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VANTRAAX® HRRNT 40K / HRRNT 50K

SUBJECT: Warranty Statement — USA
and Canada

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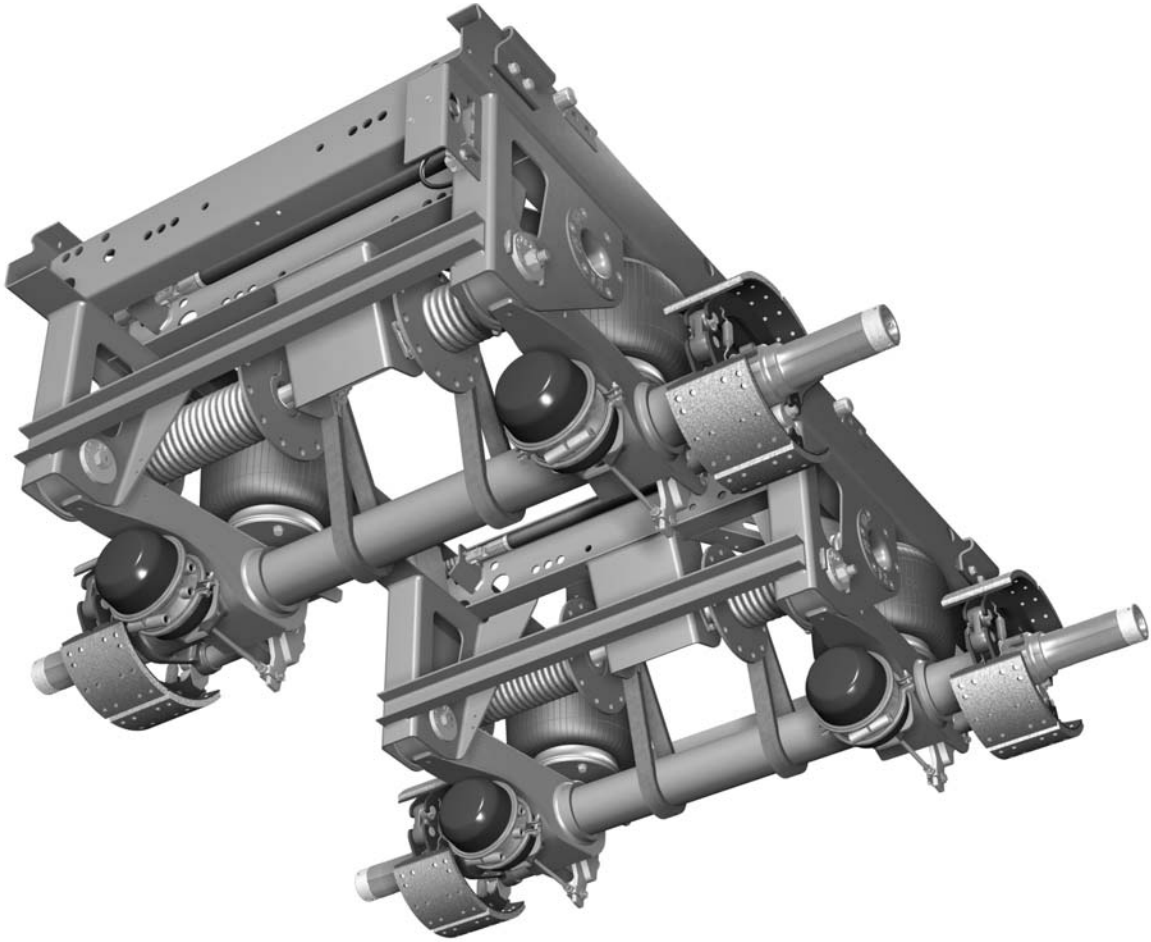


