

HSDS™ HENDRICKSON SEVERE-DUTY SYSTEM

SUBJECT: Comprehensive Warranty Statement
India

LIT NO: T48002

DATE: May 2016



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WARRANTY CONDITIONS

Hendrickson Trailer Commercial Vehicle Systems (Hendrickson) warrants that HSDS™ (Hendrickson Severe-Duty System) and related components, as listed on the following pages, shall be free of defects in material or workmanship. This warranty coverage only applies to those suspensions that have been properly assembled and installed by a trailer OEM (Original Equipment Manufacturer), properly maintained (as described in all applicable Hendrickson publications) and used in the recommended application and within the rated capacities. All non-recommended suspension applications must receive written approval from Hendrickson in order to be covered under this warranty. This warranty is subject to the conditions, exclusions and limitations listed below.

- Hendrickson reserves the right to reject a warranty claim for any or all of the following reasons:
 - Original claim was submitted to Hendrickson for a prior year following 60 days into new year.
 - Failure occurred beyond coverage as published in "COVERAGE" ON PAGE 2.
 - Claim information provided is insufficient.
 - Product inspected does not substantiate claim or indicate a failure.
 - Product requested was not returned for inspection within 45 days from date of request.
 - » Product returned to Hendrickson under this warranty shall become the property of Hendrickson.
- **Prior to the warranty repair or replacement** of suspension systems or parts (by a dealer or other service provider authorized by the OEM of the subject trailer), the warranty claim must first be approved by the Hendrickson Technical Services Department. Trailer dealers should inspect all suspensions involved in a warranty claim and then contact Hendrickson for assistance.
- **Parts to be returned** under a warranty claim must be accompanied by an warranty claim number, RGO (Returned Goods Order), FSR (Field Service Report number) or RGA (Returned Goods Authorization) the issued by the Hendrickson Technical Services Department.
- **Parts returned** under a warranty claim number must be sent prepaid. Hendrickson will reimburse the customer for the freight charges if the returned parts are confirmed to be defective or non-functioning.
- **Only genuine Hendrickson parts** or parts sold through Hendrickson, may be used to repair

Hendrickson trailer suspension products. Our warranty also applies only to genuine Hendrickson parts.

- **Hendrickson has the sole discretion and authority** to approve or disapprove a warranty claim, authorize the repair or replacement of non-functioning systems and authorize the repair or replacement of parts.
- **Replacement parts provided under warranty** are not warranted, they simply inherit the remainder of the suspension warranty. Goodwill or giveaway (sales policy) parts provided at no charge have no warranty.
- **When contacting the Technical Services Department** to receive warranty authorization, costs and procedures will be determined (see labor allowance chart for a listing of typical repairs). Hendrickson will pay a specified labor allowance, determined by the Hendrickson Technical Services Department for the authorized repair or replacement of any defective component. Hendrickson is not responsible for any additional costs that may be incurred when replacement parts or materials are not acquired through Hendrickson.

COVERAGE

The Hendrickson suspension warranty coverage begins when the vehicle is put into service (the in-service date) and ends when the time period specified in the warranty "WARRANTY CONDITIONS" is reached. Before filing a claim, review warranty coverage for the component(s) listed in the "COVERAGE TABLE" ON PAGE 5.

- **THE HENDRICKSON TECHNICAL SERVICES DEPARTMENT MUST AUTHORIZE REPAIRS PRIOR TO THEM BEING PERFORMED.**

The warranty shall not apply to or include any repair or replacement as a result of the following conditions:

- Bending of the HTA® Hendrickson Trailer Axle™.
- System problems or parts failures that result from improper installation are the responsibility of the installer of the suspension.
- Accident, fire, flood or other casualty.
- Misuse or negligence including, but not limited to, overloading.
- Lack of reasonable and proper maintenance.
- Repairs improperly performed or replacements improperly installed.



