

WARRANTY BULLETIN

TRAILER SUSPENSION SYSTEMS

Warranty Statement – Australia

LIT NO: 97117-167

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WARRANTY POLICY STATEMENT

Hendrickson Asia Pacific Proprietary Limited warrants that all (Hendrickson) Truck and Trailer complete suspensions and Parts supplied by them shall be free of defects in material and/or workmanship.

This warranty coverage only applies to Hendrickson Asia Pacific suspensions and components that have been correctly assembled and installed by original equipment manufacturers / authorised installers and have been correctly maintained and used in the recommended application.

All non-recommended suspension applications must receive written approval from Hendrickson Asia Pacific in order to be covered under the Hendrickson Asia Pacific Warranty Policy.

This warranty is subject to the conditions, exclusions and limitations listed under "Warranty Limitations" on page 2.

WARRANTY LIMITATIONS

Hendrickson Asia Pacific warranty is limited to and does not extend to any repair or replacement as a result of the following conditions:

- Accident, fire or other casualty.
- Misuse or negligence including, but not limited to, overloading.
- Lack of reasonable and proper maintenance.
- Repairs improperly performed or improperly installed.
- Use of component parts, replacement or otherwise, that are non-genuine or not distributed by Hendrickson Asia Pacific.
- Modifications not recommended or approved in writing by Hendrickson Asia Pacific.

The liability of Hendrickson Asia Pacific under this warranty is limited solely to the repair or replacement of defective material or workmanship by an authorised repairer.

Hendrickson Asia Pacific shall not be liable for repairs performed by any unauthorised repairer.

The Hendrickson Asia Pacific warranty does not include any expense of, or related to transportation of the vehicle 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 Asia Pacific shall not be liable for any expense, loss or damage (direct, incidental, consequential or exemplary - including, but not limited to, towing expenses, down time 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 verbally expressed warranty is given by Hendrickson Asia Pacific with respect to its suspension system. All warranty must be referred to the "Hendrickson Warranty Coverage Table" on page 5.

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 this document.

Hendrickson will not accept the alleged defective component for return unless specifically requested. Only genuine Hendrickson parts, or parts sold through Hendrickson Asia Pacific, may be used to repair Hendrickson suspension systems.

Hendrickson Asia Pacific has the sole discretion and authority to accept or reject a warranty claim.



COVERAGE

The Hendrickson Suspension Warranty coverage is firm and limited only to Hendrickson Suspension Systems, Axles or Trailer Components sold through the authorised Hendrickson Asia Pacific distribution network and begins when the vehicle is put into service. Refer to the "Hendrickson Warranty Coverage Table" on page 5 for warranty periods applicable.

WARRANTY GUIDELINES

CLAIM SUBMISSION

All Hendrickson Asia Pacific Warranty claims must be submitted within 30 days of the repair date. The repair date is determined by the last clock date by the technician on the repair order or the date the repair was completed where a clocking system is not utilised.

Claims received by Hendrickson Asia Pacific that exceed claim submission guidelines will be reviewed on a case-by-case basis to determine acceptability.

CLAIM PAYMENT

All Hendrickson Asia Pacific Warranty Claims will be processed within 30 working days from receipt of the claim. The only exception to this rule is where late receipt of relevant parts or information necessary for the adjudication of such claim causes delay in the claim process.

LABOUR REIMBURSEMENT

Reimbursement for suspension repairs may be made as outlined in the Warranty Coverage Table. All warranty claims are subject to review and approval by Hendrickson Warranty Department. Upon review, the dealer's labour hours may be approved, if applicable, in accordance with the warranty policies, coverage guidelines and published labour allowances.

As a guide to endorsed repair times refer to Standard Repair Times Guide [97117-308](#), which contains recommended times for most typical repairs. Contact the Hendrickson Asia Pacific Warranty Department to discuss allowances for any tasks not listed in the aforementioned Repair Times Bulletin.

PARTS REIMBURSEMENT

Hendrickson Asia Pacific Parts reimbursement rate is reviewed regularly. The rate remains firm until an updated warranty document is released. The standing parts mark-up rate is Dealer Net Price plus 20%.

REPLACEMENT PARTS

Replacement parts provided under warranty inherit the remainder of the original suspension warranty. Parts provided at no charge under goodwill or sales policy have no express warranty.



WARRANTY PARTS RETURN GUIDELINES

Hendrickson Asia Pacific, in all cases, will only accept the return of parts where requested. All parts requested for return by Hendrickson Asia Pacific must be accompanied by the **WRN** (Warranty Return Number), which will be provided on the parts return request and is only issued by the Hendrickson Warranty Coordinator. All returned parts must be accompanied by the relevant documentation.

Failure to adhere to the parts return guidelines will result in the parts being returned to the sender along with the freight charges.

