



# TRUCK PRODUCTS WARRANTY

## PROCEDURE

Bendix Commercial Vehicle System Company's Truck Products brand of new and remanufactured replacement parts for commercial vehicles are covered by the "Truck Products" warranty BW2206.

For warranty consideration, the part must be returned to the Bendix Commercial Vehicle System LLC (BCVS) Warranty Inspection Center.

Using your mybendix.com sign-on, complete the warranty claim on-line. If you do not have access to the web, complete the Request for Warranty Adjustment form BW285. In either case, send a copy of the claim form and part to your nearest BCVS location.

Be sure that your package is clearly identified as a warranty return and that the contents are packed to ensure protection from damage. Damaged parts may be denied warranty consideration.

Return your claim and part to:

Eastern U.S. ship to:

Bendix Commercial Vehicle Systems LLC  
Post Sale Center  
1155 East Franklin Street  
Huntington, Indiana 46750

Western U.S. ship to:

Bendix Commercial Vehicle Systems LLC  
Western Distribution Center  
1095 Spice Island Drive, Suite 101  
Sparks, Nevada 89431

Canada ship to:

Bendix Commercial Vehicle Systems LLC  
8851 Crescent 4  
Anjou, Quebec  
H1J 1A9

- Shipping – All warranty returns should be shipped to one of the above addresses. Shipments of 500 pounds or more can be shipped collect using an authorized BCVS carrier. Yellow Freight is the preferred carrier and Consolidated Freightways is the back-up carrier for all U.S. and Canadian shipments. Shipments less than 500 pounds must be shipped prepaid. BCVS reserves the right to recover the freight costs if the total weight of freight collect shipments is less than 500 pounds.

Mybendix.com users get claims forms and can check claim status on-line. If you need copies of the BW285 warranty form, please contact your customer service representative. If you have questions about your claim, please contact the location where you shipped your part. Call 1-800-AIR-BRAKE (1-800-247-2725) for either of these needs.

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## LIMITED WARRANTY - AIR BRAKE PRODUCTS

Bendix Commercial Vehicle Systems LLC (“BCVS”) warrants to the original retail purchaser of Truck Products brand replacement parts that all products listed below sold by BCVS will be free from defects in materials or workmanship for the warranty period shown in the table below.

DEVICE	WARRANTY PERIOD (whichever occurs first)		
	Months	Miles (Kilometers)	Hours
EL1300 & EL1600 Midland Style Compressors	24	200,000 (320,000)	7,200
Horton Style Fan Clutch	12	125,000 (200,000)	4,000
All Other non-hydraulic “Truck Products” devices	12	100,000 (160,000)	3,600

The limited warranty does not cover defects or damage caused by abuse, misuse, accident, neglect, normal wear and tear, or by improper installation, maintenance, alteration or service.

### Product:

Product claimed to be defective should be returned freight prepaid via the Original Equipment (OE) dealership or authorized BCVS distributor within 30 days after the date any defect is first discovered. Unauthorized repairs will void this warranty.

BCVS will inspect the product and make the final determination as to whether the product is covered under the terms of this warranty. When a warranty claim is allowed, BCVS’s responsibility is limited, at BCVS’s option, to repair or replace the defective product with a remanufactured exchange unit. The replacement unit will be warranted for the remaining time period, mileage, or hours of the original warranty.

### Labor:

For the first 12 months, 100,000 miles (160,000 kilometers), or 3,600 hours, whichever comes first, BCVS will also allow its current labor rate applied to the standard hours allowed in Removal and Replacement Schedule (BW1322) when the defective product has been installed.

THIS LIMITED WARRANTY IS IN LIEU OF AND EXCLUDES ALL OTHER WARRANTIES, EXPRESSED OR IMPLIED, ARISING BY OPERATION OF LAW OR OTHERWISE, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND IN NO EVENT WILL BENDIX COMMERCIAL VEHICLE SYSTEMS LLC BE LIABLE FOR SPECIAL, INDIRECT, INCIDENTAL OR CONSEQUENTIAL DAMAGES INCLUDING, BUT NOT LIMITED TO COSTS INCURRED FOR SERVICE CALLS, TOWING, OR DOWNTIME.

Reference BW2206 © Bendix Commercial Vehicle Systems LLC

## LIMITED WARRANTY - HYDRAULIC BRAKE PRODUCTS

Bendix Commercial Vehicle Systems LLC ("BCVS") warrants to the original retail purchaser that all hydraulic brake products sold by Bendix will be free of defects in material or workmanship for a period of twelve (12) months from the date of delivery to the first retail purchaser, or 12,000 miles (19,000 kilometers), or 1,000 operational hours, whichever occurs first.

The limited warranty does not cover defects or damage caused by abuse, misuse, road debris, accidents or improper installation, maintenance or service.

Product claimed to be defective must be returned freight prepaid via the Original Equipment (OE) dealership or authorized Bendix distributor within thirty (30) days after the date any defect is first discovered. Unauthorized repairs will void this warranty.

Bendix will inspect the product and make the final determination as to whether the product is covered under this warranty. When a warranty claim is allowed, Bendix's responsibility is limited, at Bendix's option, to repair or replace the defective product with a remanufactured exchange unit. The replacement unit will be warranted for the remaining time period, mileage, or hours of the original warranty.