- Use of component parts, replacement or otherwise, that are not manufactured or distributed by Hendrickson.
- Modifications not recommended or approved by Hendrickson (in writing).
- Uses other than those intended by Hendrickson and the trailer OEM.
- Normal wear and deterioration occasioned by the use of the suspension system.
- Any damage or failure caused by or otherwise attributed to any vehicle or trailer components, systems or equipment that are not manufactured or distributed by Hendrickson.

The liability of Hendrickson under this warranty is limited solely to the repair or replacement of defective material or workmanship by an authorized party. Hendrickson shall not be liable for repairs performed by any unauthorized parties. This warranty does not include any expense of or related to transportation of the parts to or from the place where the repair is to be performed or compensation for inconvenience or loss of use while the suspension system is being repaired. Hendrickson shall not be liable for any expense, loss or damage (direct, incidental, consequential or exemplary — including, but not limited to, towing expenses, trailer rental, downtime expenses, cargo damage, incidental charges or any other losses arising in connection with the sale, use or inability to use the suspension system) resulting from the warranty-covered part found to be defective.

No expressed warranty is given by Hendrickson with respect to its suspension systems and products except as specifically set forth herein. Any warranty implied by law, including any warranty of merchantability or fitness for a particular purpose, is limited to the expressed warranty term provided in the warranty “COVERAGE TABLE” ON PAGE 5.

CONTACT HENDRICKSON

Hendrickson India Technical Services can be contacted using these methods:

Email

HITS@Hendrickson-intl.com

Phone

Main: +91-2135-662600

Mobile: +91-2135-662614

FAX

+91-2315-662650

Attn. Warranty

REQUIRED CLAIM INFORMATION

IMPORTANT: The information details listed apply to Hendrickson Trailer Suspension Systems and related components. Trailer information is required to understand suspension application and coordination with trailer manufacturers.

The following information is required to file a warranty claim:

- Photos:
 - Suspension ID tag ([Figure 1](#))
 - Trailer ID tag ([Figure 2](#))
 - Digital photos of suspension and damaged areas
- Copy of Field Service Report. See Appendix A on page 7.

ID TAG SAMPLES (ID TAG)

MODEL HSDS.34567-2

DESC. 12T430S2040P1100

CUST. PT. NO. _____

SERIAL NO. JN1234567890

CAPACITY

SUSPENSION/AXLE ONLY

12T LB

TRN-FUNCTIONAL® BUSHING

This article is covered by at least one or more of the following U.S. and/or foreign patents and/or pending U.S. and/or foreign patent applications. See www.hendrickson-intl.com/patent for a complete listing.

Figure 1: Sample suspension identification tag

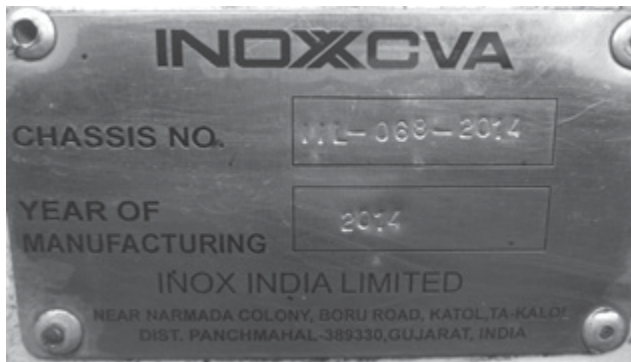


Figure 2: Sample trailer ID tag

Refer to [Figure 3](#) to locate suspension and axle ID tags.

