

**Annexure 2: Guide lines to handle complaints under warranty**

<b>Sl. No</b>	<b>Component</b>	<b>Decision</b>	<b>Observation/ Symptom</b>
A	Twist Lock outer Housing	Accept	1) Failure due to welding defects in housing only. 2) Twist lock inner does not engage with container housing.
		Reject	3) External damage is observed 4) Damage due to lifting container in locked position 5) Damage due to Trailer accident
B	Twist Lock inner	Accept	1) Complaint is due to casting defect. 2) Generated crack due to std operational use.
		Reject	3) Any external damage is observed 4) Damaged due to lifting container in locked position 5) Damaged due to lose mounting bolts
C	Kingpin	Accept	1) Cracked or Broken. Pre-mature wear & tear below 20000 kms provided lubrication is proper applies.
		Reject	2) If there is any external impact/ accident. 3) Failure is due to natural wear and tear 4) Bluish/service metal ripping marks seen on surface due to improper lubrication
D	Landing Gear	Accept	1) Failure is due to manufacturing defect.(Difficult turning.)
		Reject	2) Failure due to Lifting the trailer in higher gear. Loaded condition. 3) Failure due to not lifting Landing Leg Gear completely 4) Damage due to improper coupling of trailer to prime mover 5) Failures due to dropping Trailer on legs without extending legs to ground level before uncoupling 5 th wheel coupler. 6) Failure due to supporting the trailer legs even on uneven surface 7) If the landing gear casing has been damaged
E	Suspension Hanger Mechanical	Accept	1) Casting defect/ crack in the hangers if proper supports to hangers are provided as per YORK's recommendation.
		Reject	2) Wear and tear due to rubbing of spring 3) Leaf spring assembly is modified 4) Damage due to external impact. 5) Proper support is not given between the hangers or it is found to be cracked.
F	Torque arm Adjustable and fix type	Accept	1) Any crack observed due to manufacturing defect. 2) Inner screw is rotating after tightening of one side torque arm end with 100 Nm torque.
		Reject	3) Worn out / damaged Threads 4) Failure due to loosening/ no servicing of M12 bolts/ lock nuts. . 5) Failure due to worn out bushes. 6) Failure due to External Impact

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G	Leaf Spring	Accept	1) If failure is reported within first 5000 kms or one month from date of sale/ Registration.
		Reject	2) If used in wrong application. 3) If vehicle covered more than 5000 kms. 4) If run in overload condition. 5) Any modification observed on the suspension. 6) If suspension bushes are worn out. 7) If U bolts are loose. 8) If Centre bolt found broken due to loosened U- bolts
H	Axle Tube Failure	Accept	1) Crack developed on tube or spindle. 2) Spider crack (replace the spider)
		Reject	3) Any Illegal welding /Modification observed on axle beam 4) Any external impact on axle due to accident. 5) Due to re cambering done on the axle tube. 6) Bend on tube.
I	Wheel Rims	Accept	1) Cracks at mounting bolts location can be accepted if wheel nuts are found to be tightened as per recommended torque and Vehicle is not overloaded.
		Reject	2) If the wheel rims indicating faces are machined or spacer used between wheel rim and brake drum. 3) Wheel rim holes are oblong due to loose wheel nuts.
J	Wheel Bearings	Accept	1) If the inner / outer race found cracked or pitted and the vehicle was not overloaded and recommended grease (Timken) was not changed at specified interval.
		Reject	2) If the bearings found overheated due to excessive pre load (improper Bearing settings) and hub greasing is not done in accordance to Service manual by customer. 3) Crack is observed due to improper Spindle/Hub repair by customer 4) Any modification observed on Spindle or Hub.
K	Wheel Hub	Accept	1) Any crack observed on the hub. 2) If excessive run out observed.
		Reject	3) Any damage observed due to accident, overloading and operational misuse. 4) Damage due to overheating or seizure of wheel bearings and hub greasing was not done as per York Service manual by customer.
L	Brake Chamber	Accept	1) Internal air leakage or Kit failure (Service Kits should be used for repair) 2) Housing crack provided brake chamber Push rod length as per recommendation.

		Reject	<ul style="list-style-type: none"> <li>3) Crack at the inlet and outlet ports.</li> <li>4) Thread damaged at Inlet and Outlet ports due to improper tightening of connectors.</li> <li>5) Housing crack of mounting studs damaged due to loosening of mounting nuts.</li> <li>6) Any damage due to external impact.</li> </ul>
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M	Brake Drum	Accept	1) Crack observed in Brake Drum up to 5000km or one year from the date of registration.
		Reject	<ul style="list-style-type: none"> <li>2) If cracks or damage observed are due to overheating.</li> <li>3) If damaged by rivets or worn out liners.</li> <li>4) If damaged due to brake binding.</li> <li>5) If Brake drum found machined and oversized.</li> </ul>
N	SPRING SEAT	Accept	1) Crack due to manufacturing defect
		Reject	Any type of failure on Spring Seat will be rejected if: <ul style="list-style-type: none"> <li>2) Excessive play noticed in suspension bushes.</li> <li>3) Suspension found modified.</li> <li>4) Non recommended U Bolts used.</li> <li>5) Operational Misuse.</li> <li>6) Welding not as per recommendation installation Manual.</li> </ul>
O	BRAKE LININGS	Accept	<ul style="list-style-type: none"> <li>1) Crack developed and hardened due to manufacturing defects in initial stage of the first 5000 km service.</li> <li>2) Loosening of Rivets at initial 5000 Km.</li> </ul>
		Reject	<ul style="list-style-type: none"> <li>3) Normal Wear &amp; tear.</li> <li>4) Overheating / Hardening of liners due to brake binding or overloading.</li> <li>5) Liners damaged due to foreign material.</li> </ul>
P	Pneumatics valve of Brake and Air suspension	Accept	1) Warranty of supplier like Wabco, Haldex is applicable. Complaint needs to be referred to Manufacturer's Authorized Service Centre for investigation and warranty. York will not entertain warranty if suppliers do have service station.
		Reject	<ul style="list-style-type: none"> <li>2) Reject if any damage marks observed.</li> <li>3) Reject if any alteration or modification observed in ABS Brake Valve or its pipe line.</li> <li>4) Damage occurred due to Accident.</li> <li>5) Damage due to improper mounting by Fabricator.</li> </ul>