

SERVICE BULLETIN

UTILITY TRAILER MANUFACTURING CO.



SB-08-176 (Rev. C)

January 23, 2015

Revised: August 29, 2019

BENDIX | PRODUCT IDENTIFICATION AND UPDATED CHAMBER WARRANTY

Please read the attached presentation from Bendix regarding the Enhanced Bendix Chamber Warranty Policy for Utility.

****This revision includes a change to the Bendix Utility DDSB Warranty Shipping Request Form.**

Any further questions should be directed to the Field Service Department at 1(800) 423-6591.

**Field Service Department
UTILITY TRAILER MANUFACTURING COMPANY**

Utility has not independently evaluated the information contained in the attached presentation; it is making the presentation available as a convenience and for information purposes. You are encouraged to contact Bendix at (1.866.610.9709) if you have any questions concerning the content of the document, or how these issues affect trailers you are servicing.

UPDATED CHAMBER WARRANTY

POLICY REVIEW

FEB. 5, 2015



EVERSURE CHAMBER REVIEW

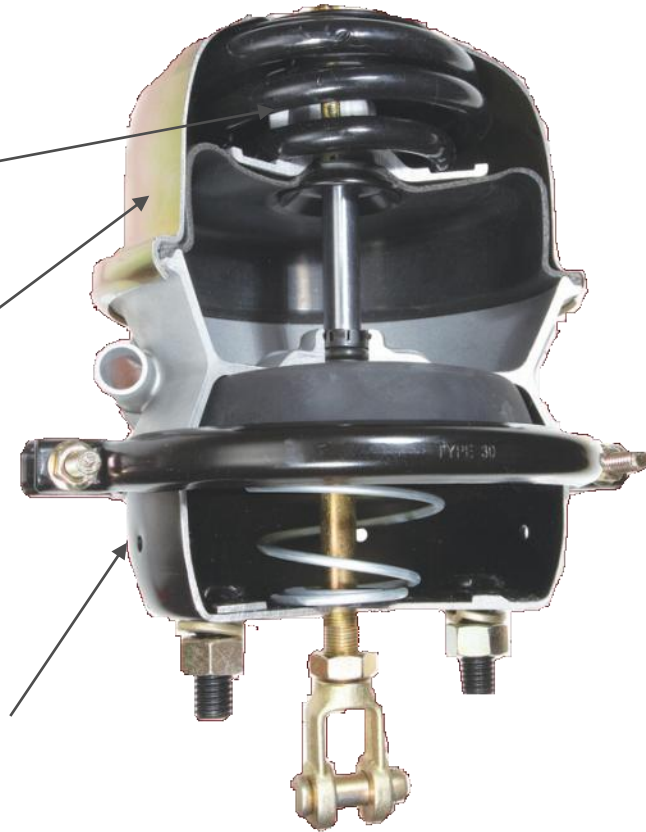


Bendix® EverSure® – Best in Class Durability

No Touch™ Spring is Epoxy-Coated

Premium zinc plating on the spring housing

E-coating on the non pressure housing and clamp band



Protected inside and out



Bendix® EverSure® Spring Brake with No Touch™ Technology

■ Key Advantages:

– Industry leading durability

- No Touch™ design increases spacing between compressed power spring coils
- Dramatic reduction in “coil clash”
- Reduces stresses on the coil



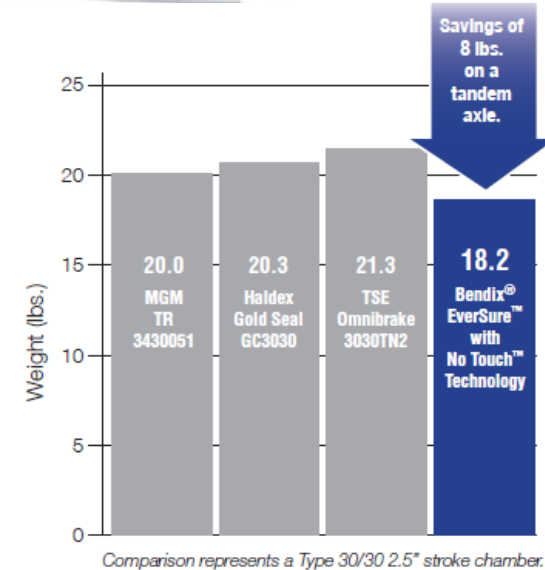
– Lightest Weight T30/30 in the market

– Outstanding performance

- Additional braking reserve at all pressures
- As much as 180 lbs greater output force than leading OEM's in extreme conditions



