



WARRANTY

STEERTEK NXT / STEERTEK Axle Limited Warranty Statement

LIT NO: 45745-271

DATE: February 2017 REVISION: F

STEERTEK NXT / STEERTEK AXLE LIMITED WARRANTY

This Hendrickson Truck Commercial Vehicle Systems ("Hendrickson") warranty covers 1) STEERTEK NXT / STEERTEK axles (with rated capacity of up to 14,600 pounds) equipped on approved vehicles built after January 1, 2010; and 2) STEERTEK NXT axles (with rated capacity of 16,000 pounds or more) equipped on approved vehicles built after February 1, 2017, 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 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 the respective groups of axles is as follows:

- **STEERTEK NXT and STEERTEK axles (with rated capacity of up to 14,600 pounds)** — The 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.
- **STEERTEK NXT axles (with rated capacity of 16,000 pounds or more)** — The Hendrickson warranty coverage begins when the vehicle is put into service and ends in five (5) years or five hundred thousand (500,000) miles thereafter, whichever occurs first.

Hendrickson warrants that STEERTEK NXT and STEERTEK (collectively 'STEERTEK NXT / STEERTEK') axles 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 STEERTEK NXT / 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 NXT / 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

All non-recommended STEERTEK NXT / STEERTEK 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 STEERTEK NXT / STEERTEK axles 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.



OTHER WARRANTY EXCLUSIONS

This warranty does not cover normal wear and deterioration or extend to any STEERTEK NXT / STEERTEK axles 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 STEERTEK NXT / STEERTEK axle or the respective suspension system or 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 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 STEERTEK NXT / 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 NXT / 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 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:



Toll-free U.S. and Canada
1.866.755.5968
Outside U.S. and Canada
1.630.910.2800



truckwarranty@hendrickson-intl.com



1.630.910.2847



Hendrickson Truck Commercial Vehicle Systems
ATTN: Warranty
800 South Frontage Road,
Woodridge, Illinois 60517-4904



www.hendrickson-intl.com

- **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 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.
- **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 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.
 - **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.
- **Only genuine Hendrickson parts**, or parts sold through Hendrickson, may be used to repair Hendrickson suspension systems. 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 STEERTEK NXT / STEERTEK axle.
- **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.
- **"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 the applicable Hendrickson warranty coverage for the component(s). If the component falls within the stated Hendrickson Warranty Period, 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), OEM dealer, or repair facility:
 - **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 Commercial Vehicle Systems warranty department Toll-free at 1.866.755.5968 (U.S. and Canada), or e-mail truckwarranty@hendrickson-intl.com and provide the information recorded in **Step 2**. The warranty 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.

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.

www.hendrickson-intl.com



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Woodridge, IL 60517-4904 USA

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