



# A Quick Guide to Bendix® Warranty Eligibility

- Help prevent sending warranty claims that can be rejected;
- Save time and shipping costs;
- See useful examples\*

\* Note: The examples shown are not a complete list of rejection criteria.

## The First Step for All Devices:

1. Verify that the device is a genuine Bendix® brand part by looking for one of the logo markings shown to the right...
2. Is the device fully assembled?; and
3. Check the Warranty Policies: Is the date and mileage within the permitted range?



## Quick Recognition Symbols Used on this Wall Chart:

	"Thumbs down"	DO NOT submit these items for warranty consideration, if they display the condition(s) shown
	"Thumbs up"	Submit for Warranty Evaluation**

\*\* Submission for warranty evaluation does not guarantee warranty approval. Once parts are received, they will be evaluated; then approved or denied.

If 1, 2, and 3 are OK, then use this Guide.

## Valves

### Special Step for all Valves: Part One

Immediate Warranty Rejections Occur If:

The valve was not installed correctly.

Are any of the supply and/or control ports plugged?

Valves that have been incorrectly plumbed may not work at all, or with unintended results – potentially creating vehicle safety issues.

The example on the left shows a returned Bendix® Q8-10" Quick Release Valve found to have a plug in the supply port.

The example on the right shows a Bendix® TR-3" Inversion Valve that had been incorrectly plumbed with a plug installed in the control port.

Part damaged.

### Part Two

Immediate Warranty Rejections Occur If:

Any of the ports are damaged.

Example of a Bendix® R-12" Relay Valve with a damaged port due to an external impact.

Example of a Bendix® Q8-11" Quick Release Valve with a damaged port due to an external impact.

Part damaged.

### Part Three

Immediate Warranty Rejections Occur If:

Any of the valve's internal channels have evidence of dirt, grit, and/or foreign material – including Teflon®, or similar, tape – inside.

Wear items like this foot valve pedal cover or dash valve head are not warranty items.

### Part Four

Immediate Warranty Rejections Occur If:

The part being returned is a maintenance item. Service replacement parts are available for these items.

### Valves that Feature Quick-Connect Fittings

Immediate Warranty Rejections Occur If:

The returned part has had the quick-connect hoses cut off, instead of being removed correctly.

### Bendix E-6 Brake Valve Inspections

Immediate Warranty Rejections Occur If:

The casting has been cracked or damaged by over-torque during installation.

The casting is cracked due to over-torque of the mounting bolt.

## Air Dryers & Cartridges

### Bendix® AD-IS® Air Dryer Inspection

Immediate Warranty Rejections Occur If:

The pressure-protection valves are missing, or if there is evidence (socket wrench marks, etc.) that they have been adjusted.

The purge valve should be present.

Submit for Warranty Evaluation

Only if intrusive maintenance has not been performed.

### Bendix® AD-IS® Air Dryer Inspection

Evidence of tampering

View from beneath. This example also shows a missing purge valve.

### Bendix® Purge Valve Inspection

Immediate Warranty Rejections Occur If:

The governor is a non-Bendix® brand part (competitive, or knock-off).

Submit for Warranty Evaluation

Only if the governor is a Bendix® brand part and one of the correct part numbers for use with the Bendix AD-IS air dryer.

Only if the purge valve is present and a genuine Bendix® brand component (as evidenced by the presence of one of these icons).

### Bendix® Air Dryer Cartridge Inspection

Immediate Warranty Rejections Occur If:

The cartridge is a non-Bendix® brand part (another manufacturer's cartridge).

Submit for Warranty Evaluation

## Questions?

For technical literature, visit the Document Library on [www.bendix.com](http://www.bendix.com). For your Account Manager, see the Contacts page at [www.bendix.com](http://www.bendix.com).

To speak to a representative, call 1-800-AIR-BRAKE (1-800-247-2725), then...

• For technical assistance, select option 2, then option 1. You may also contact the Tech Team by email at [techteam@bendix.com](mailto:techteam@bendix.com), or

• For the Warranty Department, select option 2, then option 2. You may also contact the Warranty Department at [warranty@bendix.com](mailto:warranty@bendix.com).

Log-on and Learn from the Best  
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Visit [www.brake-school.com](http://www.brake-school.com).



Bendix® brand names and solutions are brought to you by:  
Bendix Spicer Foundation Brake LLC  
A Bendix CVS and Dana Joint Venture

## Slack Adjusters & Actuators

### Slack Adjuster Inspection

Immediate Warranty Rejections Occur If:

The slack adjuster has been disassembled.



### Actuator Inspection

Immediate Warranty Rejections Occur If:

The ports or body are damaged.



### Actuator Inspection

Immediate Warranty Rejections Occur If:

All the vent holes are plugged.

The bolt-heads face in opposite directions to each other.



Inspect the bolt heads – do they face opposite directions, showing that the ring was re-installed correctly?

Inspect the (typically four) drain holes. Reject if all the plugs are present – blocking drainage.

## Hydraulic Brake Calipers and Brake Shoes

### Hydraulic Brake Caliper Inspection

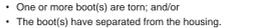
Immediate Warranty Rejections Occur If:

The caliper color has changed due to extreme heat;

There is external damage;

One or more boot(s) is/are torn; and/or

The boot(s) have separated from the housing.



### Brake Shoe Inspection

Immediate Warranty Rejections Occur If:

The linings have oil contamination.

The vehicle operator has modified the profile of the linings from a flat surface (e.g. if rounded edges are present, caused by grinding).

One or more boot(s) is/are torn; and/or

The boot(s) have separated from the housing.



### Brake Shoe Inspection

Immediate Warranty Rejections Occur If:

The brake shoe web or table is damaged.

