





## A Quick Guide to Bendix® Warranty Eligibility

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

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

# Quick Warranty Guide Symbols

## Quick Recognition Symbols Used in this Document:

	“Thumbs down”	<b>DO NOT</b> 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.

# A Quick Guide to Bendix® Warranty Eligibility

## 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?



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

# Quick Warranty Guide

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# Air Disc Brakes (ADB) & Pads

## Air Disc Brakes & Pads

### Bendix® ADB Chain Cover Inspection



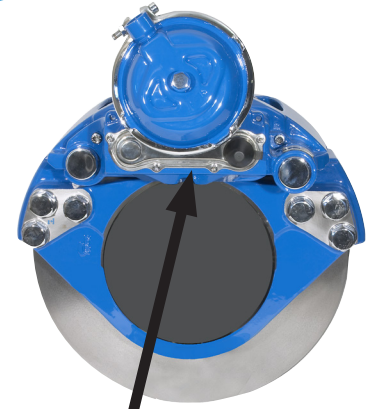
Immediate Warranty Rejections Occur If:

- 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.



Adjuster mechanism  
(Note: the cover is missing)

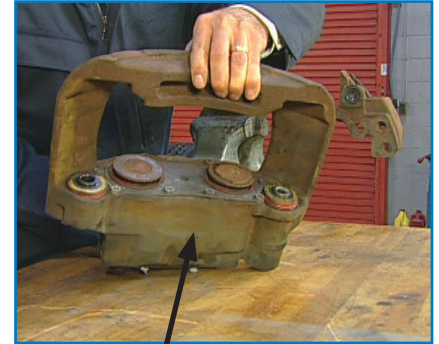
# Air Disc Brake (ADB) Calipers

## 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.



For more tech info visit the  
Document Library on [www.bendix.com](http://www.bendix.com)

# Air Disc Brake (ADB) Calipers

## Air Disc Brakes & Pads

### Bendix® ADB Boot Inspection



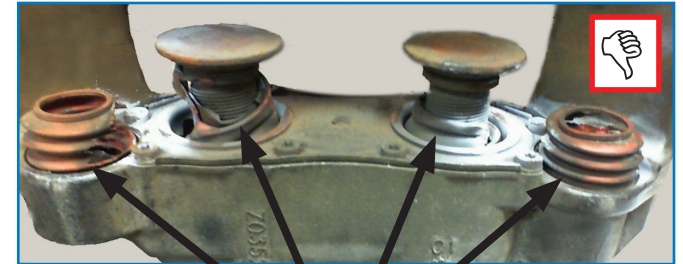
Immediate Warranty Rejections Occur If:

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

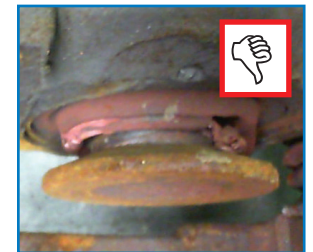


Submit for Warranty Evaluation

- Only if all the boots are present and undamaged.



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

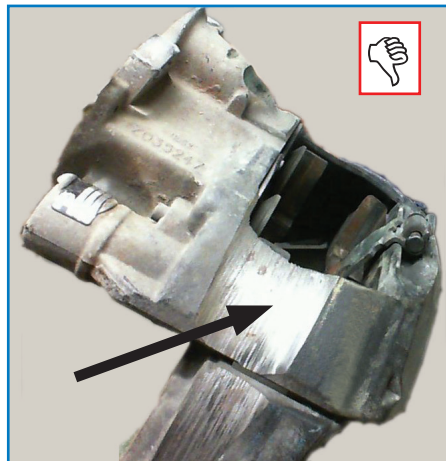
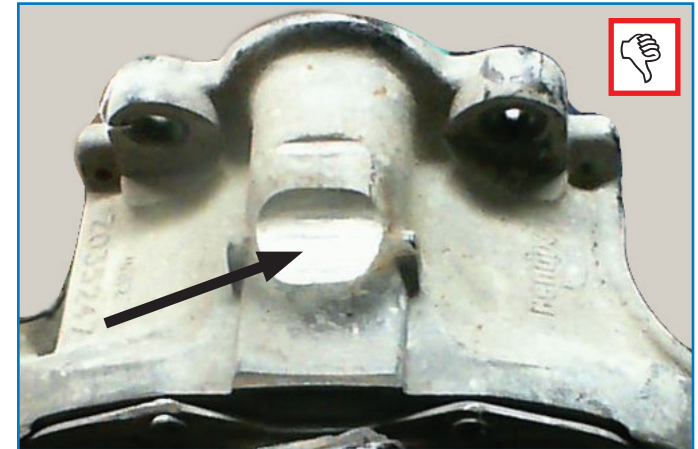


# Air Disc Brake (ADB) Calipers

## 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.

For more tech info visit the Document Library on [www.bendix.com](http://www.bendix.com)