The limited warranty does not cover damage or defects caused by: 1) misuse, accident, abuse, neglect, normal wear and tear, improper installation, maintenance, service or application; 2) any hydraulic brake products that have been repaired or altered outside of Bendix's factory, unless authorized in writing by Bendix or unless such installation, repair or alteration is performed by Bendix; 3) any labor charges for removal and/or replacement of a nonconforming or defective hydraulic brake product or part thereof; or 4) any return or replacement transportation charges.

THIS WARRANTY IS IN LIEU OF AND EXCLUDES ALL OTHER WARRANTIES, EXPRESSED OR IMPLIED, ARISING BY OPERATION OF LAW OR OTHERWISE, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR PARTICULAR PURPOSE, AND IN NO EVENT WILL BENDIX COMMERCIAL VEHICLE SYSTEMS LLC BE LIABLE FOR SPECIAL, INDIRECT, INCIDENTAL OR CONSEQUENTIAL DAMAGES INCLUDING, BUT NOT LIMITED TO COSTS INCURRED FOR SERVICE, TOWING, OR DOWNTIME.

Reference BW2235 © Bendix Commercial Vehicle Systems LLC

# TRUCK PRODUCTS WARRANTY



## WARRANTY ADJUSTMENT FORM



### WARRANTY ADJUSTMENT REQUEST (BW-285 CLAIM FORM)

USE THIS FORM FOR FIELD RETURNS. COMPLETED FORMS REQUIRE NO ADDITIONAL AUTHORIZATION.

- PRESS FIRMLY, YOU ARE MAKING 3 COPIES.
- COMPLETE FIELDS MARKED IN RED.** (Missing information may result in processing delays or denied claim)
- FOLD AND INSERT TOP 2 COPIES IN TO ENVELOPE. (Retain last copy) DO NOT SUBMIT COPIES SEPARATELY.
- CHECK APPROPRIATE BOX FOR SHIPPING ADDRESS, SEAL, AND ATTACH TO RETURN MATERIAL.

Submitted by (please print name) <input type="checkbox"/> Mr. <input type="checkbox"/> Ms.		CREDIT TO ACCOUNT NUMBER OR ADDRESS LISTED UNLESS CUSTOMER SPECIFIES DIFFERENTLY		Claim No.
Company (Dealers must include dealer code and OEM represented)		Your Bendix Customer Account No.		Date (m/d/yy)
Street Address		Submitter Reference No.		
City	ST/PR	ZIP/Postal	Distributor Info. (select one, Standard Warranties only) <input type="checkbox"/> Standard Warranties <input type="checkbox"/> O-T-C Warranty	
Phone ( ) ( )	Fax ( ) ( )	If Warranty Denied (select one, Core if left blank) <input type="checkbox"/> Return Material <input type="checkbox"/> Core Credit		
Customer Name		Labor (select one, No labor if left blank) <input type="checkbox"/> No <input type="checkbox"/> Yes		
Street Address		VIN (Vehicle Identification Number)		
City	ST/PR	ZIP/Postal	Vehicle/Unit No.	Engine Make-model
Type of Operation (select one) <input type="checkbox"/> Cement Mixer <input type="checkbox"/> Dump Truck <input type="checkbox"/> Fire Truck <input type="checkbox"/> On-Highway/Line Haul <input type="checkbox"/> Off-Highway <input type="checkbox"/> Motor Home <input type="checkbox"/> Inter-city Coach (Shuttle/Charter) <input type="checkbox"/> Non-vehicle application <input type="checkbox"/> Other <input type="checkbox"/> P&D (City/Cargo) <input type="checkbox"/> Refuse <input type="checkbox"/> School Bus <input type="checkbox"/> Transit Bus				
Explain Nature of Defect		Qty	Description	
		Returning Bendix P/N		
		(Opt.) Vehicle Mfg. P/N		
		Bendix Serial No.		
		Date In-service (m/d/yy)	Date Removed (m/d/yy)	
		<input type="checkbox"/> Miles In-service or <input type="checkbox"/> Km In-service	Hours In-service	
		REQUIRED FOR ADDITIONAL WARRANTY T.A.G. Serial No. (Total Air Guarantee located on bottom of dryer)		
		REQUIRED FOR ADDITIONAL WARRANTY Fan Clutch claims: Index Control System Part Number		
		Material Replaced <input type="checkbox"/> No <input type="checkbox"/> Yes	Replacement Type (select one, re-man if blank) <input type="checkbox"/> New <input type="checkbox"/> Re-manufactured	
		Bendix P/N Provided		
FOR BENDIX COMMERCIAL VEHICLE SYSTEMS CO. USE ONLY – DO NOT WRITE BELOW THIS LINE				
DATE CLAIM RECD	DATE MATERIAL RECD	DATE INSPECTED	INSPECTOR NAME	<input type="checkbox"/> allowed <input type="checkbox"/> denied <input type="checkbox"/> policy p-code
DATE SHIPPED	SHIPPER NO.	CORE CONDITION <input type="checkbox"/> Good <input type="checkbox"/> One Part Damaged <input type="checkbox"/> Two Part Damaged & Competitive		CONDITION CODE
MEMO DATE	MEMO NUMBER	DISPOSITION <input type="checkbox"/> salvage <input type="checkbox"/> scrap <input type="checkbox"/> hold <input type="checkbox"/> core credit only <input type="checkbox"/> return <input type="checkbox"/> document only		
INSPECTION COMMENTS				

BW-285, 01/00

ORIGINAL & YELLOW – BENDIX COPY PINK – CUSTOMER COPY