

Haldex OEM Installed Warranty Procedures

Step 1 Diagnose the component. If the warranty involves a Haldex ABS system, use the Info Center Tool to determine faults (active and stored) and *record them for submission with claim*.

Step 2 Gather required vehicle warranty information including:

- **Haldex Part Number of Removed Component**
- **Haldex Product Date Code** usually found on a tag or stamped into the component
Note: Tags on ABS units indicate the complete assembly part number. Refer to L20243, Trailer ABS Service Components, to determine individual component part numbers
- **Complete Unit VIN Number**
- **Vehicle Make/Model**
- **In-Service Date**
- **Failure Date**
- **Fleet Name**
- **Mileage**
- NOTE: If the vehicle is built after March 1, 2002 mileage information can be recalled from the ABS computer using a Haldex Info Center
- **Description of Fault**. Please try to provide something other than “doesn’t work”.
NOTE: ABS claims must include both stored and active fault codes or claim cannot be processed
- **Replacement Parts Used**
- **Date Warranty Return Parts Shipped**



Step 3 **Optional Information**

- **Suspension Type**
- **Tire Size**

Step 4 Obtain a Return Goods Authorization Number (RGA) from the Warranty Department or your Customer Service Representative **PRIOR** to shipping product to Haldex:

- a) **Contact Haldex Warranty Department:**
 - 1) Email at haldexwarrantyusa@haldex.com
 - 2) Fax at **816-801-2528** or
 - 3) Phone at **1-877-442-5339**
 - 4) Available from 7:30am to 4:30pm Central Time (6:30am to 2:30pm Pacific Time)
- b) **or Contact your Customer Service Representative**

Only one claim per warranty claim form.

Each RGA can include more than one claim

Step 5 Carefully box all warranty products for return to Haldex. All shipping containers must have the RGA number clearly marked on the outside of the container with all warranty paperwork enclosed. To further ensure proper handling of your claim, all components in the shipping container must be individually tagged with the RGA and work order number. Ship only one RGA per shipping container.