

**Adjustment Policy**  
and  
**Rate Schedule**

**Distributor / O.E.M.**



# Dexter Axle Limited Warranty



## WHAT PRODUCTS ARE COVERED

All Dexter trailer axles, suspensions, and brake control systems excluding Dexter 6000 series Manufactured Housing Axles.

## LIMITED 2 YEAR WARRANTY

Dexter Axle warrants to the original purchaser that its axles, suspension systems, and E/H hydraulic brake actuators shall be free from defects in material and workmanship for a period of two (2) years from the date of first sale of the trailer incorporating such components.

## LIMITED 5 YEAR WARRANTY

Dexter Axle warrants to the original purchaser that its Nev-R-Lube™ bearings and the suspension components only of its Torflex® Axles shall be free from defects in material and workmanship for a period of five (5) years from the date of first sale of the trailer incorporating such components.

## LIMITED 7 YEAR WARRANTY

Dexter Axle warrants to the original purchaser that its Predator Series™ electric brake controllers shall be free from defects in material and workmanship for a period of seven (7) years from the date of purchase.

## EXCLUSIVE REMEDY

Dexter Axle will, at its option, repair or replace the affected components of any defective axle, repair or replace the entire defective axle, or refund the then-current list price of the axle. In all cases, a reasonable time period must be allowed for warranty repairs to be completed. Allowance will only be made for installation costs specifically approved by Dexter Axle.

## WHAT YOU MUST DO

In order to make a claim under these warranties:

1. You must be the original purchaser of the vehicle in which the Spring Suspension Axles or Torflex® Axles were originally installed.
2. You must promptly notify us within the warranty period of any defect, and provide us with the axle serial number and any substantiation which may include, but is not limited to, the return of part(s) that we may reasonably request.
3. The axles or suspensions must have been installed and maintained in accordance with good industry practice and any specific Dexter Axle recommendations, including those specified in Dexter Axle's publication "Operation Maintenance Service Manual."

## EXCLUSIONS

These warranties do not extend to or do not cover defects caused by:

1. The connecting of brake wiring to the trailer wiring or trailer wiring to the towing vehicle wiring.
2. The attachment of the running gear to the frame.
3. Hub imbalance, or any damage caused thereby.
4. Parts not supplied by Dexter Axle.
5. Any damage whatever caused by or related to any alteration of the axle including welding supplemental brackets to the axle.
6. Use of an axle on a unit other than the unit to which it was originally mounted.
7. Normal wear and tear.
8. Alignment.
9. Improper installation.

10. Unreasonable use (including failure to provide reasonable and necessary maintenance as specified in Dexter Axle's publication "Operation Maintenance Service Manual" including required maintenance after "Prolonged Storage").
11. Improper wheel nut torque.
12. Cosmetic finish or corrosion.

## LIMITATIONS

1. **In all cases, Dexter Axle reserves the right to fully satisfy its obligations under the Limited Warranties by refunding the then-current list price of the defective axle (or, if the axle has been discontinued, of the most nearly comparable current product).**
2. Dexter Axle reserves the right to furnish a substitute or replacement component or product in the event an axle or any component of the axle is discontinued or is otherwise unavailable.
3. These warranties are nontransferable.

## GENERAL

**THE FOREGOING WARRANTIES ARE EXCLUSIVE AND IN LIEU OF ALL OTHER WARRANTIES EXCEPT THAT OF TITLE, WHETHER WRITTEN, ORAL OR IMPLIED, IN FACT OR IN LAW (INCLUDING ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE).**

These warranties give you specific legal rights, and you may also have other rights which vary from state to state.

**THE DURATION OF ANY IMPLIED WARRANTIES, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED TO THE DURATION OF THE EXPRESS WARRANTIES HEREIN. DEXTER AXLE HEREBY EXCLUDES INCIDENTAL AND CONSEQUENTIAL DAMAGES, INCLUDING LOSS OF TIME, INCONVENIENCE, LOSS OF USE, TOWING FEES, TELEPHONE CALLS OR COST OF MEALS, FOR ANY BREACH OF ANY EXPRESS OR IMPLIED WARRANTY, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.**

Some states do not allow limitations on how long an implied warranty lasts, or the exclusion or limitation of incidental or consequential damages, so the above exclusion or limitation may not apply to you.

Inquiries regarding these warranties should be sent to:

Dexter Axle  
P.O. Box 250  
Elkhart, Indiana 46515



These policies have been developed to provide Dexter Axle's customers with procedures for handling warranty adjustments in the most satisfactory and expedient manner. It is important that your people become familiar with these policies, so that your claims are handled in an efficient manner.

