



# WARRANTY

## Auxiliary Lift Axle Suspension Limited Warranty Statement

# Hendrickson Auxiliary Lift Axle Suspension Limited Warranty

### Auxiliary Axle Limited Warranty

This Hendrickson Auxiliary Axle Systems ("Hendrickson") warranty covers Hendrickson auxiliary lift axle suspensions manufactured on approved vehicles, when

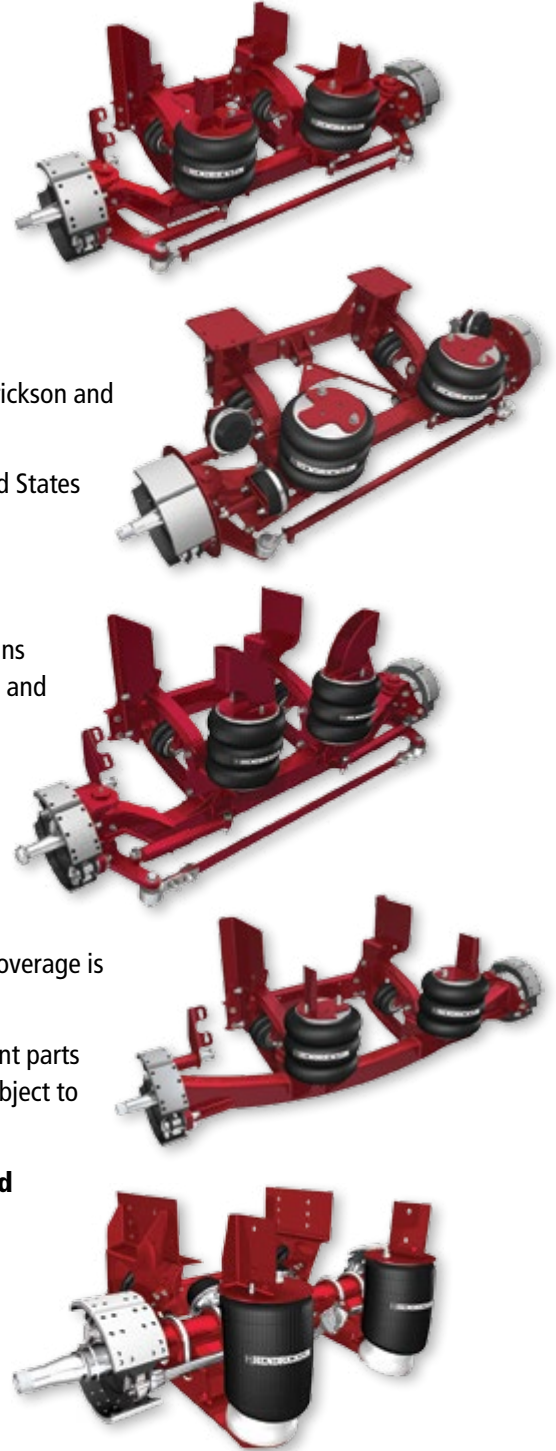
- i. properly installed and assembled by the subject vehicle original equipment manufacturer ("OEM") on new production vehicles or by authorized body builders or authorized installers on vehicles in the field,
- ii. properly maintained in compliance with all applicable Hendrickson and vehicle OEM publications and instructions, and
- iii. used in recommended or approved 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

The Hendrickson Warranty Period for each applicable component begins when the Hendrickson auxiliary lift axle suspension is put into service and ends at the completion of the respective parts and labor time periods specified in the Warranty Coverage Terms Table on Page 2. The Hendrickson Warranty Period may differ on some components only if Hendrickson has provided written authorization.

Hendrickson warrants that Hendrickson auxiliary lift axle suspension will be free from defects in material and workmanship during the Hendrickson Warranty Period. This Hendrickson warranty coverage is transferable.

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 Hendrickson auxiliary lift axle suspension **components covered** under this warranty are strictly limited to those listed in the Warranty Coverage Term Table on Page 2 and any corresponding genuine Hendrickson service parts.



*To learn more about WARRANTY,  
Auxiliary Axle Systems  
call 1.800.660.2829 or 1.800.668.5360  
visit [www.hendrickson-intl.com](http://www.hendrickson-intl.com)*

 **HENDRICKSON**  
*The World Rides On Us®*

### Warranty Coverage Terms

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

**NOTE:** The terms and coverages in this warranty document APPLY ONLY to applicable Hendrickson auxiliary lift axle suspensions operated within the United States and/or Canada.