Hendrickson Asia Pacific is unable to accept or be liable for any defective parts returned where these guidelines have not been met.

Claims cannot be accepted if either:

- Parts were not accompanied by an official Warranty Return Number
- Parts were returned and did not meet the parts return policy guidelines.
- Parts were tested and found to be within manufacturers' specifications.
- Upon inspection, it was determined that the cause of failure was due to contamination and/or outside influence.

FREIGHT

Freight for parts will only be covered if prior authority is given in writing and the nominated carrier, determined by Hendrickson Asia Pacific, is used.



HENDRICKSON WARRANTY COVERAGE TABLE

The coverage periods shown in this table apply when the suspension is used as recommended and within its rated capacities. For off-road applications, such as logging and mining, the warranty period is half of the on-road warranty period. However, coverage may vary for certain items used in applications with special written approval. If any component, such as a seal, is replaced under warranty during the warranty period, the balance of the warranty applies, provided genuine parts have been used and Hendrickson guidelines are followed for replacement procedures.

SUSPENSION COMPONENTS			
Warranty applicability is related to distance travelled or time – whichever occurs first.			
Item	On Road 100% Sealed Road	On Road 90% Sealed Road 10% Off Road ^[2]	Off Road & Unsealed Roads
HXL7 [®] Wheel End Disc ^[1]	1,200,000 km or 5 years	1,200,000 km or 3 years	600,000 km or 1.5 years
HXL7 Wheel End Drum ^[1]	1,200,000 km or 5 years		600,000 km or 2.5 years
HXL5 [®] Wheel End ^[1]	800,000 km or 3 years		400,000 km or 1.5 years
HXL2 [™] Wheel End ^[1]	300,000 km or 2 years		150,000 km or 1 year
PreSet [™] Wheel End Disc/Drum ^[1]	700,000 km or 3 years		350,000 km or 1.5 years
Conventional Grease Wheel End ^[1]	200,000 km or 1 year		100,000 km or 0.5 year
HALFTRAAX [™] Assembly TRI-FUNCTIONAL [™] Bushes	1,000,000 km or 5 years		500,000 km or 2.5 years
Air Springs Hangers TIREMAAX [™] PRO	Unlimited km or 3 years		Unlimited km or 1.5 years
Brake Chambers Disc Brake Rotors & Callipers S-Cams & Tubes Shock Absorbers Slack Adjusters – Manual	Unlimited km or 2 years		Unlimited km or 1 year
Air Controls CONNEX [™] ST Drum Brake Steerable Axle Disc Brake Steerable Axle Hendrickson D22 / P22 Axle Mounting Hardware Shock Absorber Bushes & Hardware Slack Adjusters – Auto Trailing Arms (HT [™]) UBL [™] – Under Beam Lift [™] (Including lift spring)	Unlimited km or 1 year		Unlimited km or 0.5 year
Other Components i.e. wear washers, control valve linkages (Excludes all normal wear)	Unlimited km or 1 year		Unlimited km or 0.5 year
Replacement Parts (Parts only unless fitted by an authorised Hendrickson Repairer)	Unlimited km or 1 year		Unlimited km or 0.5 year

[1] NOTE: Applies to bearing and seal package only. Warranty is void if the hub is removed for any reason other than warranty repairs. Includes Zero offset HN and up to 2-inch offset for HP. Approved HP applications with an offset exceeding 2 inches and up to 4 inches, utilising an authorised hub, shall receive one-half of the stated warranty period and mileage. For other hub parts, refer to the Disc Brake Rotors or Other Components sections.

[2] NOTE: This refers to trailers that spend at least 90% of their time on sealed roads and up to 10% off-road, but only at low speeds.



ENQUIRIES

If you have any questions or queries about the information contained herein, please contact the Hendrickson Asia Pacific Product Support on +61 3 8792 3600.

Note: This replaces all previous documents on this subject

REVISIONS TABLE

DATE	REV	PAGE	DESCRIPTION
Apr-2022	O	5	Remove HTA steerable. Add disc brake steerable, CONNEX™ ST drum brake steerable and UBL™.
Apr-2022	O	3	Rationalisation of Claims Process including removal of labour rate.
Apr-2022	O	5	Separate New Zealand into individual document.
Jun-2024	P	3	Update repair times guide publication number to 97117-308.
Jun-2024	P	5	Clarify hub removal status in note. Increase TIREMAAX warranty terms to 3 years.

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, and operation, service and maintenance instructions.

Need Help? Call 03 8792 3600, Option 5 or Email auwarranty@hendrickson.com.au



www.hendrickson.com.au

HENDRICKSON ASIA PACIFIC PTY LTD
ABN 21 004 992 769
32- 44 Letcon Drive, P.O. Box 1063
Dandenong, Victoria, 3175
61.3.8792.3600 • Fax 61.3.8792.3699