## ***Request for Adjustment***

### ***Control of Warranties***

Owner good will is the utmost importance to the trailer manufacturer and to Dexter Axle. When trailer owners become dissatisfied with their units or the handling of their trailer problems, considerable good will is lost.

To assist our customers in retaining the good will of their customers, Dexter Axle has adopted a Flat Rate Manual with regard to adjustment. Each individual case is carefully investigated and handled as promptly and justly as possible. When you feel that warranty exists, please call the Dexter Axle Service Department to obtain a warranty return authorization number. This number must be used when returning your claim for consideration.

### ***Necessary Information***

The following information should appear on your claim. Any information that is missing will delay the processing of your claim.

1. Trailer Service Location:
  - a. Name
  - b. Address
  - c. Phone Number
2. Owner:
  - a. Name
  - b. Address
  - c. Phone Number
3. Trailer Date:
  - a. Manufacturer
  - b. Type
  - c. Length
  - d. Year of Manufacture
  - e. Date of Purchase
  - f. Mileage
  - g. Serial Number
4. Axle Date:
  - a. Capacity
  - b. Serial Number

**Note:** All warranty claims must be received at our factory 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 into indicate hours applied to running gear repair.

## ***Defective Material***

All components or assemblies replaced under warranty must be returned along with your claim.

All parts and material must be shipped to Dexter Axle with the freight prepaid. 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 Axle's return authorization number clearly marked in a weatherproof manner on the outside of the package.

Due to our supplier's warranty, some of the components we supply for the brake actuation system must be replaced entirely, instead of repaired. These items include: synchronizing valves, boosters, spring brakes, and air chambers.

## ***Warranty Labor Rate***

Dexter Axle 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 Axle 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 authorization number referenced on it.
2. All questions regarding your claim should be directed to the Service Manager at the Dexter Axle headquarters office.

# Rate Schedule



## General Information

### Axle Group

Operation #	Operation & Description	A	B	C	D	E
A 100	Racktime - includes preparing unit for service	.5	.6	.7	.7	.8
A 110	Adjust Brakes	NM	NM	NM	NM	NM
A 120	Turn Hub & Drum Diameter	PAR	PAR	PAR	PAR	PAR
A 130	Repack Wheel Bearings	NM	NM	NM	NM	NM
A 140	Align Axles	NM	NM	NM	NM	NM

## Axle Beams

### Axle Group

Operation #	Operation & Description	A	B	C	D	E
B 100	R&R Axle Assembly - complete Includes reconnecting actuation system & testing	.8	1.1	2.5	2.0	2.5
B 110	R&R Axle Assembly - Torflex axle bolted to frame	.8	1.1	N/A	N/A	N/A
B 120	R&R Axle Beam Includes removing & reinstalling H&D, brakes, & testing	1.8	2.2	3.5	3.5	3.8
B 130	R&R Axle Beam - Torflex Includes removing & reinstalling H&D, brakes & testing	1.8	2.2	N/A	N/A	N/A
B 140	R&R Inner Axle Wire (per axle)	.2	.2	N/A	.2	N/A
B 150	R&R Air Chamber Bracket	N/A	N/A	N/A	2.2	2.5
B 150A	R&R Additional Air Chamber Bracket	N/A	N/A	N/A	.5	.5
B 160	R&R Camshaft Support Bracket	N/A	N/A	N/A	2.0	2.3
B 160A	R&R Additional Camshaft Support Bracket	N/A	N/A	N/A	.3	.3

## Brakes - Hydraulic Disc

### Axle Group

Operation #	Operation & Description	A	B	C	D	E
E	R&R Brake Pads - per brake	.25	.25	N/A	.50	N/A
E	R&R Caliper - per brake	.5	.5	N/A	1.0	N/A
E	R&R Rotor - per brake	.5	.5	N/A	1.0	N/A
E	R&R Crossover Line	.25	.25	N/A	.25	N/A
E	R&R Electric-Hydraulic Pump	.75	.75	N/A	.75	N/A
E	Bleed System - per axle	.25	.25	N/A	.25	N/A

Axle Groups	Definitions:
A - 2,000# to 7,000#	PAR - Prior Approval Required
B - 8,000# to 10,000# GD	NM - Normal Maintenance
C - Class A & C	R&R - Remove & Replace
D - 10,000# HD to 15,000#	N/A - Not Applicable
E - 20,000# to 25,000#	