# Air Disc Brake (ADB) Rotors

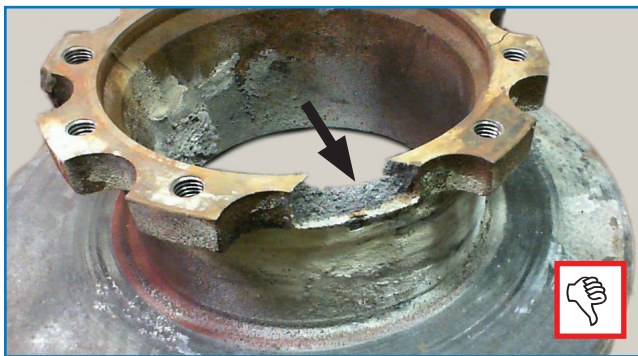
## Air Disc Brakes & Pads

### Bendix® ADB Rotor Inspection



**Immediate Warranty Rejections Occur If:**

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



Regular air disc rotors have one-piece hubs and rotors.



Splined disc rotors have separate hubs and rotors.

# Air Disc Brake (ADB) Pads

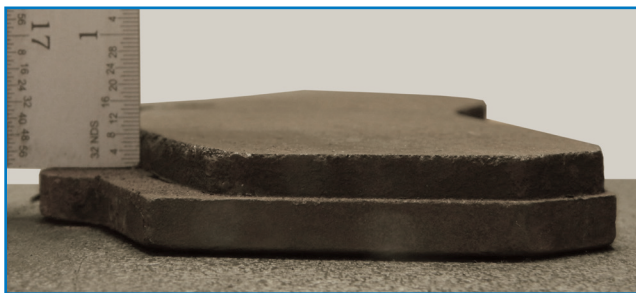


## Bendix® Air Disc Brake Pad Inspection



Immediate Warranty Rejections Occur If:

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



Submit for Warranty Evaluation

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

For more tech info visit the Document Library on [www.bendix.com](http://www.bendix.com)

# Bendix® Air Dryers, Cartridges & Purge Valves

## Bendix® AD-IS® Air Dryer Inspection

### Air Dryers, Cartridges & Purge Valves



**Immediate Warranty  
Rejections Occur If:**

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

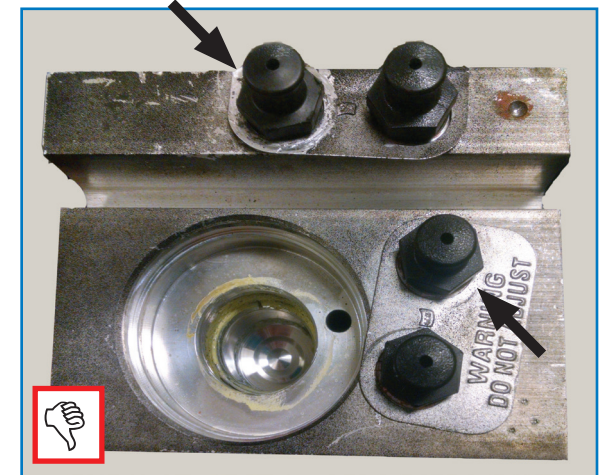


**Submit for  
Warranty Evaluation**

- Only if intrusive maintenance has not been performed.



*Evidence of  
tampering*



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

# Governors

## Bendix® AD-IS® Air Dryer 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.



For more tech info visit the Document Library on [www.bendix.com](http://www.bendix.com)

# Air Dryer Cartridges

## Bendix® Air Dryer Cartridge Inspection

Air Dryers,  
Cartridges &  
Purge Valves



Immediate Warranty  
Rejections Occur If:

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



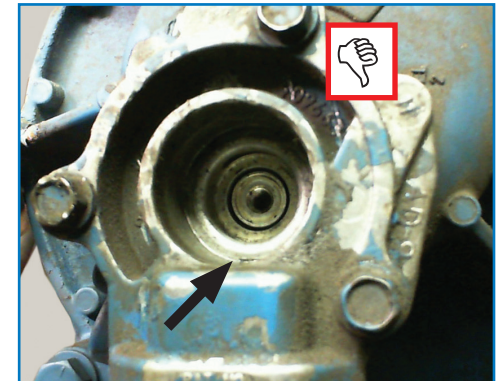
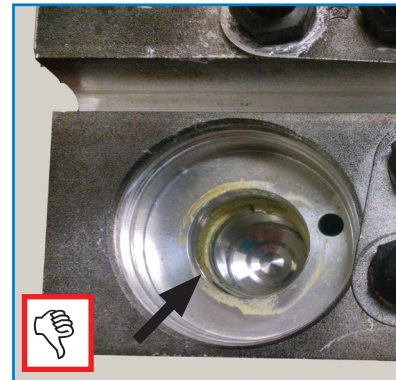
# Purge Valves

