

WARRANTY - FAQ

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Warranty – Frequently Asked Questions

Q	How do I submit a warranty claim on Bendix product?
A	Warranty claims can only be processed through direct account customers; for example, Authorized Bendix Distributors, Vehicle Manufacturers and/or Dealers, and Authorized Fleets. Bendix policy is to provide warranty service on Bendix devices to anyone requesting it, regardless of where the device was purchased — as long as the claim is processed through a customer that has an account with Bendix.

Q	How long do I have to file a claim on Bendix products?
A	Claims should be submitted within thirty (30) days after the date any problem is first discovered using the Bendix Warranty Information Center . Bendix policy is to provide warranty service on Bendix devices to anyone requesting it, regardless of where the device was purchased — as long as the claim is processed through a customer that has an account with Bendix.

Q	Do I need approvals (pre-Authorization) from Bendix to make a repair?
A	Bendix does not require prior approval or pre-authorize any repairs. Bendix does offer a free of charge service for technical assistance which can be accessed by calling 1-800-AIR-BRAKE (1-800-247-2725) and follow the prompts for technical assistance. It is highly recommended to use this free service when replacing high-cost electronics components. Warranty eligibility is determined via component testing and analysis. Unnecessary part replacement may lead to claim denials.

Q	How long does it take to receive a decision on a warranty claim submitted to Bendix?
A	Bendix strives to answer claims as quickly as possible. This timing is influenced by the day the part arrives at the warranty center for processing. Internal Metrics are geared toward answering claim within 30-40 days of the date the part is received. Please allow a minimum of 30 days from the date the part is delivered to The Bendix Warranty Center in Huntington, Indiana before inquiring on claim status.

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Q	I received an email from Bendix that my claim was approved, when will I see payment?
A	<p>When a claim is allowed, a credit will be issued for the material. A labor allowance is also paid when eligible and if claimed. For devices that can be remanufactured, material credits will equal the Bendix selling price less the applicable core charge and the customer's core bank will be credited with the applicable core value. For devices that are not remanufactured, material credits will equal the Bendix net selling service part price. Some OEM dealers will receive claim and core credit from their manufacturer. This OEM credit will reference the Bendix Credit Memo Number included in the email announcement.</p> <p>The Warranty team does not have access to total payment amounts. Please contact the credit analysts managing your account.</p>

Q	My claim was denied, can I get the part back?
A	<p>Part disposition for denied claims MUST be communicated at the time the claim is filed. If part return is expected please indicate so on the claim form prior to submission. Parts inspection frequently includes disassembly of the device. For reasons of safety, product integrity, and manufacturing-related constraints, the part cannot be re-assembled. Therefore, if the customer requests return of the denied claim part, the device will be shipped back in its disassembled condition. When a claim is denied and the device need not be returned, the customer's core bank will be credited with the applicable core allowance.</p>

Q	What is the difference between on-highway or off-highway?
A	<p>On-Highway applications: These applications have normal frequency braking duty cycles and operate primarily on hard surface roadways.</p> <ul style="list-style-type: none"> • Line Haul Tractor/Trailer • Interstate Truck • Pick-Up & Delivery Tractor or Truck (Cargo box) • Intercity Truck • Interstate or Charter Bus (Shuttle or Tour Bus) • School Bus • Motor Home • Fire Truck <p>Off-Highway applications: These applications have high frequency braking duty cycles and operate under more severe conditions and may be used on either hard surface roadways or in off-road conditions.</p> <ul style="list-style-type: none"> • Transit Bus (City Coach) • Refuse Hauler • Dump Truck • Cement Mixer • Logging or Mining Vehicles • Yard Truck • Other Non-Typical Use Vehicles • Van, Walk-In Applications

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Q	I am having trouble with the Webshop application, who can I call?
A	We are sorry you are experiencing problems with our website. Please email support@bendix.com with details on what you were trying to do when the system stopped working and provide a screenshot if one is available. We will investigate the issue and get back with you as soon as possible. Optionally you can dial 800-247-2725 and select option 6. You might be required to leave a message on this line, and someone will call back when they are available.

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