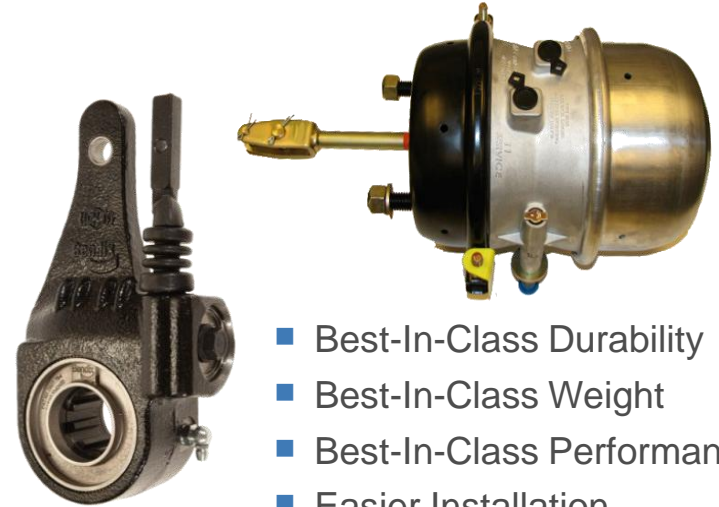
Power Spring Comparison



Provides Opportunity for Improved ROI

Bendix ASA's & Chambers

- Products that provide ROI for you & your fleet customers
- Successful Business Relationship
- Ongoing Product Development & Offerings
- Supplier that will stand behind products
- Brake System's expertise
 - Full Air System Design Capability
 - Nationwide Support
- Ability to maintain single source for complete wheel-end brake offering



- Best-In-Class Durability
- Best-In-Class Weight
- Best-In-Class Performance
- Easier Installation



Provides advantages on a variety of key areas



WARRANTY PROGRAM REVIEW

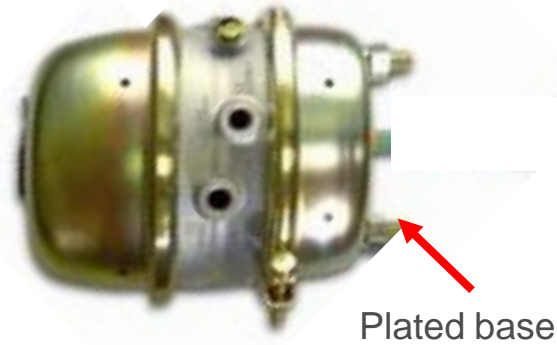


Enhanced Bendix Chamber Warranty Policy for Utility

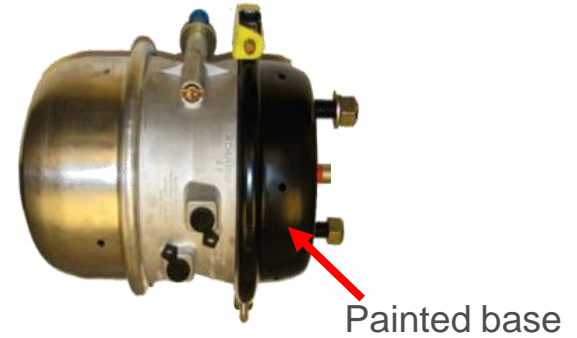
- Product Identification of Generations of Chambers

S-Cam

SB-4 (- 2010)



EverSure (2011 -)

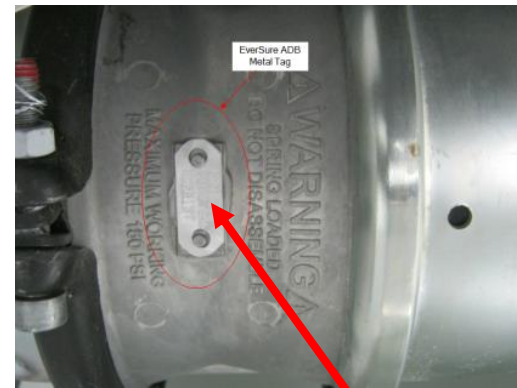


Gen 1 (- 2011)

ADB



EverSure (2012 -)