## Bendix® Purge Valve Inspection



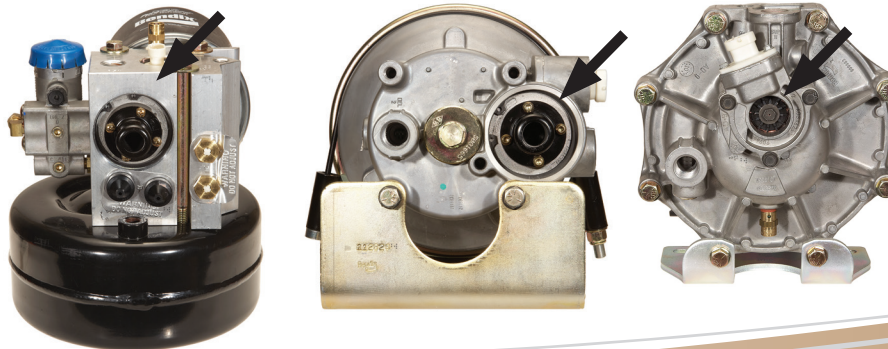
Immediate Warranty Rejections Occur If:

- The purge valve is missing or is non-Bendix® brand.



Submit for Warranty Evaluation

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



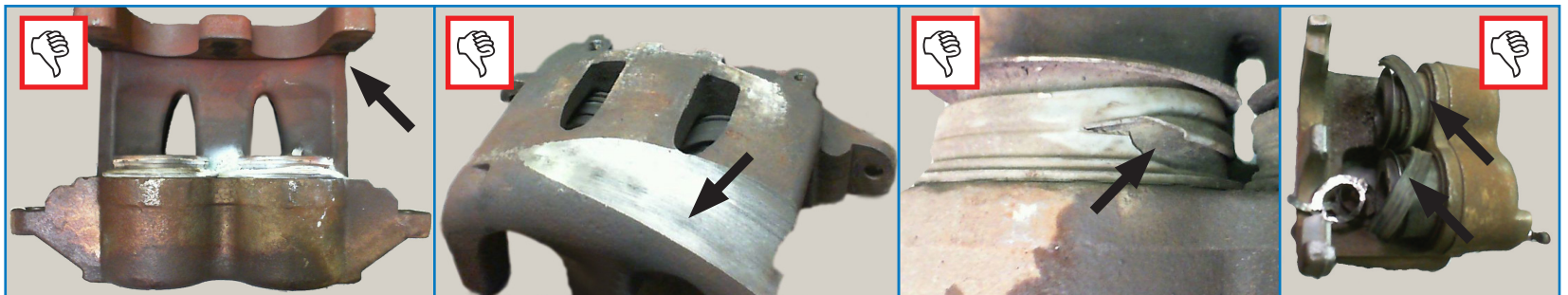
For more tech info visit the Document Library on [www.bendix.com](http://www.bendix.com)

# Hydraulic Brake Calipers and Brake Shoes



## Hydraulic Brake Caliper Inspection

 Immediate Warranty Rejections Occur If:



Calipers &  
Brake Shoes

- The caliper color has changed due to extreme heat;
- There is external damage;
- One or more boot(s) are torn; and/or
- The boot(s) have separated from the housing.

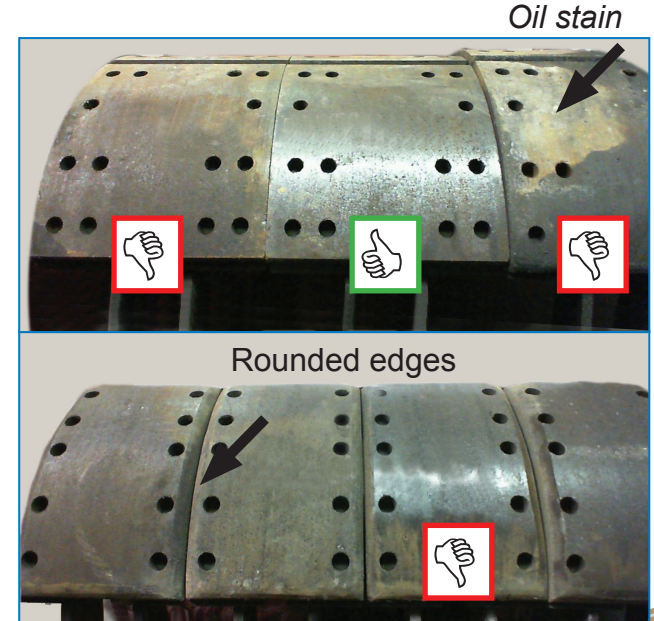
# Calipers & Brake Shoes

## 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).



For more tech info visit the  
Document Library on [www.bendix.com](http://www.bendix.com)



# Calipers & Brake Shoes

Calipers &  
Brake Shoes

## *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.

# Calipers & Brake Shoes

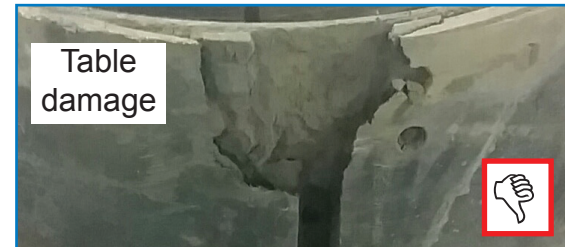
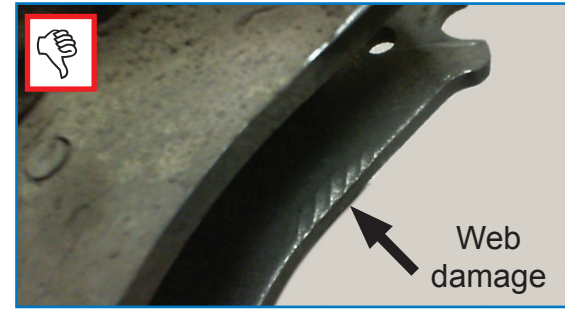
## Brake Shoe Inspection

 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.



