



Friction Warranty Claim Form

(LF90304W Rev 1/10)

WARNING - INCOMPLETE FORMS WILL DELAY WARRANTY PROCESSING

Date: _____ **Serial Number** _____

Customer Name: _____ Fleet Name: _____

Address: _____ Address: _____

City/State/Zip: _____ City/State/Zip: _____

Phone: _____ Phone: _____

Contact Name: _____ Contact Name: _____

Product(s) Returned

Part Number	Description	Quantity

Date Installed	Odometer at Installation	Date Removed	Odometer at Removal

Vehicle Information

Make	Model	Number	Application

Reason for Removal and Nature of Defect (BE SPECIFIC)

Other Comments:

IF WARRANTY IS DENIED (PLEASE CHECK ONE)

Scrap Material

Return Material, Freight Collect

DO NOT WRITE BELOW THIS LINE

Date Received	Action Taken, Tests Performed, Conclusions Approved/Denied Reason(s)	Notes

RETURN ALL WARRANTY MATERIAL TO YOUR LOCAL HALDEX FRICTION CENTER

Authorized By: _____



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Warranty Policy

Haldex Commercial Vehicle Systems, hereinafter referred to as "Haldex", warrants to the original buyer that the products are free from defects in material and workmanship throughout its wear life. Haldex reserves the right to either replace the product or refund the original purchase price.

This warranty will not apply to products damaged by misapplication, misuse or failure of other parts of the braking system.

Acceptance or rejection of the claim shall be made solely by Haldex Friction Center Manager based on the examination of product(s) returned, the completeness and accuracy of the required claim forms and further vehicle examination, if deemed necessary.

This warranty is not transferable.

All claims must be submitted in writing within thirty (30) days of discovery.

This warranty is in lieu of all other warranties, expressed or implied, including any warranty of merchantability or fitness for a particular purpose and all other obligations or liabilities, including liability for incidental, special, consequential damages or labor.

Instructions For Completing a Friction Warranty Claim Form

1. Complete Haldex Friction Warranty Claim Form and mail white copy of the form to your local Haldex Friction Center Manager.
2. Return defective product to your local Haldex Friction Center - either ship prepaid or send back on local delivery truck. Attach TAG copy of Friction Warranty Claim Form to product.
3. Include record of shipping charges, if applicable.
4. Write the Haldex Friction Warranty Claim Form Serial Number on all shipping forms, bills of lading and on each box being returned.

What to Return

1. PERFORMANCE ISSUES: Return all defective product with shoe assemblies.
2. RIVETING AND SHOE PROBLEMS: Return all defective shoe assemblies.
3. OTHER ISSUES: Contact your local Haldex Friction Center Manager.

NOTE: Products will not be accepted without proper identification and the completed Haldex Friction Warranty Claim Form.

Haldex Friction Warranty Claim Form Processing Procedure

Upon receiving the completed Friction Warranty Claim Form and the returned product, the Haldex Friction Center Manager may take one or more of the following actions before approving or denying the claim:

1. Forward a sample of defective product to a Haldex laboratory for testing.
2. Request additional information from the customer.
3. Request an on-site Haldex Field Service Engineering Appraisal.

CLAIM IS DETERMINED VALID

Friction Service Center Manager will notify the customer and the local Haldex Sales Professional and will issue credit in the form of replacement product(s) or merchandise credit.

CLAIM IS DETERMINED NOT VALID

Friction Service Center Manager will notify the customer and the local Haldex Sales Professional and will scrap or return freight collect product(s) per the instructions supplied on the form by the claimant.

CLAIMANT MAY APPEAL THE HALDEX DECISION

Customer must contact the local Haldex Sales Professional within fifteen (15) working days with the Haldex Friction Warranty Claim Form Serial Number and a written explanation as to why the claim should be reconsidered.

Page 2 Make sure to include both pages (page 1 and page 2) of this document when submitting your claim