

**MARMON-HERRINGTON**  
**PARTS AND COMPONENTS WARRANTY**

Effective: January 1, 2011

**Warranty Description**

This is to certify that we, Marmon-Herrington Company will warrant each new chassis, assembly or component purchased by the buyer from Marmon-Herrington or an Authorized Marmon-Herrington dealer, and installed as original equipment against defects in material and workmanship under approved application use and service. Marmon-Herrington's components are warranted for a period of 12 months or 12,000 miles from the "in-service date" specified on the *completed and returned* "Warranty Registration Card." Under no circumstances will warranty consideration be available after 18 months of original invoice date.

This warranty does not cover normal wear and tear, or a component that fails, malfunctions or is damaged as a result of: **(1)** improper installation, adjustment, repair or modification, usage, or application differing from that which was originally approved by Marmon-Herrington; **(2)** accident, natural disaster, acts of god, climate, combat damage; **(3)** abuse or improper use, including loading beyond specified maximum vehicle or axle weight or adjusted engine power settings that exceed axle or transfer case input capacity; **(4)** improper or insufficient maintenance, to include use unapproved lubricant types or levels, or failure to follow published maintenance schedules; **(5)** costs incurred gaining access to components due to chassis or body design, or vehicle location.

This warranty **does not** include travel time, travel expenses or towing charges. This warranty does not cover any part or component not sold by Marmon-Herrington.

This warranty provides for parts and labor at Marmon-Herrington's sole discretion. Marmon-Herrington reserves the right to provide replacement parts directly to the repair facility. Labor hours are limited to the Marmon-Herrington Standard Repair Time Table.

This warranty is in lieu of all other warranties expressed or implied, and of all other obligations or liabilities incurred by Marmon-Herrington. Marmon-Herrington does not authorize any other entity to assume or express any liability in conjunction with the purchase or sale of Marmon-Herrington parts or components.

**Repair Reporting**

Owner/Operator must contact Marmon-Herrington Customer Service prior to performing any repairs to receive Repair Authorization to be eligible for warranty reimbursement. This authorization does not guarantee reimbursement, but acknowledges that the vehicle or component is within the warranty period, and that a claim has been activated. It is the responsibility of the owner/operator to ensure that the repair facility acknowledges and complies with the guidelines of this policy.

At the time of Repair Authorization request, the following must be provided:

- a) Marmon-Herrington Sales Order Number
- b) Vehicle Identification Number
- c) Vehicle In-Service Date
- d) Current mileage

If a Warranty Registration Card is not on file, this must be completed before Repair Authorization can be issued.

**Repair Procedure and Claim Filing**

Repair facilities will submit a written estimate of costs after it is determined that a warrantable condition exists.

Estimates must contain the following information:

- (a) List of all necessary parts required.
- (b) Labor costs for disassembly, inspection and diagnosis.
- (c) Current labor rate.

**Repair Orders and Invoices**

Repair orders, claims and/or invoices must contain the following:

- (a) Authorization number
- (b) Customer's name, address, and contact information
- (c) Vehicle Identification Number
- (d) Component Model and Serial Number

Note: Miscellaneous items such as shop supplies, environmental charges, or "default administrative costs" will not be paid. All materials and supplies must be itemized and clearly defined. Any sublet repairs must have an accompanying invoice from the original vendor.

Marmon-Herrington reserves the right to withhold payment until failed parts are returned for analysis. A Return Authorization will be issued at the time replacement parts are shipped.

While Marmon-Herrington operates a full-service parts department, replacement parts for warranty repairs must be obtained through Marmon-Herrington Customer Service to be eligible for warranty reimbursement. Claims that include parts purchased through other sources will be subject to cost adjustment.

Service Parts are warranted for a period of ninety (90) days or five thousand (5,000) miles, whichever occurs first. All other regular warranty conditions apply.

Remember to visit our website for parts and repair manuals, detailed component information and available services.

**Marmon-Herrington Company**  
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