



WARRANTY CLAIM PREPARATION

WARRANTY BULLETIN

No: 97117-131
Subject: WARRANTY ADMINISTRATION
Date: APRIL - 2009 Revision: B

INTRODUCTION

Cost reimbursement from Hendrickson Asia Pacific Pty Ltd (HAPPL), for any warranty or policy repairs, on all products manufactured or supplied by HAPPL, requires the compilation of a Warranty Claim Form. This form is a binding legal document.

Any warranty/policy payment request received by HAPPL where a Hendrickson warranty claim form has not been utilised, can NOT be accepted.

Legal requirements also state that any claim form received by HAPPL **CAN NOT** be physically changed or manipulated by HAPPL personnel. In cases where an authorised dealer/repairer has made an error on the claim form, the form shall be returned for correction, and must be returned for processing within five working days of receipt.

The HAPPL Warranty Claim Form is posted on the web at www.hendrickson.com.au under the bulletin number 97117-130. The claim form is available in hard copy by printing out the bulletin. The form is also available in MS Word format to enable lodgement via email if required.

To ensure that the information received is easily legible and not open to interpretation, it is essential that all writing be as clear as possible, in block letters and, a dark pen is utilised. This will ensure accuracy of the information entered in the warranty system and ensures that your claim is processed effectively and efficiently.

Please find the detailed instruction of the claim compilation below. For additional assistance with the claim or instructions, please do not hesitate to contact the HAPPL Warranty Department.

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DISCUSSION

USE OF THE WARRANTY CLAIM FORM

1. The warranty claim form should be used to present claims to Hendrickson in the following situations:
 - Regular warranty – Where an OEM fitted component fails within the warranty period.
 - Parts Warranty - Where a part sold over the counter fails within the parts warranty period. (Aftermarket sales only).
2. The warranty claim form should **NOT** be used in the following situations:
 - New parts shipped in error.
 - Damage to products or parts during shipment - from Hendrickson.
 - New product parts shortages.

WARRANTY CLAIM FORM ELEMENTS

1. Claim Type:

Please tick the appropriate box or, if using MS-Word, place the cursor in the box then use the TAB key to move around the claim form:

- NORMAL. Most claims will be of this type.
- POLICY. Claims can only be authorised by Hendrickson personnel. An approval number must be shown on the claim in field 2.
- PARTS WARRANTY. See the "Date In Service", box 10, below.

2. Policy Authorisation Number:

This is a number assigned by a Hendrickson representative. Policy claims **MUST** have this number when the claim is presented.

3. Warranty Claim Number WCN:

This is a number assigned by HAPPL when the claim is received. **Please DO NOT use this area of the claim.**

4. Repairer:

The name and branch of the company submitting the claim.

5. Repairer's Claim No.

The company submitting the claim generates this number. The number is not character specific. In most cases the number will be the Repair Order number of the repairer.

6. Claim Prepared By:

The name of the person filling in the claim (Hendrickson may need to clarify certain aspects of a claim, therefore a contact name is preferred).

7. Product Manufacturer:

The manufacturer of the truck or trailer being repaired.

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8. Chassis Number / Vehicle Identification Number VIN:

This is found on the truck or trailer manufacturer's ID plate. *Please use the last 6 digits only.*

9. Build Date:

This is found on the truck or trailer manufacturer's ID plate. Please supply the build date month and year.

10. Date into Service (DIS):

For NORMAL and POLICY claims:

This is the date that the product entered service and can be verified from the owner's handbook supplied with the truck or trailer. If the event that the date into service cannot be verified, HAPPL will use the Build Date as the start of the warranty period.

For PARTS WARRANTY claims:

This is the date that the genuine Hendrickson part/s was/were bought by the owner or repair shop. Proof of purchase must be verified by the invoice showing the purchase. Also, see item 21.

11. Repair Date:

The date that the repair order was opened or the repair was started.

12. Speedo:

For TRUCK claims:

Enter this information.