# Compressors & Governors

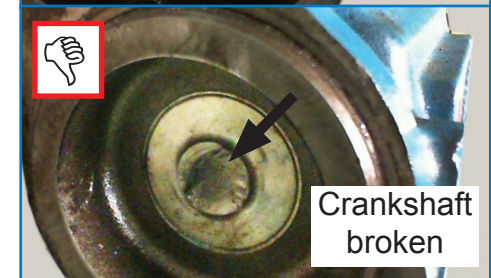
## Bendix® Compressor Inspection

 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.



Compressors  
& Governors

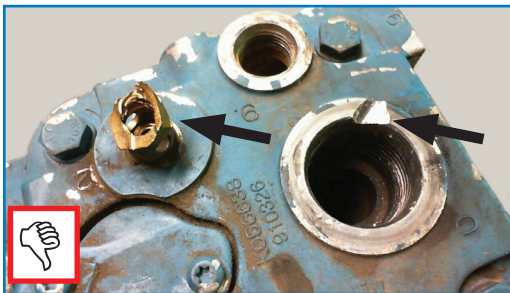
# Compressors & Governors

## Bendix® Compressor Inspection

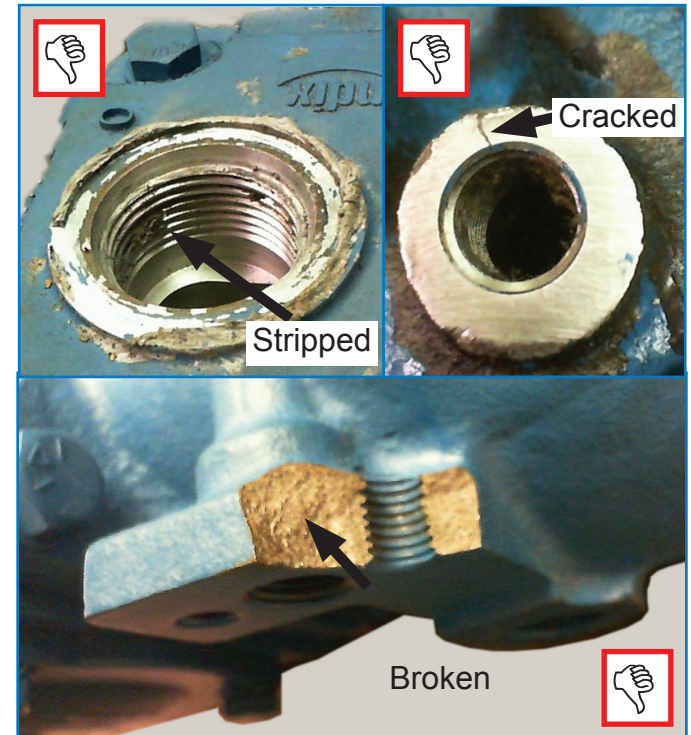


Immediate Warranty Rejections Occur If:

- Any of the port threads are stripped, or cracked due to over-torquing.
- There is evidence that the compressor was dropped.
- The safety-valve is damaged.



Safety-valve and port damage.



For more tech info visit the Document Library on [www.bendix.com](http://www.bendix.com)

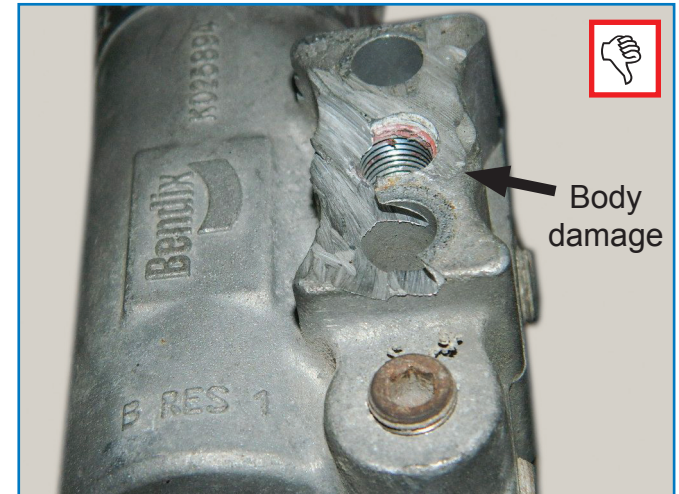
# Compressors & Governors

## Bendix® Governor Inspection



Immediate Warranty Rejections Occur If:

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



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

Compressors & Governors

# Compressors & Governors

## *Did you know?*

Many compressor & governor components can be returned for a core credit.