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

COMPONENT 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 respective component supplier or the original equipment manufacturer as applicable.	

\* Warranty coverage is dependent upon compliance with applicable grease and maintenance schedules and instructions

### Other Warranty Exclusions

This warranty does not cover normal wear and deterioration or extend to any Hendrickson auxiliary lift axle suspensions or Hendrickson-authorized repair or replacement components that have been:

- Used in any application not intended by or contrary to written recommendations or specifications from Hendrickson and the vehicle OEM
- Improperly installed, serviced, maintained or repaired
- Modified without written authorization from Hendrickson
- Involved in an accident, fire or other casualty
- Misused, abused or neglected
- Operated beyond the rated load capacity or capability of the auxiliary lift axle suspension or the respective vehicle
- Operated with component parts, (repair, replacement or otherwise) that are not manufactured, distributed, or authorized by Hendrickson
- Subjected to abnormal operating conditions
- Subjected to any damage or failure caused by or otherwise attributed to any vehicle components, systems or equipment that are not manufactured or distributed by Hendrickson



HENDRICKSON SHALL NOT BE RESPONSIBLE FOR:

- Any repairs performed by any unauthorized parties
- Any costs associated with shipping or other transportation of parts to or from locations where authorized repairs are to be performed
- Any costs associated with towing, downtime, or miscellaneous shop charges
- Other applicable damages, losses or costs as listed in LIMITATION OF WARRANTY or elsewhere in this document

## Warranty Claim Process

Warranty claims regarding Hendrickson auxiliary lift axle suspension alleged problems occurring within the time periods specified in the **Component Coverage Term** table shall be directed to Hendrickson. The Hendrickson Warranty 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 authorization may result in partial or complete rejection of the warranty claim. For a warranty repair/service authorization number, please contact the Hendrickson Warranty Department:



[liftaxletech@hendrickson-intl.com](mailto:liftaxletech@hendrickson-intl.com)  
Subject Line: Warranty Claim Request



1.800.660.2829 US  
1.800.668.5360 Canada



1.740.929.5601



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



277 North High Street  
Hebron, OH 43025

- **For warranty claims to be considered**, they must be submitted to the Hendrickson Warranty Department within two (2) weeks from when the component problem occurred. Warranty claims filed after this two (2) week window may be subject to partial or complete rejection of the warranty claim.
- **Warranty claims must include all required information**, such as customer name, model number and serial number, in-service date, date of alleged problem, mileage, vehicle identification number, model number and serial 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 or repair facility** 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.
- **When authorizing repairs or services**, the Hendrickson warranty administrator will determine the costs and procedures. For those warranty claims it authorizes, Hendrickson will pay a specified labor allowance, determined by the Hendrickson Warranty 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.
- **Hendrickson has the sole discretion** and authority to approve or disapprove a warranty claim, and authorize the repair or replacement of defective or non-functioning parts.
- **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. Parts to be returned under a warranty claim:
  - Must be accompanied by an RMA (Return Material Authorization) claim number or the warranty claim number issued by the Hendrickson Warranty Department.
  - 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 auxiliary lift axle suspensions. This warranty also applies to genuine Hendrickson parts installed under a warranty claim authorized by Hendrickson. All such genuine Hendrickson parts shall be covered under the remaining, unexpired portion of the original Hendrickson Warranty Period for the particular auxiliary lift axle suspension.
- **Hendrickson auxiliary lift axle suspension problems or parts failures** that result from improper installation are the responsibility of the installer of the suspension. These are not warranted by Hendrickson.

## Filing Warranty Claims

1. **REVIEW THE APPLICABLE HENDRICKSON WARRANTY COVERAGE** for the component(s). If the component falls within the stated Hendrickson Warranty Period, continue with Step 2.



2. **LOCATE AND RECORD** the following information using a Hendrickson Lift Axle Warranty Claim Request Form (Lit. No. H800), available online at [www.hendrickson-intl.com](http://www.hendrickson-intl.com):

- Auxiliary lift axle suspension model number
- Auxiliary lift axle suspension serial number
- Auxiliary lift axle suspension 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), OEM dealer, or a Hendrickson distributor:

- END USERS (OWNERS) OR OEM DEALERS:** Report the warranty claim and associated problem to the OEM or other such installer of the Hendrickson auxiliary lift axle suspension.
- HENDRICKSON DISTRIBUTORS:** Report the warranty claim and associated problem to the Hendrickson Warranty Department at 800-660-2829 (in the United States) or at 800-668-5360 (in Canada), and submit the completed Lift Axle Warranty Claim Request Form in Step 2. The Warranty Department will issue an RMA (Return Material Authorization) claim number for each submitted warranty claim. All parts to be returned to Hendrickson or its vendors must be labeled with this RMA or warranty claim number and shipped within 30 days for timely processing of the warranty claim.