For TRAILER claims:

If the trailer has a hubodometer, enter this information. If there is no hubodometer, validate distance travelled through maintenance records or prime mover.

13. Owner:

The name of the owner or company of the product being repaired.

14. Registration Number:

The registration number of the truck or trailer.

15. Fleet Number:

The fleet number given to the truck or trailer. If a fleet number is not assigned leave this box blank.

16. Product Application:

The application that the truck or trailer is used in. Examples are listed below:

Agitator	Freight	Mining	Road Train	Tanker
B-Double	Grain	Refrigeration	Skeletal	Tipper
Chiller	Line Haul	Refuse	Stock (Not Sold)	
General	Logging	Rigid Body	Tautliner	

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17. Suspension Model:

For TRUCK claims:

This information is shown on the suspension ID plate (**Figure 1**) which is usually affixed to the inside of the door pillar. Failing this, the vehicle chassis number can be quoted to the truck OEM, who should be able to provide the model number of the suspension.

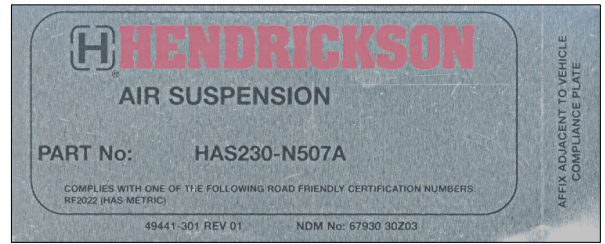


Figure 1

For TRAILER claims:

This information is shown on the **STAMPED** suspension ID plate (**Figure 2**) and engraved plate (**figure 3, 4**). The ID plate is riveted to axle assemblies in the following locations:

INTRAAX: Inside face of the L/H and R/H trailing arm.

- A typical example is: L10811120121.
- HT Series: Inside face of the right-hand trailing arm. A typical example is N-HT230TA15-522

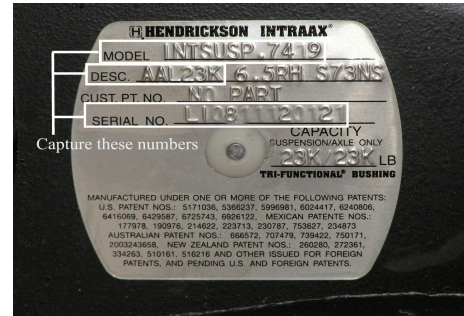


Figure 2

18. Axle Description (first six digits only):

- A typical example is AAT 25K – HW25TAN (Intraax)
- A typical example is 23K WEL (HT series).

19a, b, c, d. Axle Serial Number:

Current serial numbers have 12 digits (note: early HT's may only have six digits). A typical 12-digit example is LI0704180368.

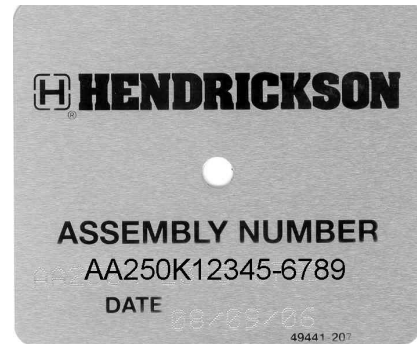


Figure 3.

Please supply the serial numbers of all the axles on the trailer.

20. Complaint:

Enter the complaint made by the owner.

21. Brief Description of Repair:

What has been identified as the potential cause of the failure?

What activity was performed to correct the failure?

If necessary use an attachment to the claim.

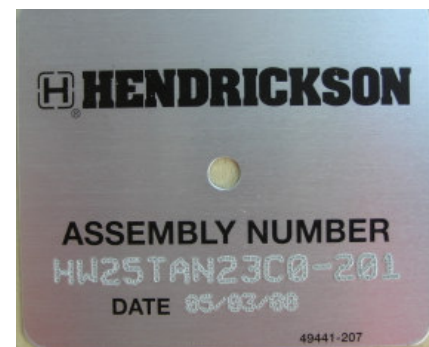


Figure 4

For PARTS WARRANTY claims, enter the invoice number on which the parts were sold. That is: 'Sold part on inv. XXXXXXXX'.