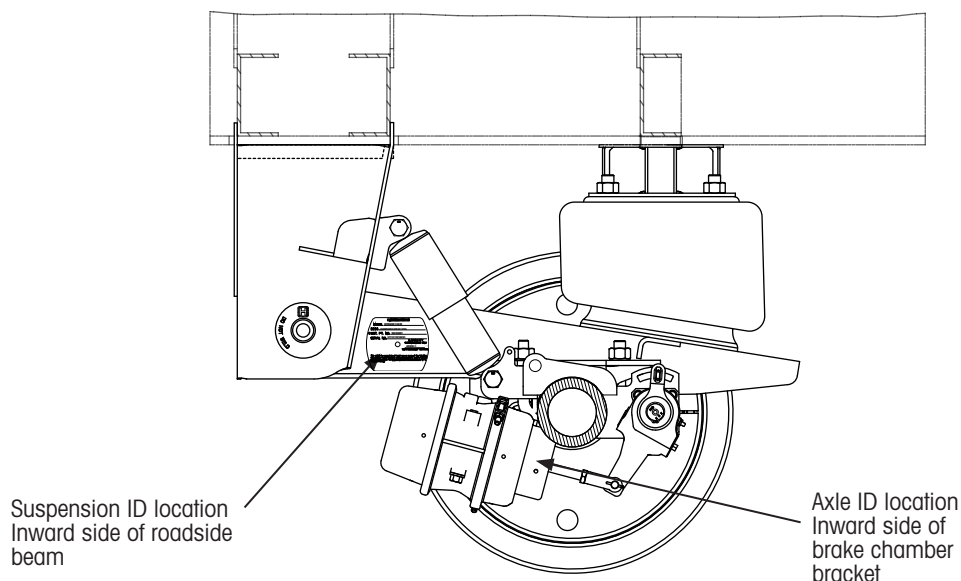


Figure 3: Suspension system ID tag locations

SUBMITTING A CLAIM

A Hendrickson warranty claim can be submitted using one of these methods:

EMAIL

Email **Hendrickson India Technical Services** at
HITS@Hendrickson-intl.com

Include digital photographs prior to service.

PHONE

Main: +91-2135-662600

Mobile: +91-2135-662614

FAX

+91-2315-662650

Please add **"Attention: Warranty"** at the top of your fax. Be sure to include contact information with the FAX.



WARRANTY CLAIM CONSIDERATIONS

Hendrickson's direct warranty offers convenient claim consideration and resolution within all coverage, provisions and conditions outlined in this document. Before filing a claim, review these considerations:

- **Failure to receive Hendrickson authorization may result in partial or complete loss of warranty coverage.**
 - All warranty claims are subject to review and approval by the Warranty Administrator. Upon review, the dealer's labor hours may be approved, if applicable, in accordance with the warranty policies, coverage guidelines, and published labor allowances.
 - Approved labor hours will be reimbursed at the dealer's posted retail labor rate.
- **DO NOT DESTROY THE PARTS BEING CONSIDERED FOR WARRANTY!**
 - All parts in question must be returned to Hendrickson for evaluation. Failure to return such parts may result in partial or complete loss of warranty coverage.

NOTE: In India, send to:

**Hendrickson Commercial Vehicle Systems
India**

Plot No 4 & 5 , Gat 679/2,
Behind Hotel Gandharva
Alandi Kuruli Road, Kuruli(Chakan),
Taluka Khed Pune 410501

Otherwise Send to the closest address listed at bottom of back cover.

- A return authorization must be obtained and accompany the return.
- Returned warranty parts must be returned to Hendrickson within 45 days for timely processing of the warranty claim.
- **"SHOP SUPPLY" REIMBURSEMENT MAXIMUM.**

The maximum amount to be considered for miscellaneous supply, shop supply or job supply reimbursement is 4 percent of invoiced labor charges, up to a maximum of 130 INR.
- Hendrickson does not reimburse part costs. However, Hendrickson will directly replace damaged or non-functioning Hendrickson parts relative to a warranty claim.

COVERAGE TABLE

The coverage periods in the following table apply when the suspension has been properly assembled and installed by a trailer original equipment manufacturer (OEM), properly maintained (as described in all applicable Hendrickson publications) and used in the recommended application. Coverage may differ on some items used in applications for which special written approval from Hendrickson has been granted. For more warranty coverage information, refer to "CONTACT HENDRICKSON" ON PAGE 3.

