

SERVICE BULLETIN

UTILITY TRAILER MANUFACTURING CO.



SB-08-122B

Issue date: January 28, 2010
Revised date: February 20, 2019

ConMet PreSet / PreSet Plus Hub Assemblies Oil Seal Warranty

Effective immediately, wheel seals that are removed from a ConMet Preset or Preset Plus hub assembly must be sent to ConMet for warranty consideration. Please do not send these seals to Federal Mogul.

Please see below for wheel seal identification markings and warranty procedures.

Air Side:



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Oil Side:

***Note** – Seals with a date code prior to August 2018 will not have "ConMet" imprinted on the seal as seen below. If you see "Preset or Preset Plus" please send seals(s) to ConMet for analysis.



Wheel Seal Warranty Procedures:

- Complete the ConMet Warranty Claim form. All forms **must** be filled out electronically, handwritten forms will be rejected. To access the form visit www.utm.com in the Field Service Menu under the Warranty Information subset
- The full VIN must be included on the form – all 17 digits must be provided.
- Email the completed ConMet Warranty claim form to WarrantyAdmin@ConMet.com to obtain an RGA # - Do not ship any components until you have received an RGA #
- Please include a copy of the ConMet Warranty Claim form in the shipment

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- All parts must be tagged appropriately
 - Each tag should contain the following information
 - Trailer Serial #
 - Wheel Position
 - ConMet RGA #
 - Customer Claim #
- After the ConMet RGA has been issued, please ship prepared seal(s) to:

Consolidated Metco, Inc.
Attn: Warranty Administrator
801 SE Assembly Ave. Bldg 59
Vancouver, WA 98661

Any other questions regarding this service bulletin should be directed to Utility's Field Service Department at 800-423-6591.

Field Service Department
UTILITY TRAILER MANUFACTURING COMPANY

Utility hasn't independently evaluated the information contained in the attached technical bulletin; it is making the bulletin available as a convenience and for information purposes. You are encouraged to contact ConMet at (800) 547-9473 if you have any questions concerning the content of the document, or how these issues affect trailers you are servicing.



IMPORTANT: Only type information into this form, handwritten forms will be returned.

* Required Fields

Instructions: Submit copy of completed form to ConMet Warranty Administrator and include copy of completed form with returned parts shipment. *See complete instructions on page 2.*

Click to Save 

Claim Date*:

Claim #*:

ConMet Returned Goods Authorization (RGA) #*: (Provided by ConMet)

Claim/Owner Information				Vehicle Information	
Customer/Fleet Name*:				Vehicle #:	
Contact Name*:				VIN # (17 Digit)*:	
Address*:				In-Service Date*:	
				Vocation:	
City*:				Odometer*:	
				☐ MI ☐ KM	
State/Province*:				Make:	
Zip/Postal Code*:				Model:	
Phone #*:		Fax #:		Build Date*:	

Failure Information					
Failure Date*:		Repair Date*:		Repair Order #*:	
Aftermarket Replacement claims only - Replacement Date:				Proof of purchase required	
Repair Location Name*:			ConMet Failed P/N*:		
Contact Name*:			Phone*:	ConMet Hub Assy P/N:	
Location Address*:					

Claim Narrative (Complaint, Cause, Correction)*: Note the position of the failed part in the claim narrative, i.e., "left, fwd rear axle, inner bearing"

Parts					
Qty.	Part #	Part Description	Unit Price		Total Price
					\$ 0.00
					\$ 0.00
					\$ 0.00
					\$ 0.00
					\$ 0.00
					\$ 0.00
					\$ 0.00
					\$ 0.00
					\$ 0.00
Total Parts:					\$ 0.00

Labor			
Labor Operation	Labor Time (Hours/Tenths)	Labor Rate	Total Labor
			\$ 0.00
			\$ 0.00
			\$ 0.00
			\$ 0.00
			\$ 0.00
			\$ 0.00
Total Labor:			\$ 0.00

Total Requested: \$ 0.00



IMPORTANT: Only type information into the claim form, handwritten forms will be returned.

Note: Retain all failed parts until ConMet provides a part disposition. A ConMet Return Goods Authorization (RGA) number **MUST** be issued before returning any parts and submitting a claim. This RGA number is used to track claims and speed up the processing time.

To submit a ConMet Warranty claim, please follow the steps below:

1. Verify Coverage

Warranty documents can be found online at: www.conmet.com > Literature > Warranties

Note: Proof of purchase is required on all aftermarket parts claims.

2. Fill out the Form

Complete the ConMet Warranty Claim Form. Fields with an asterisk (*) are required fields. Claim forms missing required information will be returned for corrections.

3. Email the Form

Email the completed form to WarrantyAdmin@ConMet.com to obtain a ConMet Return Goods Authorization (RGA) number.

Best Practice: Include a copy of the repair order when emailing the claim form for faster processing. The submitted form will be reviewed and assigned to a warranty analyst. The analyst will respond back to you via email with the parts disposition, an RGA number, and shipping instructions.

4. Parts Return

Claimant is responsible for all costs to return parts for inspection. Return freight costs will be reimbursed if the failure is deemed warrantable.

When returning parts for inspection:

- 1) Include a copy of the claim form (**that has the RGA number on it**) with the returned parts shipment.
- 2) Mark the outside of the shipping box with the RGA number and RGA line item number.
- 3) Keep 1 copy for your records.

Warranty Tips

Follow these tips to ensure the fastest claim processing:

- Submit claims as soon as possible after the repair.
- Accurately explain where the failure occurred on the vehicle, as well as on the part itself. Example: "left, forward rear axle inner bearing".
- Clearly describe the driver's complaint, root cause of the failure, and the corrective action taken to repair the failure in the claim narrative.
- Describe the failure with as much detail as possible. Instead of just saying "broken", describe "latch spring disengaged" or "latch cracked at pivot point."
- If tests were performed or measurements taken, be sure to include the results in the *Claim Narrative*.