Submit for Warranty Evaluation

After verifying there are no signs of brake shoe web damage.



Did you know? Noise complaints are non-warrantable as noise is a normal consequence of the brakes working, and can be affected by many external factors, including road and weather conditions.

## Compressors & Governors

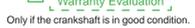
### Bendix® Compressor Inspection

Immediate Warranty Rejections Occur If:

The crankshaft is broken or the threads are damaged.

Submit for Warranty Evaluation

Only if the crankshaft is in good condition.



### Bendix® Compressor Inspection

Immediate Warranty Rejections Occur If:

Any of the port threads are stripped, or cracked due to over-torque.

There is evidence that the compressor was dropped.

The safety-valve is damaged.

Safety-valve and port damage.



### Bendix® Governor Inspection

Immediate Warranty Rejections Occur If:

The body is damaged, or improper use (e.g. the exhaust port is plugged).

Submit for Warranty Evaluation

The exhaust port is plugged, showing that the part was mis-installed.



## Electronics

### Next Step for All Electronics:

1. Check that the harnesses and wiring are in good condition (no cuts or chafed sections).
2. Always use the latest Bendix® ACom® Diagnostic Software to check the whole system and precisely identify potential problem devices. (Free downloads are available on [www.bendix.com](http://www.bendix.com).)
3. Whenever possible, include a copy of the Bendix ACom Diagnostic Software report with your warranty return.

### Bendix® Wheel Speed Sensor Inspection

Immediate Warranty Rejections Occur If:

The sensor is melted, broken, cracked, disassembled or deformed.

The harness is cut or chafed.

Use the Bendix Wheel Speed Sensor Checklist (BW2453)

Go to the Document Library on [www.bendix.com](http://www.bendix.com) to download BW2453



### Bendix® Radar Sensor Inspection

Immediate Warranty Rejections Occur If:

The housing is bent, cracked or broken.

Submit for Warranty Evaluation

Broken housing



### Bendix® Tractor ABS Electronic Control Unit (ECU) Inspection

Immediate Warranty Rejections Occur If:

The housing is bent, broken, damaged, or deformed.

The connectors are corroded, damaged, bent, or broken.



Whenever possible, include a copy of the Bendix® ACom® Diagnostic Software report with your warranty return.

### Trailer ABS Electronic Control Units:

1. Do NOT replace the Bendix® TABS-6™ unit until all Bendix® ACom® diagnostic software troubleshooting options have been exhausted.
2. Use the Bendix® Trailer ABS Checklist (BW2910).
3. Whenever possible, include a copy of the Bendix ACom Diagnostic Software report with your warranty return.
4. Do NOT replace the Bendix TABS-6 unit until the pigtail has been checked (and replaced, if necessary).

Use the Bendix® Trailer ABS Checklist (BW2910).



### Bendix® Steering Angle Sensor Inspection

Immediate Warranty Rejections Occur If:

The sensor tab is missing or broken.

Submit for Warranty Evaluation



### SmartTire® Tire Pressure Monitoring System (TPMS) by Bendix CVS Sensor Inspection

Immediate Warranty Rejections Occur If:

The yellow sensor component is damaged, broken or plugged by contaminants?

Submit for Warranty Evaluation

If the sensor is not functioning, but no visible damage is found.



New part shown for comparison

### Bendix® ABS Modulator Inspection

Immediate Warranty Rejections Occur If:

The housing is bent, broken, damaged or deformed.

The connectors are found to be corroded, damaged, bent, or broken.

Inspect the connectors. In this example, the connector is in good condition.



New parts shown for comparison

### Bendix® Automatic Traction Control Unit Inspection (AT-1™, AT-3™, etc.)

Immediate Warranty Rejections Occur If:

The housing is bent, broken, damaged or deformed.

The connectors are corroded, damaged, bent or broken.

Submit for Warranty Evaluation



## Air Disc Brakes (ADB) & Pads

### Bendix® ADB Chain Cover Inspection

Immediate Warranty Rejections Occur If:

The chain cover is damaged or missing.

The adjuster mechanism has evidence of rust, showing the cap is - or has been - missing.

Submit for Warranty Evaluation

Only if the chain cover is intact and undamaged.



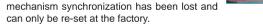
### Bendix® ADB Tappet Inspection

Immediate Warranty Rejections Occur If:

The tappets are extended past 1.18 inches.

This condition can be the result of incorrect maintenance procedures, or if the pads have been permitted to wear far below the minimum 2mm thickness. In these cases, the tappet mechanism synchronization has been lost and can only be re-set at the factory.

Submit for Warranty Evaluation



### Bendix® ADB Boot Inspection

Immediate Warranty Rejections Occur If:

The guide-pin or tappet boots are damaged. These are maintenance items and should be regularly inspected and replaced as needed.

Submit for Warranty Evaluation

Worn or damaged air disc brake boot replacements are part of normal recommended maintenance.



### Bendix® ADB Caliper Casting Inspection

Immediate Warranty Rejections Occur If:

The caliper casting is broken, gouged, or similarly damaged.

Submit for Warranty Evaluation

Only if the casting is complete.



### Bendix® ADB Rotor Inspection

Immediate Warranty Rejections Occur If:

The rotor has deep grooves. For standard rotors, any grooves found must be less than 0.06in. (1.5mm); for Bendix® Spined Disc® rotors, the figure is 0.04in. (1.0mm).

The rotor is damaged.

Regular air disc rotors have separate hubs and rotors.

Spined disc rotors have separate hubs and rotors.



### Bendix® Air Disc Brake Pad Inspection

Immediate Warranty Rejections Occur If:

The pad is worn to below 0.08in. (2.0mm) of friction material remaining.

Submit for Warranty Evaluation

Only if the air disc brake pad has more than 2mm of friction material.