# Rate Schedule



## Brakes - Electric/Hydraulic

### Axle Group

Operation #	Operation & Description	A	B	C	D	E
C 100	R&R Brake Assembly - each	.4	.5	.5	1.1	N/A
C 110	R&R Brake Shoes - per brake	.4	.6	.6	1.1	N/A
C 120	R&R Magnet - each	.4	.4	N/A	.6	N/A
C 121	R&R Magnet - with other brake repair	.2	.2	N/A	.2	N/A
C 130	R&R Lever Arm - each	.5	.5	N/A	.7	N/A
C 131	R&R Lever Arm - with other brake repair	.2	.2	N/A	.2	N/A
C 140	R&R Brake Cylinder	.4	.4	.4	N/A	N/A
C 150	Rebuild Brake Cylinder	.6	.7	.7	1.3	N/A
C 160	R&R Synchronizing Valve	N/A	N/A	.5	N/A	N/A
C 170	R&R Vacuum Booster	N/A	N/A	.5	N/A	N/A
C 180	R&R Check Valve	N/A	N/A	.3	N/A	N/A
C 190	Trouble Shoot Electrical System	.5	.5	N/A	.5	N/A
C 200	Trouble Shoot Booster System Pressure vs. Vacuum Test	.5	.5	.5	.5	N/A
C 210	Bleed Hydraulic System - with brake repair	.5	.5	.5	.5	N/A

## Brakes - S Cam

### Axle Group

Operation #	Operation & Description	A	B	C	D	E
D 100	R&R Brake Shoes - per brake	N/A	N/A	N/A	1.1	1.1
D 110	R&R Camshaft or Both Bushings - per brake	N/A	N/A	N/A	1.3	1.3
D 111	R&R Camshaft Bushing - per brake Without hub & drum installed	N/A	N/A	N/A	.2	.2
D 120	R&R Air Chamber/Combination Chamber - each	N/A	N/A	N/A	.3	.3
D 130	R&R Slack Adjuster - each	N/A	N/A	N/A	.3	.3
D 140	R&R Brake Blocks - per brake Includes removing and reinstalling shoes	N/A	N/A	N/A	1.4	1.4

Axle Groups	Definitions:
A - 2,000# to 7,000#	PAR - Prior Approval Required
B - 8,000# to 10,000# GD	NM - Normal Maintenance
C - Class A & C	R&R - Remove & Replace
D - 10,000# HD to 15,000#	N/A - Not Applicable
E - 20,000# to 25,000#	

# Rate Schedule



## Hub Equipment

### Axle Group

Operation #	Operation & Description	A	B	C	D	E
E 100	R&R Hub & Drum or Idler Hub Complete - each	.3	.3	.4	.5	.6
E 110	R&R Hub Only - each two piece H&D assembly	N/A	N/A	.6	.7	.8
E 120	R&R Hub Only - each two piece H&D assembly	N/A	N/A	.6	.7	.8
E 130	R&R Grease/Oil Seal - each includes repacking bearings	.5	.5	.6	.8	.9
E 135	R&R Grease/Oil Seal - with other brake repair	.1	.1	.2	.3	.3
E 140	R&R Wear Sleeve and Seal - each	.4	.4	.5	.7	.8
E 150	R&R Bearings Inner and Outer - per wheel Includes cup & cone	.6	.6	.7	.9	1.0
E 160	R&R Wheel Studs - per hub	.4	.4	.5	.8	.8
E 160A	R&R Wheel Studs - Dayton or open wheel	N/A	N/A	N/A	.5	.5
E 160B	R&R Wheel Studs Bud style wheel with inboard drum (10 studs)	N/A	N/A	N/A	1.0	1.1
E 160C	R&R Wheel Studs Bud style wheel with outboard drum (10 studs)	N/A	N/A	N/A	.6	.6
E 170	R&R Wheel Bullet Cap - each Note: no rack time allowed	.2	.2	N/A	N/A	N/A
E 180	R&R Wheel Includes Dismounting & Mounting Tires Note: no rack time allowed	.6	.6	N/A	.7	.8
E 190	R&R Trim Ring - each Note: no rack time allowed	.1	.1	N/A	N/A	N/A