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WARRANTY CONDITIONS

Hendrickson Trailer Suspension Systems (Hendrickson) warrants that all trailer 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 by a trailer original equipment manufacturer (OEM), properly maintained (as described in all applicable Hendrickson publications) and used in the recommended application and 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 technical service department to receive warranty authorizations and/or to obtain warranty claim numbers (800-455-0043 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. If you need warranty information for Mexico, contact Hendrickson Mexicana at +52 (81) 8156-1300.
- Prior to the warranty repair or replacement of suspension systems or parts (by a dealer or other service provider authorized by the OEM of the subject trailer), the warranty claim must first be approved by the Hendrickson technical service department. Trailer dealers should inspect all suspensions involved in a warranty claim and then contact Hendrickson for assistance.
- Parts to be returned under a warranty claim must be accompanied by an RGO (returned goods order), RGA (returned goods authorization) or the warranty claim number issued by the Hendrickson technical service 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 on pages 4 and 5 for a listing of typical repairs. Contact the Hendrickson technical service 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 technical service department to receive warranty authorization, costs and procedures will be determined (see labor allowance chart for a listing of typical repairs). Hendrickson will pay a specified labor allowance, determined by the Hendrickson technical service 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 (pages 6 and 7) 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 and the trailer OEM
- 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 trailer 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 the 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 sale, 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 (pages 6 and 7).

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 SERVICE 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 on pages 4 and 5 for a listing of typical repairs). Failure to receive Hendrickson authorization may result in partial or complete loss of warranty coverage.
- **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
 - Type of vehicle, name of vehicle manufacturer and VIN (vehicle identification number)
 - Approximate number of suspension miles
 - 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 trailer manufacturer or the suspension installer.

If the problem is not related to installation, the manufacturer or installer will contact Hendrickson to file the warranty claim.
 - B. IF YOU ARE A TRAILER MANUFACTURER:** Contact the Hendrickson Trailer technical service department at 800-455-0043 (in the United States) or at 800-668-5360 (in Canada) and provide the information recorded in step two.

The technical service department will issue an RGO, 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 RGO, RGA or warranty claim number describing what is to be repaired or replaced (refer to the standard repair times listed on pages 4 and 5). This work order job description should be as itemized and detailed as possible for prompt processing and maximum consideration.



VANTRAAX® HRRNT 40K / HRRT 50K WARRANTY STATEMENT

COMPONENT DESCRIPTION	TIME(HOURS)	COMPONENT DESCRIPTION	TIME(HOURS)
ABS wheel sensor (one) Includes: • Removal and installation of: - Tire/wheel assembly - Brake drum	1.0 ¹	- ABS valves and sensor wiring - Brake chambers - Slack adjusters - S-cams and S-cam bearings - Brake linings and hardware	
Adjust ABS wheel sensors (up to four)	.5 ¹	Slider box replacement (HRR models) 18.0 Includes: • Release and restore coil spring tension* • Removal and replacement of: - Pivot connection hardware* • Axle alignment* • Removal and installation of: - Railroad transfer components (all axles) - Retainer shaft assembly (all axles) - Tire/wheel assembly - Air springs - Shocks and shock mounting hardware - Air lines - One air reservoir and mounting brackets - Air valves - Suspensions - Brake lines - Brake valves - ABS valves and sensor wiring - Height control valve - QUIK-DRAW™ slider pin-pull mechanism	
ABS relay valve	1.0 ¹		
ABS modulator valve	1.1 ¹		
ABS electronic control unit (ECU)	1.1 ¹		
Slack adjuster	.7		
Brake camshaft (does not require hub removal) Includes: • Removal and installation of: - Tire/wheel assembly - Brake drum - Slack adjuster • Brake adjustment	1.2		
Cam tube assembly (does not require tire/wheel, drum or hub removal) Includes: • Removal and installation of: - Slack adjuster • Brake adjustment	.8		
Wheel end (complete; includes removal and installation of tire/wheel assembly)		Does not include: • Additional air reservoirs and mounting brackets • SURELOK® trailer ride height locking system	
Inner wheel seal	1.0	Additional labor time is required for these items.	
Hub	1.4	QUIK-DRAW™ control valve .5	
Wheel studs (up to three)	1.7	QUIK-DRAW control valve knob .2	
Hub cap/gasket (tire/wheel removal not required)	.5	QUIK-DRAW linear actuator (HRR models): Front .5 Rear .8	
HALF-TRAAX Includes: • Release and restore coil spring tension* • Removal and replacement of: - Pivot connection hardware* • Axle alignment* • Removal and installation of: - Tire/wheel assembly - Hubs and drums - Air springs - Shocks and shock mounting hardware - Height control valve	7.5	Pivot connection hardware 1.0 (per axle) Includes: • Removal and replacement of: - Existing pivot connection hardware* • Axle alignment*	

* Installed/performed following Hendrickson publication L765, VANTRAAX HRRNT 40K / HRRT 50K Maintenance Procedures (available at www.hendrickson-intl.com).

