



## WARRANTY - FLAT RATE MANUAL ADJUSTMENT POLICY AND RATE SCHEDULE

---

### ***Request for Adjustment***

#### **Control of Warranties**

To assist our customers in maintaining their customer's satisfaction, Dexter has developed a Flat Rate Manual to provide procedures for handling warranty adjustments in a timely and orderly fashion.

It is important that your company is familiar with these policies, so your claims are handled in an efficient manner. Each individual case is carefully investigated and handled as promptly and justly as possible.

Claims should be initiated by going to

<https://www.dexteraxle.com/contact-us/warranty-claim-form>

or by emailing [warranty@dexteraxle.com](mailto:warranty@dexteraxle.com). A case number will be provided and is required for all future correspondence pertaining to this claim.

#### **Necessary Information**

**THE FOLLOWING INFORMATION MUST APPEAR ON YOUR CLAIM. ANY MISSING INFORMATION WILL DELAY THE PROCESSING OF YOUR CLAIM.**

1. Trailer Service Name, address and phone number
2. Trailer Owner Name, address and phone number
3. Trailer:
  - Manufacturer, Make & Model
  - Trailer VIN with picture for verification
  - Length
  - Date of Manufacture
  - Date of Purchase
  - Mileage
  - Serial Number
4. Axle:
  - Capacity
  - Serial Number
5. Description of the problem, including images for documentation

**NOTE: ALL WARRANTY CLAIMS MUST BE RECEIVED WITHIN 90 DAYS AFTER WORK IS COMPLETED. CLAIMS RECEIVED AFTER THIS LENGTH OF TIME WILL BE RETURNED TO THE SENDER. ALL LABOR ON THE CLAIM MUST BE BROKEN DOWN TO INDICATE HOURS APPLIED TO RUNNING GEAR REPAIR AND MATCH OUR FLAT RATE MANUAL.**

### ***Defective Material***

It may be required that parts and material be shipped to Dexter to be reviewed. Freight is to be prepaid and if material is determined to be defective, freight credit will be added to your claim. No allowance will be given for any type of air freight charges, unless prior approval was obtained. Material returned that is not defective will be held for 30 days awaiting disposition. If the manufacturer has not indicated disposition at the end of 30 days, the material will be scrapped.

All returned parts must have Dexter's return authorization number clearly marked in a weatherproof manner on the outside of the package.

### ***Warranty Labor Rate***

Dexter will pay the manufacturer's dealer's published hourly shop rate for warranty work.

### ***Accounting Procedure***

The submission of a request for warranty adjustment does not constitute an invoice and should not be posted on your records as an invoice. It merely serves notice of an anticipated adjustment which, if granted, will result in a credit or check being issued to you.

The favorable disposition of your claim will result in a credit being issued to you within 45 days of receipt of your claim.

Deduction from your invoice for warranty claims before the 45 day period will result in a bill back to your account.

If your claim is denied, a written explanation from Dexter will be sent to you within 30 days of receipt of your claim.

### ***Warranty Claims Communications***

1. All correspondence relating to your claim must have your original case number referenced on it.
2. All questions regarding your claim should be directed to your warranty case manager.

# PREPARATION/RACK TIME

Includes bringing unit into the garage, diagnostics, securing unit on jack stands, removing and reinstalling wheels and tires.  
These rates are added to the stated rates below.

<b>600-8,000 lbs.</b>	0.5 hr.
<b>9,000-10,000 lbs.</b>	0.6 hr.
<b>12,000-27,5000 lbs.</b>	0.75 hr.

<b>AXLE WARRANTY REPAIR</b>	
DESCRIPTION	LABOR HOURS
<b>600-8,000 lbs.</b>	
R&R Axle Assembly Complete - Leaf Spring or Torflex® Axles. This includes reconnecting actuation system and testing.	0.8 hr.
R&R Inner Axle Brake Wire	0.2 hr.
<b>9,000-10,000 lbs.</b>	
R&R Axle Assembly Complete - Leaf Spring or Torflex® Axles. This includes reconnecting actuation system and testing.	1.0 hr.
R&R Inner Axle Brake Wire	0.2 hr.
<b>12,000-15,000 lbs.</b>	
R&R Axle Assembly Complete - Leaf Spring or Torflex® Axles. This includes reconnecting actuation system and testing.	2.0 hr.
R&R Inner Axle Brake Wire	0.2 hr.
<b>20,000-27,500 lbs.</b>	
R&R Axle Assembly Complete - Leaf Spring Axles. This includes reconnecting actuation system and testing.	2.5 hr.