## Suspensions

### Axle Group

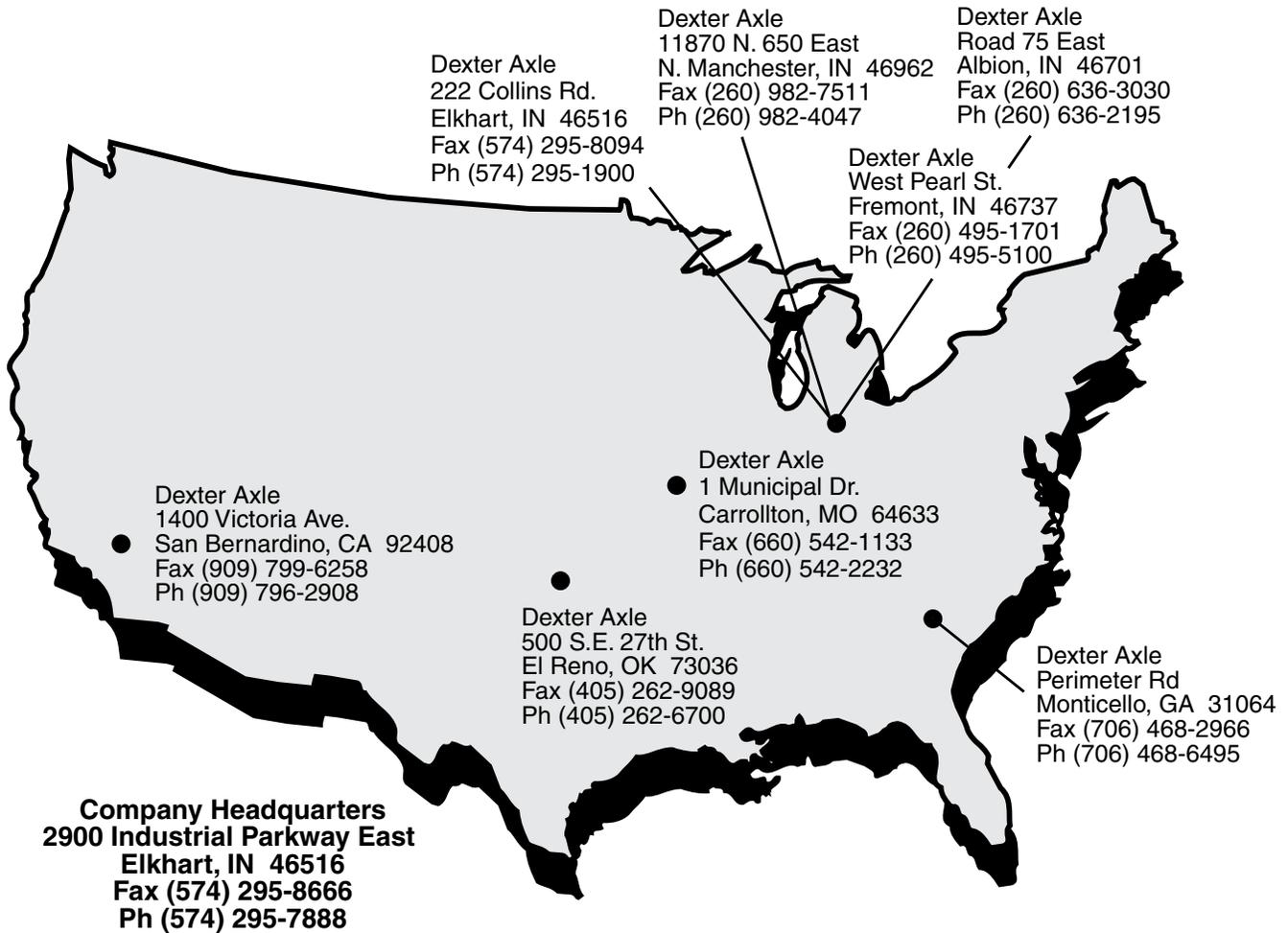
Operation #	Operation & Description	A	B	C	D	E
F 100	R&R Leaf Spring - each	.6	.6	N/A	.6	.6
F 110	R&R Equalizer - each	.4	.4	N/A	.4	.5
F 120	R&R Shock Absorber - each	.2	.2	N/A	N/A	N/A
F 140	R&R Hanger - each	.5	.5	N/A	.7	.7
F 150	R&R Attaching Parts Kit	.8	.8	N/A	1.2	1.2

Axle Groups	Definitions:
A - 2,000# to 7,000#	PAR - Prior Approval Required
B - 8,000# to 10,000# GD	NM - Normal Maintenance
C - Class A & C	R&R - Remove & Replace
D - 10,000# HD to 15,000#	N/A - Not Applicable
E - 20,000# to 25,000#	



**Genuine Dexter axles and components are available nationwide from our plant locations listed below or through our network of distributors. Check our web site for the distributor nearest you.**

**Visit us online at [www.dexteraxle.com](http://www.dexteraxle.com)**



**DEXTER AXLE**

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