MILEAGE TERMS

The parts and labor warranty coverage periods in the following table are based on a typical annual average usage of 160,000 km. However, some high-mileage applications can easily reach 400,000 km per year and above. Hendrickson, at its sole discretion, may adjust warranty coverage on a case-by-case basis for applications exceeding 160,000 km per year during the respective warranty period.



ITEM DESCRIPTION	SUSPENSION DESC.	PARTS	LABOR	COMMENTS (RESTRICTIONS ETC.)
SUSPENSION				
Axle Beam Weldment assembly¹	HSDS	2 years	2 years	Includes structural axle, assembled beam(s) with bushings
Frame Brackets	HSDS	2 years	2 years	
Air Spring	HSDS	2 years	2 years	
Shock Absorbers	HSDS	2 years	2 years	
QUIK-ALIGN® Pivot Connection	HSDS	2 years	2 years	
TRI-FUNCTIONAL® Bushing	HSDS	2 years	2 years	
BRAKES				
Brake Lining and hardware	HSDS	2 years	2 years	Excludes normal wear
Brake Camshaft	HSDS	2 years	2 years	
Brake Cam Tube (where applicable)	HSDS	2 years	2 years	
Automatic Slack	HSDS	2 years	2 years	
Brake Chambers	HSDS	2 years	2 years	
Brake Drums	HSDS	2 years	2 years	Excludes normal wear
WHEEL END				
Wheel ends	HSDS	2 years	2 years	On-Highway only (seal, bearings, hub, etc)
TIREMAX CP				
Controller Assembly	HSDS	2 years	2 years	
Rotary Union	HSDS	2 years	2 years	
Wiring Harness	HSDS	2 years	2 years	
Tire Hoses & Tee Fitting	HSDS	2 years	2 years	
CONTROLS				
Air controls	HSDS	2 years	2 years	Std HCV kit, includes HCV and PPV, excludes effects of abnormal moisture and other contaminants
AFTERMARKET				
Hendrickson Genuine Parts	ALL	1 year	N/A	Requires original purchase or installation invoice
¹ This limited warranty shall not cover any damage to wheel-hub assemblies resulting from any failure that can be attributed to one or more components of a non-Hendrickson tire inflation system, including but not limited to, hub pressurization or contamination.				



APPENDIX A: FIELD SERVICE REPORT SAMPLE



Written by:

FIELD SERVICE REPORT (FSR)

Date:

Date of FSR made /fill

FSRID#:

FSRID#: To be filled by Hendrickson

Customer /Owner Information		Ship to Location	
Name :		Name :	
Address :		Address :	
City :		City :	
State/Province:		State/Province:	
ZIP/Postal/Pin :		Zip/Postal/Pin:	
Contact Person :		Contact Person :	
Email Address:		Email Address:	
Ph/fax		Ph/fax	
Date of Failure reported			
Truck Information		Trailer Information	
Truck OEM Name		Trailer OEM Name	
Is Chassis under OEM /Ext Warr:	Yes () No ()	Is Trailer under OEM /Ext Warr:	Yes () No ()
Chassis/Vin (Last 8 digits)No.		Trailer VIN #	
Vehicle Build Date:		Trailer Build Date	
Inservice Date(DOS of Vehicle)		Trailer Inservice Date (DOS OF Trailer)	
Odometer (KM)		Odometer (KM)	
Application:		Trailer Type (Reefer, flat bed etc)	
Truck Susp Model:		Hendrickson Tag Information ----Lift/Trailer Axle []	
Gross Vehicle Weight (GVW)		Susp Model:	
No of Lift Axles		Description:	
		Serial No	

Failure Status:-

1st

☐

Repeat

☐

Primary Failed Part Number/Description:

Problem Statement /Customer
Complaint:-

Observation /Cause:-

List for Required Parts			List of Required Parts		
Part No	Description	Qty	Part No	Description	Qty



Call Hendrickson for additional information or visit ***India.Hendrickson-intl.com***



HENDRICKSON COMMERCIAL VEHICLE SYSTEMS INDIA *

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