

A large, blue, stylized graphic consisting of two horizontal bars with vertical end caps, resembling a bracket or a frame, positioned above and below the main title text.

# HOW TO SUBMIT A WARRANTY CLAIM

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# How to Submit Warranty Claim

Select **My Account** → **Submit Warranty Claim** from your dashboard

## My Account

[My Profile »](#)

[My Address Book](#)

[My Orders ▾](#)

[My Cores ▾](#)

[My Warranties ▾](#)

[Submit Warranty Claim](#)

[Search Warranty Claim](#)

[My Tickets](#)

[My Own Part Numbers](#)

[My Price List](#)

or from the **Warranty homepage**:

Home / Bendix Warranty Information Center

## Bendix Warranty Information Center

Bendix Commercial Vehicle Systems LLC ('Bendix') warrants to the original retail purchaser of air brake products that all products sold by Bendix will be free from defects in materials or workmanship for twelve (12) months; 100,000 miles (160,000 kilometers); or 3,600 hours, whichever occurs first. Most of these repairs will be covered by your OEM (Original Equipment Manufacturer).

Some components also carry extended coverage beyond the OEM offering. Please review the tabs below for complete coverage information.

You must [Sign in](#) to your account to access the following links:

- [Submit Warranty Claims](#)
- [Search Warranty Claim History](#)

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## Reference and Customer Information:

Using dropdown menu, select the location for the warranty claim you are submitting (auto-populated based on customer's login information).

To complete your claim, input the fields shown below (\* are mandatory):

- **Date:** Auto populated to today's date
- **Bendix Claim Number:** Auto generated once your claim is submitted.
- **Customer Claim Reference Number\*:** Can be filled by Customer.
- **Business Type\*:** Select from dropdown list.
- **Email Address:** Auto populated.
- **Phone Number:** Auto populated.
- **Email Address 1 and Email Address 2:** Additional Email addresses if needed.

### Warranty Claim Application

To submit a Bendix Warranty claim, please complete the following on-line form. All required are marked with an asterisk (\*).

If you have any additional questions, please refer to the Bendix-On-line [Warranty Process manual](#).

Thank you, Your Bendix Warranty Support Team

#### Reference and Customer Information

Date: 11/17/2020

Bendix Claim Number:

Customer Claim Reference Number:

Business Type\*: Please select

Email Address\*: debra.collins@bendix.com

Phone Number:

Email Address 1:

Email Address 2:

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## Vehicle Information:

- **Type of Operation\***: Select from dropdown list.
- **Vehicle Identification Number\***: Mandatory for Dealers and Fleets only
- **Vehicle/Unit Number**: Open text field
- **Vehicle Manufacturer**: Select from dropdown list.
- **Chassis Number**: Select from dropdown list.
- **Engine Manufacturer**: Select from dropdown list.

### Vehicle Information

Type of Operation* <input type="text" value="Please select"/>	Vehicle Identification Number* <input type="text"/>
Vehicle/Unit Number <input type="text"/>	Vehicle Manufacturer <input type="text" value="Please select"/>
Chassis Number <input type="text"/>	Engine Manufacturer <input type="text" value="Please select"/>

### Claim Information

Claim Type* <input type="text" value="Standard"/>	T.A.G. Serial Number <input type="text"/>
Primary Complaint* <input type="text" value="Please select"/>	

Nature of Defect <div style="border: 1px solid #ccc; height: 100px; width: 100%;"></div>	<p><b>Note:</b></p> <p>Please upload all documents that are necessary for processing your claim/refund.</p> <p>Documents can be attached if they are in jpg, word, or pdf format and if they do not exceed 9MB in total.</p> <p>If you claim a refund you need to upload a proof of the expenses; claims without proff will be rejected.</p> <p>Once the claim is sent, it is not longer possible to attach a document.</p> <div style="text-align: right;"> <input type="button" value="View/Add"/> ( max, 9.00 MB )         </div> <p>( 0 Attachments available )</p>
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## Claim Information

- **Claim Type\***: Select from dropdown list.
- **T.A.G. Serial Number**: Open text field
- **Primary Complaint\***: Select from dropdown list.
- **Nature of Defect**: Open text field: Customer can add notes describing the defect and can attach files that support the claim.

You are able to add attachments to support the warranty claim via the **“View/Add”** button

Nature of Defect

**Note:**

Please upload all documents that are necessary for processing your claim/refund.