Current Bendix Chamber Warranty Policy for Utility

Product	Type	Year 1	2	3	4	5	6	7
ADB: Gen 1	Parts	Blue	Blue	Blue	Green	Green		
	Labor	Blue						
ADB: EverSure	Parts	Blue	Blue	Blue	Green	Green		
	Labor	Blue						
S-Cam: SB-4	Parts	Blue	Blue	Blue	Green	Green		
	Labor	Blue						
S-Cam: EverSure	Parts	Blue	Blue	Blue	Blue	Green	Green	
	Labor	Blue						



Bendix Standard Warranty



Utility Standard Position Warranty

Enhanced Bendix Chamber Warranty Policy for Utility

Product	Type	Year 1	2	3	4	5	6	7
ADB: Gen 1	Parts	Blue	Blue	Blue	Green	Green		
	Labor	Blue	Yellow	Yellow	Yellow	Yellow		
ADB: EverSure	Parts	Blue	Blue	Blue	Green	Green		
	Labor	Blue	Yellow	Yellow	Yellow	Yellow		
S-Cam: SB-4	Parts	Blue	Blue	Blue	Green	Green		
	Labor	Blue	Yellow	Yellow	Yellow	Yellow		
S-Cam: EverSure	Parts	Blue	Blue	Blue	Blue	Green	Green	
	Labor	Blue	Yellow	Yellow	Yellow	Yellow	Yellow	



Bendix Standard Warranty



Utility Standard Position Warranty



Enhanced Utility Warranty - \$50 labor on accepted claim
Bendix will also provide freight for return of chambers

Continue to process warranty claims through Bendix System – (upcoming “leakage within spec” video)

Special freight instructions will be provided (for chambers only – other products will not be processed)

High rate of rejected claims may result in loss of pre-paid freight for dealership

Part Compensation will continue to be processed within approximately 30 days from part receipt

Enhanced Labor compensated to dealers quarterly outside the system – based on accepted claims

PROGRAM DETAILS/REQUIREMENTS-- FREIGHT

Bendix: Utility DDSB Warranty Program (Free Shipping)

Effective January 1st, 2015 any Bendix customer affected by the Utility DDSB issue will be able to return their warranty product back to Bendix with FREE SHIPPING by following the guidelines listed out below.

Claim Requirements:

Leak out of specification

Within warranty mileage/year

Damage *not* performed by Bendix (not warrantable)

PROGRAM DETAILS

Parcel Shipments:

100 lbs. and below ship via UPS Ground

UPS Account #: **Y71660**

Ship To Address:

Bendix Utility DDSB Warranty

6750 Daniel Burnham Drive, Suite C

Portage, IN 46368

Less Than Truckload Shipments:

Greater than 100 lbs.

Fill out the attached **Shipping Request Form**

Fill out the yellow highlighted sections, and once completely filled out, email your form to OMC@ryderauto.com

If you have questions about the Shipping Request Form, please contact the 24/7 Ryder OMC group at 877-681-1949

In return, Ryder OMC will send back a partially completed BOL stating which carrier to contact and the consignee address filled out

You will have to fill in the weight, skids, and shipping address to give the carrier at time of pickup

The shipper will also be responsible for contacting their local LTL carrier terminal

Every shipment over 100 lbs. must be emailed or phoned into Ryder for tracking purposes and to provide visibility to Bendix



QUESTIONS





Bendix: Canadian Utility DDSB Warranty Program (Free Shipping)

Effective March 9th, 2015 any Bendix customer affected by the Utility DDSB issue will be able to return their warranty product back to Bendix with **FREE SHIPPING** by following the guidelines listed out below.

Claim Requirements:

- Leak out of specification
- Within warranty mileage/year
- Damage *not* performed by Bendix (not warrantable)

Parcel Shipments:

- 100 lbs. and below ship via UPS Ground
- UPS Account #: Y847F1
- Ship To Address:
Bendix Utility DDSB Warranty
8851 Crescent 4
Anjou, PQ H1J 1A9

Less Than Truckload Shipments:

- Greater than 100 lbs.
- Fill out the attached **BOL and contact your local Day & Ross terminal**
 - You will have to fill in the weight, skids, and shipping address to give the carrier at time of pickup
 - The shipper will also be responsible for contacting their local LTL carrier terminal

Paperwork Requirements

- Claim paperwork must be attached to both the parts and the BOL regardless of the mode (parcel or LTL)



Bendix Utility DDSB Warranty Shipping Request Form



BENDIX CUSTOMER INSTRUCTIONS

Complete the green highlighted cells below and return the form via email to omc@ryderauto.com . If the address autopopulates based on your Customer ID # and it is *NOT* the correct shipping address, please type in the correct shipping address. Ryder's Operations Management Center (OMC) will email you a bill of lading with the carrier and destination portion completed. For any questions you can contact the OMC at 877-681-1949.