*For more tech info visit the  
Document Library on [www.bendix.com](http://www.bendix.com)*

## 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<sup>®</sup> ACom<sup>®</sup> 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



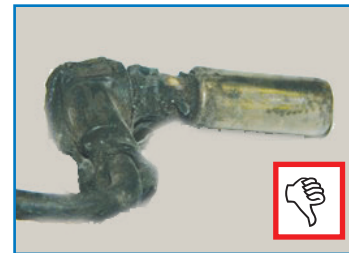
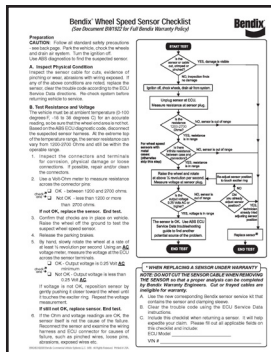
### Immediate Warranty Rejections Occur If:

- The sensor is melted, broken, cracked, disassembled or deformed.
- The harness is cut or chafed.

Use the Bendix Wheel Speed Sensor Checklist (BW2453)



*New part shown for comparison.*



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

For more tech info visit the Document Library on [www.bendix.com](http://www.bendix.com)

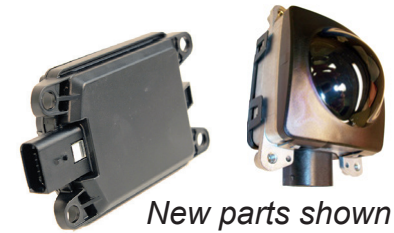


## Bendix® Radar Sensor Inspection



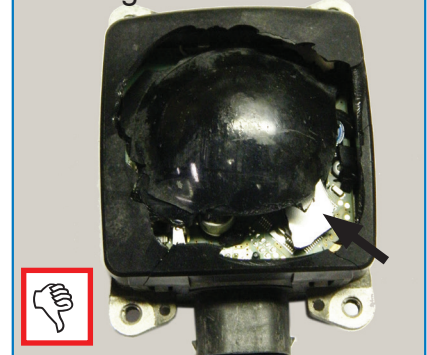
Immediate Warranty Rejections Occur If:

- The housing is bent, cracked or broken.

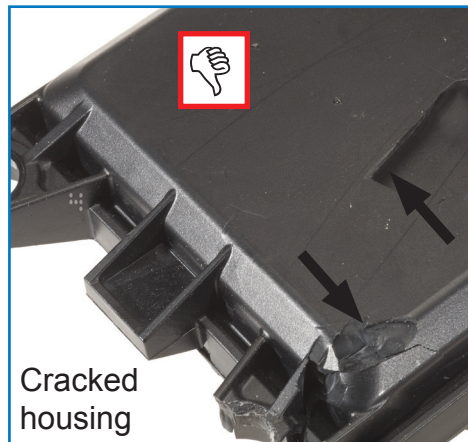


New parts shown for comparison.

Broken housing



Cracked housing



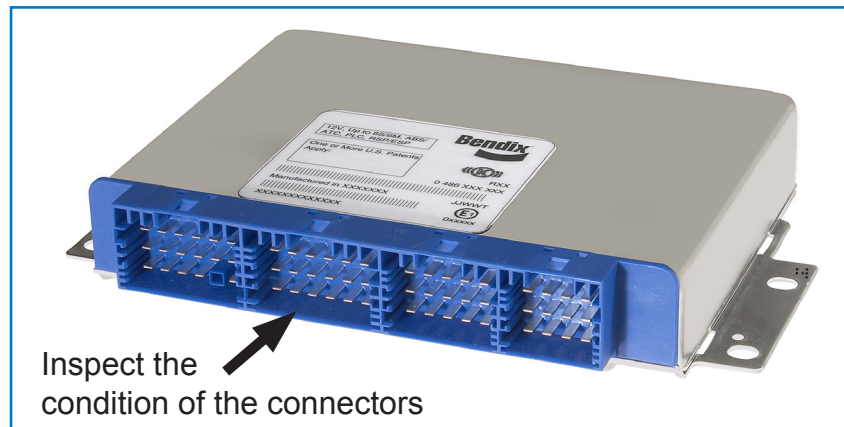
Cracked housing

## 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.

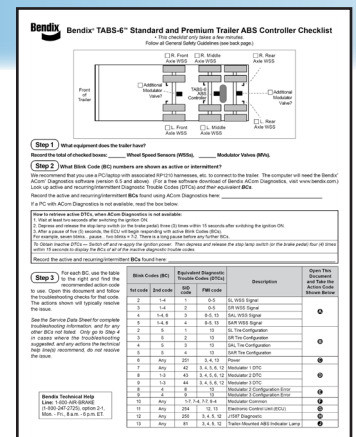


*Whenever possible, include a copy of the Bendix® ACom® Diagnostic Software report with your warranty return.*