Documents can be attached if they are in jpg, word, or pdf format and if they do not exceed 9MB in total.

If you claim a refund you need to upload a proof of the expenses; claims without proff will be rejeced.

Once the claim is sent, it is not longer possible to attach a document.

[View/Add](#) ( max, 9.00 MB )

( 0 Attachments available )

### Upload Files ✕

Select file you wish to upload and click on the "Upload" button. Each upload file will be added to the claim.

Path of the file to upload:

Choose Files
No file chosen

Upload File

Note: word, xls, xlsx, csv, txt, tif, gif, jpg, pdf, HTML files are allowed!

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Record Sets:

#	Name	Size	

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## Part Information Number

- **Returning Part Number\***: Open text field
- **Bendix Part Number**: Auto populated.
- **Quantity\***: Open text field
- **Model**: Auto populated
- **Description**: Auto populated
- **Replacement Type\***: Select from dropdown list.
- **Mileage in Service\***: Open text field
- **Scale\***: Select from dropdown list.
- **Axle Position\***: Select from dropdown list.
- **Date in Service\***: Pick from calendar.
- **Date Removed from Service\***: Pick from calendar.
- **Serial No.:** Open text field
- **Date Code**: Open text field
- **Parts Disposition if denied\***: Select from dropdown list.
- **Labor Requested\***: Checkbox (**Yes - For Dealers and Fleets only**) or No
  - The checkbox defaults to Yes
  - If Checkbox is (**Yes - For Dealers and Fleets only**) the customer should fill in all the sections of 'Requested Cost Reimbursement'
  - If Checkbox is **No**, then the Hourly Labor Rate, Labor Amount, and Repair Time will be greyed out and cannot be filled.

Part Information Number 001

Returning Part Number*	Bendix Part Number (Auto fill)	
<input type="text" value="K132352"/>	<input type="text" value="K132352"/>	
Quantity*	Model (auto fill)	
<input type="text" value="1"/>	<input type="text" value="T18/24"/>	
Description (auto fill)	Replacement Type*	
<input type="text" value="Spring Brake (Disc)"/>	<input type="text" value="Please select"/>	
Mileage in Service*	Scale*	Axle Position*
<input type="text"/>	<input type="text" value="Please select"/>	<input type="text" value="Please Select"/>
Date in Service*	Date Removed from Service*	
<input type="text" value="mm/dd/yyyy"/>	<input type="text" value="mm/dd/yyyy"/>	
Serial No.	Date Code	
<input type="text"/>	<input type="text"/>	
Parts Disposition if denied*	Labor Requested*	
<input type="text" value="Core Credit"/>	<input checked="" type="radio"/> Yes <input type="radio"/> No	

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## Requested Cost Reimbursement (enter amount on a per piece basis)

- **Requested Part Amount\*:** Open text field.
- **Requested Handling Amount:** Open text field.
- **Hourly Labor Rate:** Open text field
- **Repair Time (in hrs.):** Open text field
- **Labor Amount:** Auto populated.
- **Other Cost:** Open text field
- **Other Cost Descriptions:** Open text field
- **Total Cost:** Auto populated.

**Requested Cost Reimbursement** (enter amount on a per piece basis)

Requested Part Amount*	Requested Handling Amount
<input type="text"/>	<input type="text"/>
Hourly Labor Rate (per pc)	Repair Time (in hrs)
<input type="text"/>	<input type="text"/>
Labor Amount (Auto fill)	Other Cost
<input type="text"/>	<input type="text"/>
Other Cost Descriptions	
<input type="text"/>	
Total Cost (Auto fill)	
<input type="text"/>	

Customer has the option to add additional part numbers by clicking on “**Add a Part Number**” button.

Once the form has been completed – Select “**Final Review**” button

If there are error on the form you will see an error message under the specific field, make the corrections and Select “**Final Review**” button again.

<b>Final Review</b>	Submit
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## After Submission


- Customer sees a screen pop-up with the confirmation of Warranty form submission.

**Thank you for submitting your warranty claim with Bendix. Please check your inbox for a copy of your claim information.**

 **Reminder:**

- Attach 1 copy of the form to the part and 1 copy in the box
- Please pack and ship warranty returns separately from core returns
- [Click here for additional shipping information Shipping/ Packaging](#)

- After submission you will receive an email with your claim information.



