered part found to be defective.

No expressed warranty is given by Hendrickson with respect to its STEERTEK axle and associated components 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 herein.



## 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 technical services department must authorize all repairs and services associated with any potential warranty claims before such repairs and services are performed. When authorizing repairs or services, the Hendrickson warranty administrator will determine the costs and procedures. Failure to obtain such prior authorization may result in partial or complete rejection of the warranty claim.
- Do not destroy the parts being considered for warranty without Hendrickson's authorization. All parts in question are subject to return to Hendrickson for evaluation. Failure to return such parts may result in partial or complete rejection of the warranty claim.
- "Shop supply" reimbursement maximum. The maximum amount to be considered for miscellaneous supply, shop supply, or job supply reimbursement is four percent (4%) of invoiced labor charges, up to a maximum of twenty dollars (\$20).

## FILING WARRANTY CLAIMS

1. Review warranty coverage for the component(s). If the component falls within the stated time period for warranty coverage, continue with step two.
2. Locate and record the following information:
  - Hendrickson equipment serial number
  - Type of vehicle, name of vehicle manufacturer and VIN (vehicle identification number)
  - Approximate number of vehicle miles
  - Vehicle's in-service date
  - Description of the system problem and the part number(s) of the subject part(s)
  - Special application approval documentation (if applicable)
3. Contact the appropriate party, depending upon whether you are an end user (owner) or OEM dealer:
  - **END USERS (OWNERS):** Report the warranty claim and associated problem to the OEM dealer. If the problem is not related to installation, the OEM dealer will determine whether to contact Hendrickson regarding the warranty claim.
  - **REPAIR FACILITY:** Report the warranty claim and associated problem to the Hendrickson Truck Suspension Systems technical services department at 630.910.2800 and provide the information recorded in step two. The technical services department will determine whether to issue a returned goods authorization (RGA) and/or warranty claim number for each submitted warranty claim. All parts to be returned to Hendrickson or its vendors must be labeled with the applicable RGA and/or warranty claim number and shipped within 60 days for timely processing of the warranty claim.
4. Submit a work order job description with your RGA and/or warranty claim number describing what is to be repaired or replaced. This work order job description should be as itemized and detailed as possible for prompt processing and maximum consideration.

[www.hendrickson-intl.com](http://www.hendrickson-intl.com)



Truck Suspension Systems  
800 South Frontage Road  
Woodridge, IL 60517-4904 USA

630.910.2800  
Fax 630.910.2899