

# WARRANTY



## Hendrickson Auxiliary Lift Axle Suspensions Limited Warranty Statement



### Auxiliary Axle Limited Warranty

This Hendrickson Auxiliary Axle Systems (“Hendrickson”) warranty covers Hendrickson auxiliary lift axle suspensions manufactured for approved vehicles, when

- properly installed and assembled by the subject vehicle original equipment manufacturer (“OEM”) on new production vehicles or by authorized bodybuilders or authorized installers on vehicles in the field
- properly maintained in compliance with all applicable Hendrickson and vehicle OEM publications and instructions
- 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 periods specified in Table 1-1 Warranty Coverage Terms. The Hendrickson Warranty Period may differ on some components only if Hendrickson has provided written authorization.

Hendrickson warrants that Hendrickson auxiliary lift axle suspensions 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 Table 1-1 Warranty Coverage Terms and any corresponding genuine Hendrickson service parts.

## 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.

\*Please note that for COMPOSILITE EX suspensions ONLY, the Warranty on Hendrickson-Manufactured Major Structural Components is extended to 7 years.

Table 1-1

COMPONENT DESCRIPTION	PARTS	LABOR
COMPOSILITE® EX Hendrickson-Manufactured Major Structural Components	7 years*	1 year
All other Hendrickson-Manufactured Major Structural Components	5 years	1 year
Pivot Bushings <sup>1</sup>	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 <sup>1</sup>	1 year	1 year
King-Pin Bushings <sup>1</sup>	1 year	1 year
Serviceable Items (brake pads, etc.)	1 year	1 year
Other suspension, brake and wheel-end components, including chambers (Domestic and Export):	Warranty as provided by the respective component supplier or the OEM as applicable.	
All product suspensions and axle components (Export - Outside USA and Canada)	1 year	N/A
All Aftermarket	1 year <sup>2</sup>	N/A

<sup>1</sup> Warranty coverage is dependent upon compliance with applicable grease/lubrication and maintenance schedules and instructions.  
<sup>2</sup> Warranty coverage requires original purchase or installation invoice and excludes installations as part of a warranty repair. See Warranty Process for details.

## 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
- Installed as part of a warranty repair and are aftermarket parts
- 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

## Auxiliary Lift Axle Suspension Limited Warranty Statement

### Labor Allowance

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 setup times, diagnostic times and consideration of applicable supervisory / administration requirements.



		COMPONENT*	TIME (HOURS)		
<b>STRUCTURAL COMPONENTS</b>	Axle seats (bolt-on only)		2.0	Per Side	
	Beam assembly	Non-steerable	4.0	Per Axle	
		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		Per Axle
	Side rail assemblies	Bolted	3.0		
		Welded	4.0		
Upper air spring brackets	Bolted	1.0	Per Side		
	Welded	2.0			
V-Rod		1.0	Per Axle		

<b>WHEEL-END COMPONENTS</b>	Bearings		1.5	Per Side
	Brake components kits		1.5	
	Brake replacement	Bolt-on brakes	1.0	
		Integrated brakes	1.0	
	Caliper	Disc brakes only	2.0	
		Disc brakes	1.0	
	Chamber	Drum brakes	1.0	
		Lock straight	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		

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

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

## Warranty Claim Process

Warranty claims regarding Hendrickson auxiliary lift axle suspension alleged problems occurring within the time periods specified in the **Warranty Coverage Terms** 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. All aftermarket warranty claims must include the original purchase or installation invoice.
- **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.





# 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.



**Hendrickson Genuine Parts** are the same quality components installed in Hendrickson original equipment suspensions — consisting of the same design, construction, performance and durability. There's only one way to maintain and protect your suspension's original performance. Ask for the name that is synonymous with the finest manufactured suspensions in the world.

These products are covered by at least one or more U.S. and / or foreign patents and / or pending U.S. and / or foreign patent applications. See Hendrickson for details.

Actual product performance may vary depending upon vehicle configuration, operation, service and other factors.

All applications must comply with applicable Hendrickson specifications and must be approved by the respective vehicle manufacturer with the vehicle in its original, as-built configuration.

Contact Hendrickson for additional details regarding specifications, applications, capacities, operation, service and maintenance instructions.

Call Hendrickson at **800.660.2829** or **800.668.5360** in Canada for additional information.



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



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