*For more tech info visit the Document Library on [www.bendix.com](http://www.bendix.com)*

## 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 pigtails have be checked (and replaced, if necessary).



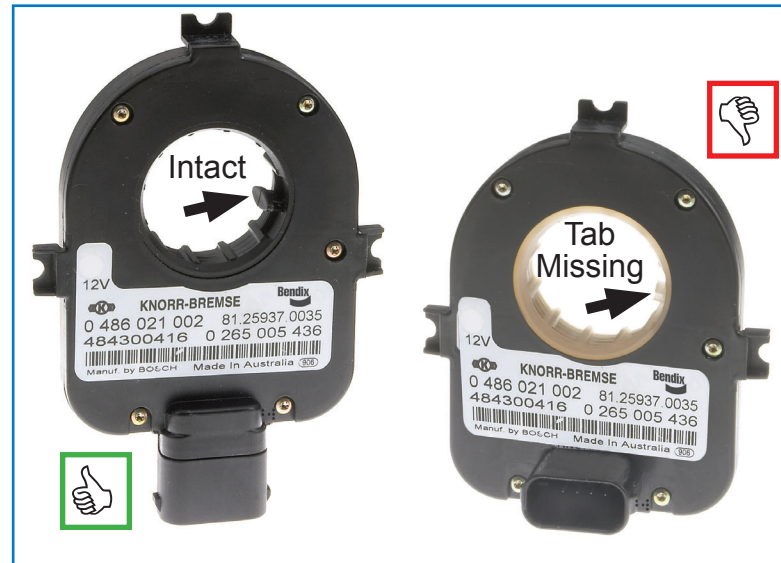
Use the Bendix®  
Trailer ABS  
Checklist  
(BW2910).

## Bendix® Steering Angle Sensor Inspection



Immediate Warranty Rejections Occur If:

- The sensor tab is missing or broken.



*New part shown for comparison.*

**For more tech info visit the Document Library on [www.bendix.com](http://www.bendix.com)**

## SmarTire® 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.*



*The cradle that holds the sensor is a maintenance item. Replace it as needed.*

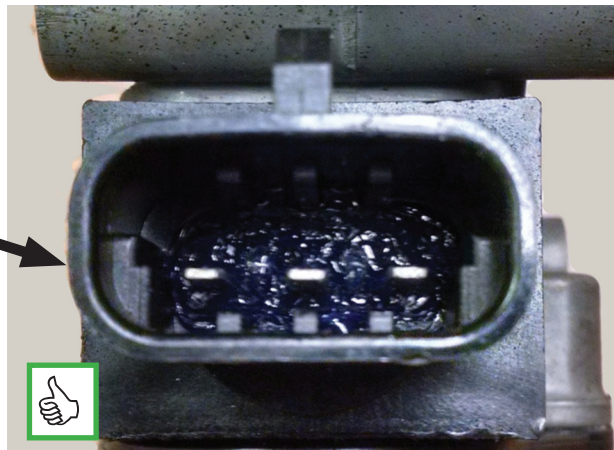
## Bendix® ABS Modulator Inspection



**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.*

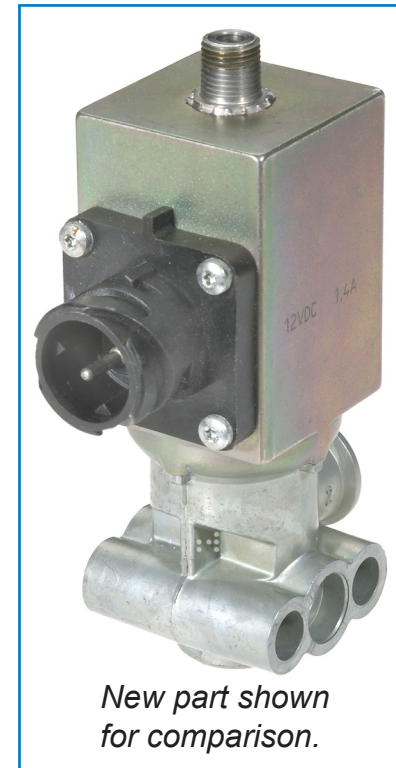
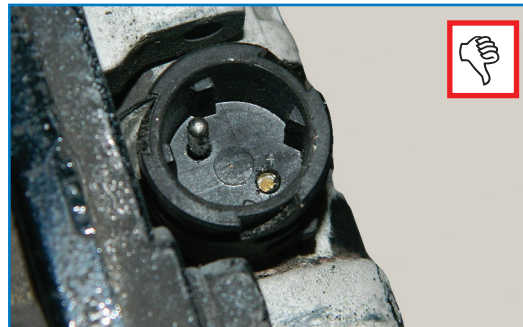


## Bendix® Automatic Traction Control Unit Inspection (AT-1™, AT-3™, etc.)



Immediate Warranty  
Rejections Occur If:

- The housing is bent, broken, damaged or deformed.
- The connectors are corroded, damaged, bent or broken.