4. **SUBMIT TO THE HENDRICKSON WARRANTY DEPARTMENT** a work order job description with your RMA claim number 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.



## 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.

These standard repair times have been based upon work conducted by various repair facilities and include technical set-up times, diagnostic times and consideration of applicable supervisory/administration requirements.



		COMPONENT*	TIME (HOURS)		
STRUCTURAL COMPONENTS		Axle seats (bolt-on only)	2.0	Per Side	
		Beam assembly	Non-steerable	4.0	
			Steerable	2.0	
		Frame brackets	Bolted	3.0	
			Welded	4.0	
		Hendrickson Fabricated axle	5.0		
		Knuckle	Backbone	3.0	Per Side
		Regular Pusher or Tag axle	4.0		
		Side rail assemblies	Bolted	3.0	
			Welded	4.0	
	Upper air spring brackets	Bolted	1.0		
		Welded	2.0		
	V-Rod	1.0	Per Axle		

WHEEL END COMPONENTS		Bearings	1.5	
		Brake components kits	1.5	
		Brake Replacement	Bolt-on brakes	1.0
			Integrated brakes	1.0
		Caliper	Disc brakes only	2.0
		Chamber	Disc brakes	1.0
			Drum brakes	1.0
		Removal & replacement of hubs & drums	1.5	
		Rotor Disc	Disc brakes only	3.0
		Slack	Drum brakes only	1.0
	Wheel Seals	Disc brakes	2.5	
		Drum brakes	1.5	

MISCELLANEOUS		Air control valves	1.0	Per Kit
		Air springs	1.0	Per Side
		Compliant Tie Rod Assembly	1.0	
		Kingpins (Hendrickson fabricated axle)	6.0	
		Kingpins (I-beam style axle)	4.0	
		Non tri-functional bushings	2.0	Per Axle
		Radius rods	1.0	
		Stabilizers or reverse lockout shocks	1.0	
	Tri-functional bushings	4.0		

\* Any components listed or not listed, the time allowance must be approved by the Hendrickson Warranty Department prior to work being performed.

# **WARRANTY** Auxiliary Lift Axle Suspension – Limited Warranty Statement

## **Warranty Disclaimer**

THIS WARRANTY IS EXPRESSLY IN LIEU OF AND EXCLUDES ALL OTHER WARRANTIES OR CONDITIONS, EXPRESSED, IMPLIED OR STATUTORY, WHETHER WRITTEN OR ORAL, INCLUDING, BUT NOT LIMITED TO, ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.

## **Limitation of Warranty**

THE LIABILITY OF HENDRICKSON UNDER THIS WARRANTY SHALL BE LIMITED SOLELY TO THE ABOVE REFERENCED COSTS ASSOCIATED WITH THE REPAIR OR REPLACEMENT, BY AN AUTHORIZED PARTY, OF APPLICABLE HENDRICKSON PARTS THAT ARE DETERMINED BY HENDRICKSON TO BE DEFECTIVE IN MATERIAL OR WORKMANSHIP. HENDRICKSON SHALL NOT BE LIABLE FOR (a) ANY REPAIRS PERFORMED BY ANY UNAUTHORIZED PARTIES, OR (b) ANY INCIDENTAL, SPECIAL, PUNITIVE, INDIRECT, CONSEQUENTIAL OR OTHER DAMAGES, INCLUDING, BUT NOT LIMITED TO, TOWING EXPENSES, DOWNTIME EXPENSES, LOST PRODUCTIVITY, ECONOMIC LOSS, LOST REVENUE, LOST PROFITS, CARGO DAMAGE, LOSS OF USE OR DAMAGE TO OTHER PROPERTY, OR ANY OTHER LOSSES OR COSTS RESULTING FROM A HENDRICKSON DEFECTIVE PART COVERED UNDER THIS WARRANTY.

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



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

### **Specialty Products - Auxiliary Axle Systems**

277 North High Street  
Hebron, OH 43025-8008 USA  
1.800.660.2829 (Toll-free U.S. and Canada)  
1.740.929.5600 (Outside U.S. and Canada)  
Fax 1.740.929.5601

### **Hendrickson Canada**

250 Chrysler Drive, Unit #3  
Brampton, ON L6S 6B6 Canada  
905.789.1030  
Fax 905.789.1033