<b>BRAKE WARRANTY REPAIR</b>	
DESCRIPTION	LABOR HOURS
<b>600-8,000 lbs. ELECTRIC/HYDRAULIC BRAKES</b>	
R&R Brake Assembly Complete (each) - Drum	0.75 hr.
R&R Brake Pads (per brake) - Disc	0.25 hr.
R&R Brake Caliper (per brake) - Disc	0.75 hr.
<b>9,000-10,000 lbs. ELECTRIC/HYDRAULIC BRAKES</b>	
R&R Brake Assembly Complete (each) - Drum	1.0 hr.
R&R Brake Pads (per brake) - Disc	0.5 hr.
R&R Brake Caliper (per brake) - Disc	0.5 hr.
<b>12,000-15,000 lbs. ELECTRIC/HYDRAULIC BRAKES</b>	
R&R Brake Assembly Complete (each) - Drum	1.25 hr.
R&R Brake Pads (per brake) - Disc	0.5 hr.
R&R Brake Caliper (per brake) - Disc	0.5 hr.
<b>10,000-27,500 lbs. AIR BRAKES</b>	
R&R Brake Shoes Only	1.1 hr.
R&R Camshaft or Both Bushings (per brake)	1.3 hr.
R&R Air Chamer / Spring brake	0.3 hr.
R&R Slack Adjuster (per brake)	0.3 hr.
<b>ALL CAPACITIES GENERAL BRAKE REPAIR</b>	
R&R Elec/Hyd Actuator	0.4 hr.
Bleed Hydraulic System - with brake repair	0.5 hr.
Trouble Shoot Electrical System	0.5 hr.

## PREPARATION/RACK TIME

Includes bringing unit into the garage, diagnostics, securing unit on jack stands, removing and reinstalling wheels and tires.  
These rates are added to the stated rates below.

<b>600-8,000 lbs.</b>	0.5 hr.
<b>9,000-10,000 lbs.</b>	0.6 hr.
<b>12,000-27,5000 lbs.</b>	0.75 hr.

<b>HUB, DRUM &amp; ROTOR WARRANTY REPAIR</b>	
DESCRIPTION	LABOR HOURS
<b>600-8,000 lbs.</b>	
R&R Hub & Drum or Idler Hub complete / Replace Seal, Re-Pack Bearings	0.5 hr.
R&R Brake Rotor (each)	0.5 hr.
R&R of Bearings & Races (per hub or wheel end)	0.6 hr.
<b>9,000-10,000 lbs.</b>	
R&R Hub & Drum or Idler Hub complete / Replace Seal, Re-Pack Bearings	0.5 hr.
R&R Brake Rotor (each)	0.5 hr.
R&R of Bearings & Races (per hub or wheel end)	0.6 hr.
<b>12,000-15,000 lbs.</b>	
R&R Hub Only - Two piece H&D (each)	0.7 hr.
R&R Drum Only - Two piece H&D (each)	0.7 hr.
R&R Rotor Only - Two piece H&R (each) - Disc	1.0 hr.
R&R Hub & Drum / Rotor or Idler Hub complete / Replace Seal, Re-Pack Bearings	0.8 hr.
R&R of Bearings & Races (per hub or wheel end)	1.0 hr.
<b>20,000-27,500 lbs.</b>	
R&R Hub & Drum or Idler Hub complete (each)	0.6 hr.
R&R Hub Only - Two piece H&D (each)	0.8 hr.
R&R Drum Only - Two piece H&D (each)	0.8 hr.
R&R Hub & Drum or Idler Hub complete / Replace Seal, Re-Pack Bearings	0.9 hr.
R&R of Bearings & Races (per hub or wheel end)	1.0 hr.

<b>SUSPENSION COMPONENTS WARRANTY REPAIR</b>	
DESCRIPTION	LABOR HOURS
<b>600-8,000 lbs.</b>	
R&R Leaf Spring (each)	0.6 hr.
R&R Equalizer, Standard or E-Z Flex® and Attaching Parts (each)	0.4 hr.
R&R Shock Absorber (each)	0.2 hr.
R&R Hanger (each)	0.5 hr.
<b>9,000-10,000 lbs.</b>	
R&R Leaf Spring (each)	0.6 hr.
R&R Equalizer, Standard or E-Z Flex® and Attaching Parts (each)	0.5 hr.
R&R Shock Absorber (each)	0.2 hr.
R&R Hanger (each)	0.5 hr.
<b>12,000-15,000 lbs.</b>	
R&R Leaf Spring (each)	0.6 hr.
R&R Equalizer, Standard or E-Z Flex® and Attaching Parts (each)	0.5 hr.
R&R Hanger (each)	0.7 hr.
<b>20,000-27,500 lbs.</b>	
R&R Leaf Spring (each)	0.6 hr.
R&R Equalizer, Standard or E-Z Flex® and Attaching Parts (each)	0.7 hr.
R&R Hanger (each)	0.7 hr.