*New part shown  
for comparison.*

## *Did you know?*

Many electronic components can now be returned for core credit.



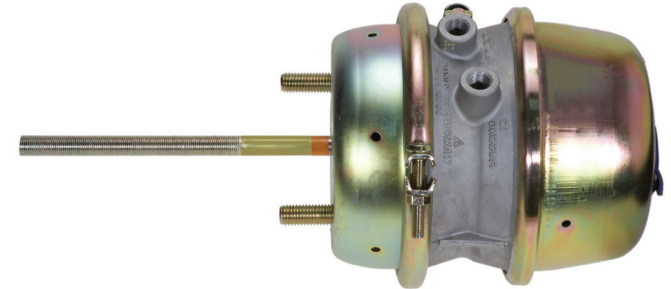
# Slack Adjusters & Actuators

## Actuator Inspection



Immediate Warranty Rejections Occur If:

- The ports or body are damaged.



Spring Brakes  
& Slacks

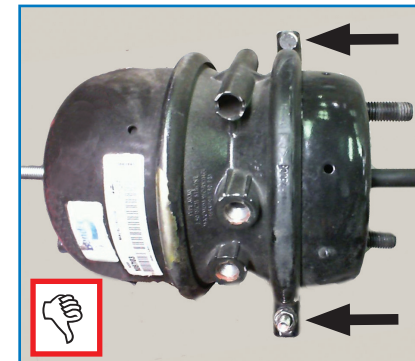
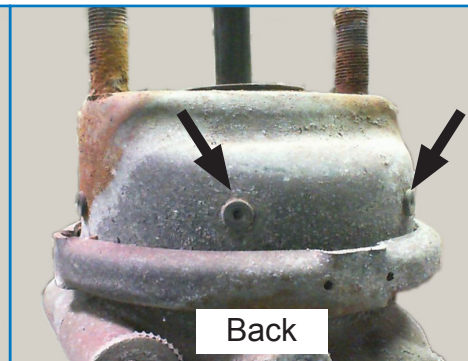
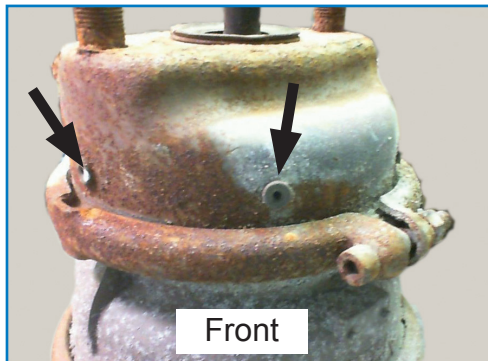
# Slack Adjusters & Actuators

## Actuator Inspection



Immediate Warranty Rejections Occur If:

- All the vent holes are plugged.
- The bolt-heads face in the opposite direction to each other.



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



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

# Slack Adjusters & Actuators

## Slack Adjuster Inspection



Immediate Warranty Rejections Occur If:

- The slack adjuster has been disassembled.



*New part shown for comparison.*

# Slack Adjusters & Actuators

## Did you know?

Many products & components not eligible for warranty consideration, are still eligible to be returned for core credit.

*For more tech info visit the  
Document Library on [www.bendix.com](http://www.bendix.com)*

## Special Step for all Valves: Part One



Immediate Warranty Rejections Occur If:

The valve was not installed correctly.

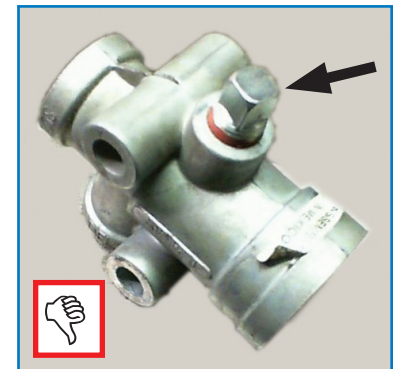
Are any of the supply and/or control ports plugged?



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

The example on the left shows a returned Bendix® QR-1C® 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.



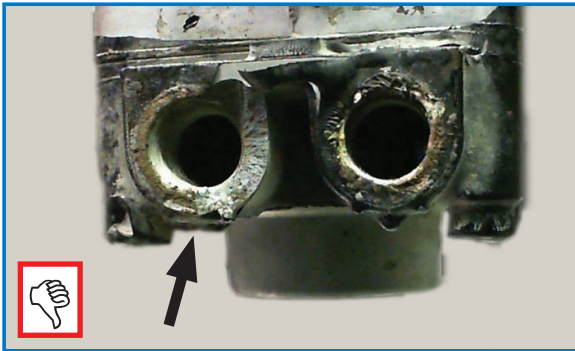
# Valves

## Special Step for all Valves: Part Two



Immediate Warranty Rejections Occur If:

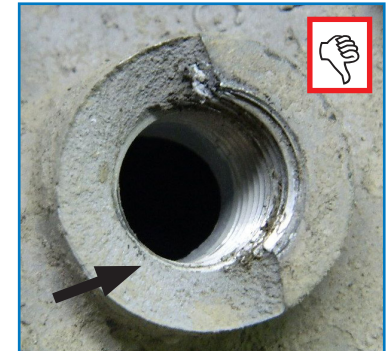
- Any of the ports are damaged.



