

BILSTEIN of America - Limited Lifetime Warranty

GENERAL WARRANTY DETAILS

ThyssenKrupp Bilstein of America warrants its gas pressure shock absorbers against defects in workmanship and materials for as long as you, the original purchaser, own your car. If a shock/strut malfunctions and Bilstein determines it to be defective, we will either replace it or repair it depending on the term of the warranty based on the assembly's model type.

WARRANTY DETAILS FOR TC (B4) / C / HD (B6) / Sport (B8) / BTS (B12) / PSS (B14) / PSS9 & PSS10 (B16) / 5100 (Application Specific) GAS PRESSURE SHOCKS

LIMITED LIFETIME WARRANTY

Bilstein warrants to the original retail purchaser that, for the life of each Gas Pressure Shock, this product shall be free from defects in material and workmanship. Proof of purchase is required process warranty. **Please return product to the original place of purchase.**

WARRANTY RESTRICTIONS

The limited warranties set forth above do not cover normal wear and tear and are non-transferable. There are only a few specific exceptions to this warranty. They include:

- Original equipment shock absorbers - which are warranted by the vehicle manufacturer
- Improper installation
- Racing, driving competition or off-road use
- Use on modified or other than Bilstein-recommended vehicles
- Bent or broken rods showing abuse or abnormal wear

Surface finish, boot or mounting hardware such as, but not limited to, rubber bushings, as well as labor charges are not covered by any of the foregoing limited warranties.

Bilstein's liability for a defective shock absorber is limited to replacement of shock with a new or reconditioned Bilstein shock absorber. Repair or replacement as provided by this warranty is customer's sole and exclusive remedy in the event of a product failure. Manufacturer shall not be liable for any incidental, consequential or other damages resulting from the disassembly, handling, installation, service, repair or use of this product. Some States do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation may not apply to you.

This warranty gives you specific legal rights, and you may also have other rights which vary from State to State. Note: Other exclusions may or may not apply in certain states or rare circumstances.

WARRANTY PROCESSING

1. Proof of purchase is required to process all warranties.
2. If possible check the suspect shock/strut for possible failure using the attached directions.
3. If the shock/strut assembly qualifies as defective return it to your place of purchase accompanied by a copy of the proof of purchase. Include all contact information including a description of the problem/failure.

For additional information about our warranty, please contact our Warranty Hotline by phone at 1(800) 370-9522 or email at warranty@bilsteinUS.com.

CONDITION

Coating of film on shock body or piston rod. A completely normal occurrence, not defective

**ACTION**

NO REPLACEMENT NECESSARY.

Signs of abuse, improper installation, broken or bent rods, collision damage or modification. Also, shocks used for racing or in race cars.

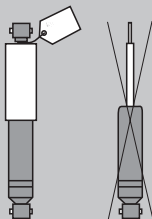


NO REPLACEMENT POSSIBLE — WARRANTY HAS BEEN INVALIDATED.

Unbroken piston rod is separated from shock body.



INCLUDE NOTE DESCRIBING PROBLEM, RETURN FOR REPLACEMENT.

RETURN PROCEDURES:

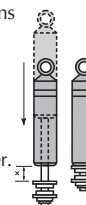
When a shock has been determined defective, or if more sophisticated testing seems necessary, return the shock to the original place of purchase for warranty evaluation.

FOR PROMPT REPLACEMENT OR EVALUATION, YOU MUST INCLUDE THE FOLLOWING:

1. All originally supplied mounting parts.
2. A copy of customer's proof of purchase.
3. Customer's contact information.
4. A note clearly describing the problem with the shock.

CONDITION

Compression depth seems off—check by fully compressing shock and comparing distance "x" to that of a new shock, same part number. If variance between old and new shock exceeds 3/8" (10mm), old shock is defective.

**ACTION**

INCLUDE NOTE DESCRIBING PROBLEM, RETURN FOR REPLACEMENT.

EXCEPTION: STRUT CARTRIDGES MUST COMPRESS TO THEIR INTERNAL BUMPSTOP.

Clicking noise, plus pronounced endplay—when piston rod is held downwards, compressed halfway, then quickly moved up and down an inch or so in each direction.



INCLUDE NOTE DESCRIBING PROBLEM, RETURN FOR REPLACEMENT.