

# SB-10059015-1125



**Great Dane**

## TECHNICAL SERVICE BULLETIN

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DATE: June 15, 2015

### SERVICE BULLETIN #469

TO: REGIONAL OPERATIONS AND SALES MANAGERS, DEALER  
PRINCIPALS, PARTS AND SERVICE MANAGERS

FROM: BARRY A. MITCHELL  
DIRECTOR, CUSTOMER SERVICE

SUBJECT: Stemco Warranty Program

Great Dane is standard on the Stemco Platinum Performance Plus System™ wheel end package including the Stemco slack adjuster per Sales bulletin #1244. This package carries with it an eight (8) year warranty. This warranty will be administered through Great Dane Customer Service in Savannah.

Attached for your review is a copy of Stemco's new Warranty policy for the Platinum Performance Plus System™. Trailers manufactured after June 1, 2015 will be standard with this configuration.

It is a requirement that both the seal and the seal ring be returned for analysis. Stemco inspects the wear pattern on the seal ring as part of the analysis to determine the cause of failure. Without the ring Stemco cannot accurately determine the cause of failure.

#### **To reiterate the criteria for coverage of Stemco wheel seal claims:**

- All replaced parts must be returned to Stemco for analysis
- Part must include seal and seal ring
- Part should be tagged with the VIN and include a copy of the repair work order or invoice
- Part must be found to be defective
- Stemco's warranty coverage for the Platinum Performance Plus package is eight (8) years from the date of manufacture. Eight (8) years parts with labor allowance for seven (7) years

If after your review of this material you should have any questions please contact Great Dane Customer Service at (912) 644-2260.