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



Example of a Bendix® QR-1® Quick Release Valve with a damaged port due to an external impact.



Port damaged.

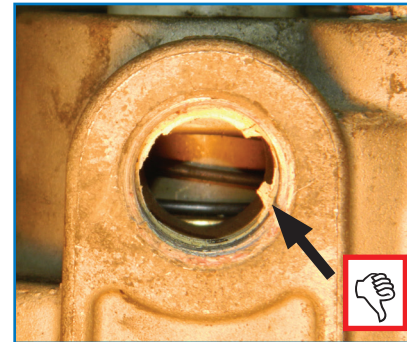
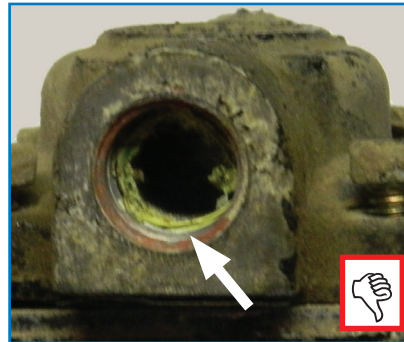
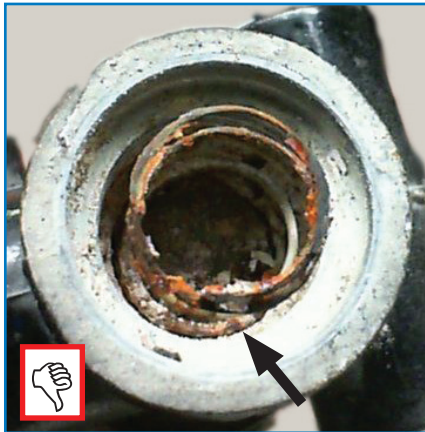
For more tech info visit the  
Document Library on [www.bendix.com](http://www.bendix.com)

## Special Step for all Valves: 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<sup>®</sup>, or similar, tape – inside.



## Special Step for all Valves: Part Four



### Immediate Warranty Rejections Occur If:

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

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





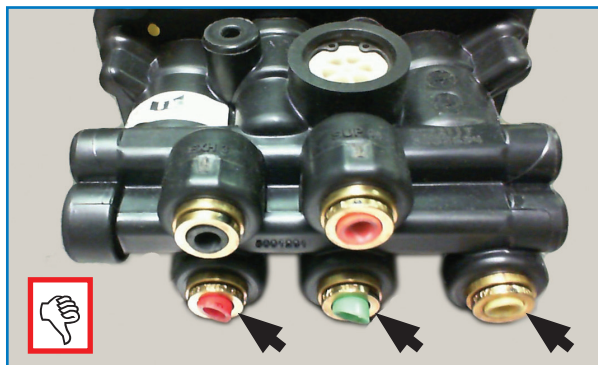


## Valves that Feature Quick-Connect Fittings



Immediate Warranty Rejections Occur If:

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

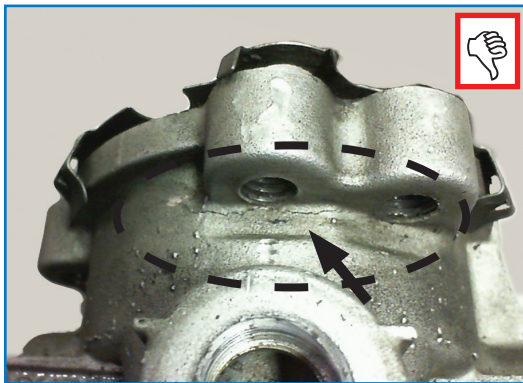


## Bendix® E-6™ Brake Valve Inspections

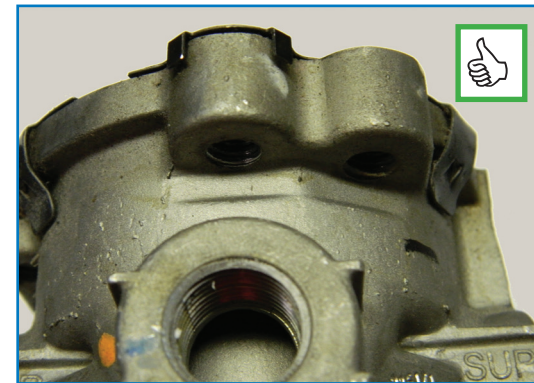


### Immediate Warranty Rejections Occur If:

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



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



# Quick Warranty Guide

## 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).



Quick Warranty Guide  
Save time and money

# Quick Warranty Guide

Refer to this Quick Guide to Bendix® warranty eligibility often and it will help you reduce:

- Warranty claim rejections; and
- Wasted time & shipping costs

For more information, visit the [www.bendix.com](http://www.bendix.com) Services & Support page and select “Warranty”.



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