

SERVICE BULLETIN

UTILITY TRAILER MANUFACTURING CO.



SB-08-212

July 11, 2017

Haldex **Online Warranty Claim Submission – Work Instructions**

Please read the attached instructions provided by Haldex regarding the online warranty claim submissions process.

If you have any questions regarding the information indicated, please call Haldex Customer Service at 1.800.643.2374 or their Central Warranty Line at 1.877.442.5339.

Field Service Department
UTILITY TRAILER MANUFACTURING COMPANY

Utility hasn't independently evaluated the information contained in the attached product information letter from Haldex; it is making this available as a convenience and for information purposes. You are encouraged to contact Haldex at (1.800.643.2374) if you have any questions concerning the content of the document, or how these issues affect trailers you are servicing.



Online Warranty Claim Submission – Work Instructions

1. Go To: www.haldex.com
2. Confirm North America – English
3. Login to the website using your designated username and password
 - a. If you do not have a login please select register
 - b. If you are unable to register please contact Haldex Customer Service 1-800-643-2374
4. Select “Products” Located on the left-hand side of header below the Haldex Logo
5. Select “Warranty Information & Forms” located on the left-hand side second from the bottom
6. Select Either “Aftermarket Warranty Claim” or OEM Warranty claim” located in the Online Warranty Section. See Image Below:

Aftermarket online warranty

This form is for field warranties only
not for core or zero miles claims

[Aftermarket warranty claim](#)

OEM online warranty

This form is for field warranties only
not for core or zero miles claims

[OEM warranty claim](#)

7. Step 1 of the Warranty Form should auto-fill based on the information assigned to the login account info.
 - a. Please correct any auto-filled data not correctly listed or contact customer service for account information updates
8. Please complete the remaining boxes available on steps 2-5.
 - a. All boxes must have information
 - b. Use “N/A” or “Unknown” for any box that does not apply or you are unable to retrieve that information.
 - c. For all Additional Data such as Part Replacement Address or Additional Charges requested please place all additional information in the Notes Section located below the Nature of Defect.
9. Once all Boxes have been filled in Select the Orange Button “Submit”
10. There should be an auto generated Number called: “sequential number” and this will be the claims official RG Number/Claim Number.
11. This claim information will be emailed to address assigned to the login information and will include a list of the appropriate return locations.
 - a. Please include a copy with the suspect part prior to shipping.

Please Contact Central Warranty for any questions and/or concerns when using the online warranty claim submission. 1-877-442-5339