22. Quantity (QTY):

Enter the quantity of the individual part used.

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23. Part No:

Enter the Hendrickson part number.

24. Description:

For Hendrickson part numbers leave this space blank.

For non-Hendrickson part numbers enter a short description of the part used.

25. Unit Value –The price of the part for one unit:

NORMAL and POLICY Claims: For Hendrickson parts mark up the buying price by 20% and enter this value. For non-Hendrickson parts enter the cost price per item only.

PARTS WARRANTY Claims: For Hendrickson parts mark up the buying price by 20% and enter this value per item.

26. Extension:

Enter the value of the “Quantity” of parts used multiplied by the “Unit Value”.

27. Hours from Standard Repair Times (SRT’s):

Enter the number of whole hours and tenths of hours used to carry out the repair.

NOTE: *Hendrickson's standard times will be used to assess the work done.*

If the repair time exceeded Hendrickson's standard times, explain why this occurred on an attachment to the claim.

28. Rate:

Enter the labour rate being claimed.

NOTE: *Hendrickson has an agreed warranty labour rate with all OEM’s and Hendrickson Authorised Repairers. Any variation from this must be approved by Hendrickson, in writing, prior to the commencement of any warranty repair.*

29. Sub Total:

Enter the value of the parts and labour (*less GST in Australia & New Zealand*).

30. GST:

Enter the value of the GST (*Australia & New Zealand only*).

31. Total of Claim:

Enter the total value of the claim.

SECTIONS BELOW ARE FOR HAPPL USE ONLY:

Please DO NOT write in these sections.

WARRANTY CLAIM PROCESSING

- All claims **MUST** be lodged within 30 days of the completion of the repair. Failure to lodge the claim within 30 days may result in the claim being denied.
- Hendrickson will process warranty claims within 30 days of receipt (except for claims where parts have to be returned).
- If you have not received notification of acceptance or denial of your claim within 30 days after submission, please contact the warranty department at Hendrickson for clarification.

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WARRANTY CLAIM PAYMENTS

When a claim is paid, a copy of the Hendrickson Warranty Claim Number / Adjustment Note will be faxed automatically by our system to the company that raised the claim. This shall occur at the end of the day in which the claim was paid. The adjustment note will show:

- To the right of the word “NUMBER” (top RHS), the credit note number.
- Under the heading “CUSTOMER REFERENCE”, the claim number used by the dealer.
- Under the heading “ORDER No.”, the Hendrickson WCN number (see item 3, above).
- The part number of the parts accepted.
- The quantity of the parts accepted.
- A description of the parts accepted.
- The unit cost of the part.
- The extension cost.
- The value of the labour accepted.
- Total amount being refunded.
- Comments advising if alterations to the original claim have been made.

An Electronic Funds Transfer (EFT) for the claim will occur during the last week of the month in which the claim was paid (if paid before the 22nd day of that month). A Remittance Advice will be faxed to the repairer showing the Reference Number (the WCN number) and the amount paid against that claim. The Remittance Advice does not show the dealer claim number, therefore to enable cross referencing, **IT IS STRONGLY RECOMMENDED** that your Accounts section develop a spreadsheet showing your claim number against the Hendrickson’s WCN number (taken from the Adjustment Note).

WARRANTY CLAIM APPEALS

Should you wish to appeal a claim adjustment or denial, you may do so in writing to the Hendrickson Warranty Department within 14 days of notification that the claim was adjusted. Such appeals must reference the dealer claim number and/or the Hendrickson WCN number and provide reasons to substantiate your appeal.

**Hendrickson appreciate the provision of accurate information described in this bulletin.
Your assistance shall enable your claim to be processed quickly and efficiently.**

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