[My Account](#) | [Contact Us](#)

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### Warranty Claim

Dear **Your Name**

Your Warranty Claim, # **W9000000**

has been received and is now being processed.  
Please log into ["My Account"](#) to

Please follow the three (3) steps below to complete your claim.

**Step 1** - Print 4 copies of the attached warranty claim submission form.

- Attach 2 copies to the returned part.
- Use 1 copy for the packing list.
- Keep 1 copy for your records.

If you don't have a printer, please write on a sheet of paper:  
the Bendix Claim Number (# **W9000000**) and your Contact Information.  
Include the paper with the returned part.

**Step 2** - Box and ship warranty returns separately from core returns.

**Step 3** - Address to the Bendix Warranty Claim Center indicated below.  
Please be sure that "Bendix Warranty Center" is clearly marked on the package.

*In the US, ship freight PRE-PAID to:*  
Bendix Commercial Vehicle Systems  
ATTN: Warranty Dept  
1850 Riverfork Dr,  
Huntington, Indiana 46750

*In Canada, ship freight PRE-PAID to:*  
Bendix Commercial Vehicle Systems Warranty Center  
8851 Crescent 4  
Anjou, Quebec H3J 1A9

Product claimed to be defective must be returned, freight prepaid,  
within thirty (30) days after the claim submission to the address provided.  
Claims for material sent to the incorrect address, the incorrect Bendix  
location or otherwise, are subject to delays in processing and/or claim  
denial for part not returned.

Please ensure that claimed materials are returned in a timely manner,  
to the proper location in order to allow us to expedite your claim.  
Allow 45 days for processing after the part is returned.

To check the status of your return online,  
visit the Warranty section of the Bendix Webshop at [www.bendix.biz](http://www.bendix.biz)

**Your Bendix customer support team**

Your privacy is extremely important to us. Please read our [privacy policy](#) for additional information.

[My Account](#) | [Contact Us](#)

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# Search Warranty Claim

- Sign <https://b2bendix.com/US/en/USD/login>
- Select **My Account** → **Search Warranty Claim** from your dashboard.

## My Account

- My Profile
- My Address Book
- My Orders ▾
- My Cores ▾
- My Warranties ▾
- Submit Warranty Claim
- Search Warranty Claim »**
- My Tickets
- My Own Part Numbers
- My Price List
- My Document ▾
- Logout

## My Company Account

**Warranty Claim Search**

Customers can search their warranty claims online. All warranty claims submitted by any user linked to the selected Customer ID will be visible in the search results.

Customer ID

Bendix Part Number

Customer Part Number

Bendix Warranty Claim Number

Claim Date From\*

Claim Date To\*

Customer Claim Reference No.

Show warranty requests from coworkers

- **Customer ID:** Select from the dropdown list.
- **Bendix Part Number:** Optional
- **Customer Part Number:** Optional
- **Bendix Warranty Claim Number:** Optional
- **Claim Date From\*:** Pick from calendar.
- **Claim Date To\*:** Pick from calendar.
  - The date range should be within 365 days or user will receive an error.
- **Customer Claim Reference Number:** Optional
- Check the **Show warranty requests from coworker's** box: This will allow you to see any claims submitted under that customer ID.
- Select **Search** button.

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## Search Results

11 Claim(s) Found

<a href="#">Claim Date</a> ↓	<a href="#">Bendix Warranty Claim No.</a>	<a href="#">Claim Status</a>	<a href="#">Bendix Part Number</a>	<a href="#">Model</a>	<a href="#">Credit Memo #</a>	<a href="#">Credit Amount (USD)</a>	<a href="#">Core Value</a>
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- **Claim Date:** User can sort search results based on this date.
- **Bendix Warranty Claim No.:** This is a link to open the following message.
  - Open Claim as PDF will open a copy of the claim submitted.
  - Open Claim as a new Template will copy the information from the claim so that you can create a different claim.

You can open this submitted claim in a PDF format or open this submitted claim in a new template to create a new claim. ✕

*The new claim will contain the same vehicle information as the original claim - Please confirm VIN and application information is correct before submitting*

Open Claim as PDF
Open Claim as a new Template

- **Claim Status:** When user clicks on this more information about why the claim was approved or rejected will be displayed.
- **Bendix Part Number**
- **Model**
- **Credit Memo #**
- **Credit Amount (USD)**
- **Core Value:** whether a part is eligible for Core Credit or is non-Core.

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