¹ Includes troubleshooting.

**COVERAGE TABLE**

The coverage periods in this table apply when the suspension has been properly assembled and installed by a trailer original equipment manufacturer (OEM), properly maintained (as described in all applicable Hendrickson publications) and used in the recommended application and within the rated capacities. For more warranty coverage information, contact the Hendrickson technical service department at 800-455-0043.

ITEM DESCRIPTION	SUSPENSION TYPE	PARTS	LABOR	COMMENTS (RESTRICTIONS, ETC.)
SUSPENSION COMPONENTS				
Axle/Trailing Arm Assembly	HRRNT 40K HRRT 50K	3 years	1 year	
Trailing Arm-to-Axle Connection	HRRNT 40K HRRT 50K	10 years	5 years	
Frame Brackets (Hangers)	HRRNT 40K HRRT 50K	3 years	1 year	
TRI-FUNCTIONAL® II Bushings and Bushing Tube Spacers	HRRT 50K	5 years	3 years	
TRI-FUNCTIONAL® III Bushings and Bushing Tube Spacers	HRRNT 40K	5 years	3 years	
QUIK-ALIGN® Pivot Assembly	HRRNT 40K HRRT 50K	1 year	1 year	
Air Springs	HRRNT 40K HRRT 50K	1 year	1 year	
Air and Electronic Controls	HRRNT 40K HRRT 50K	1 year	1 year	
SLIDER ASSEMBLY COMPONENTS				
Slider Box Assembly Components	HRRNT 40K HRRT 50K	3 years	1 year	Includes pins. Railroad transfer components not included.
ALL OTHER SUSPENSION AND SLIDER COMPONENTS¹				
Suspension and Slider Components	HRRNT 40K HRRT 50K	1 year	1 year	
QUIK-DRAW® SLIDER PIN-PULL MECHANISM				
Air Control Components	HRRNT 40K HRRT 50K	1 year	1 year	
Air Actuator	HRRNT 40K HRRT 50K	3 years	3 years	

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¹Includes suspension and slider components that are 1) not specifically covered in this table and 2) manufactured and distributed by and for Hendrickson.



COVERAGE TABLE (CONTINUED)

ITEM DESCRIPTION	SUSPENSION TYPE	PARTS	LABOR	COMMENTS (RESTRICTIONS, ETC.)
RAILROAD TRANSFER COMPONENTS				
Axle Lift Components	HRRNT 40K HRRT 50K	1 year	1 year	
Retainer Shaft Assembly (If Equipped)	HRRNT 40K HRRT 50K	1 year	1 year	If equipped.
BRAKE COMPONENTS				
Brake Lining and All Brake Related Hardware	HRRNT 40K HRRT 50K	1 year	1 year	Excludes normal wear.
Brake Camshaft	HRRNT 40K HRRT 50K	3 years	1 year	
Cam Tube	HRRNT 40K HRRT 50K	3 years	1 year	Excludes brake camshaft wear.
AFTERMARKET				
Replacement Parts	HRRNT 40K HRRT 50K	1 year	N/A	Requires original purchase or installation invoice.



Information contained in this literature was accurate at the time of publication. Product changes may have been made after the copyright date that are not reflected.

Trailer Suspension Systems
2070 Industrial Place SE
Canton, OH 44707-2600 USA

866.RIDEAIR (866.743.3247)
330.489.0045
Fax 800.696.4416

www.hendrickson-intl.com

Trailer Suspension Systems
250 Chrysler Drive, Unit #3
Brampton, ON L6S 6B6 Canada

905.789.1030
Fax 905.789.1033

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