Customer/Shipper Information:

Bendix Customer id:			
Company Name:	#N/A		
Street Address:	#N/A		
City:	#N/A		
State:	#N/A	Zip:	#N/A

Contact Name:	
Contact Phone #:	
Contact Email Address:	
Shipping Hours:	
Ready Date:	
# of Pallets:	
Total Weight:	

Customer/Shipper Corrections:

Bendix Customer id:			
Company Name:			
Street Address:			
City:			
State:		Zip:	

DDSB (Utility) Warranty

****Claim Paperwork must be attached to both the parts and the BOL when shipping**

Straight Bill of Lading - Short Form - Original Non Negotiable

Received, subject to the classifications and tariffs in effect on the date of issue of this Original Bill of Lading

Date: _____ Bill of Lading No/SID: _____ Page 1 of 1

SHIP FROM:

Name: _____
 Address: _____
 City/State/Zip: _____
 Country: _____
 Supplier Code: _____

Subject to Section 7 of Conditions of applicable bill of lading. If this shipment is to be delivered to the consignee without recourse to the consignee, the consignee shall sign the following statement. The carrier shall not make delivery of the shipment without payment of freight and other lawful charges.

Bendix Per _____

FINAL DESTINATION:

Name: _____
 Address: _____
 City/State/Zip: _____

CRITICAL SHIPPER DATA (REQUIRED):

Contact Name: _____
 Contact Phone: _____
 Contact Email: _____

The property described below, in apparent good order, except as noted (contents and condition of contents of packages unknown), marked, consigned, and destined as indicated below, which said carrier (the word carrier being understood throughout the contract as meaning any person or corporation in possession of the property under the contract) agrees to carry to its usual place of delivery at said destination, if on its route otherwise to deliver to another carrier on the route to said destination. It is mutually agreed, as to each carrier of all the terms and conditions of the Uniform Domestic Straight Bill of Lading set forth (1) in Uniform Freight Classifications in effect on the date herof, if this is a rail or rail-water shipment, or (2) in the applicable motor carrier classification or tariff if this is a motor carrier shipment. Shipper hereby certifies that he is familiar with all the terms and conditions of the said bill of lading including those on the back thereof, set forth in the classification or tariff which governs the transportation of this shipment, and the said terms and conditions are hereby agreed to by the shipper and accepted himself on his assigns.

REMIT FREIGHT INVOICES TO:

Name: Bendix C/O Ryder TM
 Address: 39550 Thirteen Mile Road
 City/State/Zip: Novi / MI / 48377

Trailer Number: _____
 Incoterms: _____
 Collect

Carrier Name: DAY & ROSS (866-329-7677)
Pro Number: _____

Master Bill of lading: _____
 Broker: Affiliated

"The fibre boxes used for this shipment conform to the specifications set forth in the box maker's certificate thereon and all other requirements of the consolidated Freight Classification." Shipper's imprint in lieu of stamp, not part of bill of lading approved by the Interstate Commerce Commission.

Delivery Number	Customer Order	Pcs	Ctns	Plts	HM	NMFC Item	Description of Articles	Gross Weight (sub to cor)
						18390	Class 65, Brakes Shoes for Reconditioning	
						118097	Class 65, Compressor Units for Salvage	
						119785	Class 70, Driers, Air Brake, Empty or with Dessicant	
						51080 S2	Class 77.5, Faucets, Bibcocks, Gate Valves or Valves, NOI, or Parts thereof, NOI	
						OTHER		
TOTAL		0	Ctns 0	Plts 0				0 Lbs

Consignee Routing Deviation Authority No.

*If the shipment moves between ports by a carrier by water, the law requires that the bill of lading shall state whether it is "carrier's or shipper's weight." NOTE - Where the rate is dependent on value, shippers are required to state specifically in writings the agreed or declared value of the property.
 The agreed or declared value of the property is hereby specifically stated by the shipper to not be exceeding.

Declared Value _____

Per _____
 Permanent post office address of shipper _____

_____ Agent
 Per _____
 Date _____