

Bendix®-Brand Camera and Radar Warranty Checklist



Prior to completing this checklist, follow all general safety guidelines in this document and in the applicable Service Data Sheet on B2Bendix.com. Refer to BW8003 on B2Bendix.com for the full Bendix Warranty Policy.

REFERENCE DOCUMENTS ON B2BENDIX.COM	
BW8003	Limited Warranty – Electronic Systems
SD-29-50024	Bendix™ FLC-25™ Camera
SD-64-20124	Bendix™ FLC-20™ Camera
SD-29-50022	Bendix® FLR-25™ Radar Sensor
SD-61-4963	Bendix® FLR-21™ Radar Sensor
SD-61-4960	Bendix® FLR-20™ Radar Sensor

1. INITIAL ASSESSMENT

Is the camera or radar a Bendix product?

- NO – The Bendix warranty is unavailable for non-Bendix products.
- YES – Provide the following information, then continue to the Physical Inspection.

Check one: Camera Radar

VIN: _____ Bendix OEM PN: _____

Problem Description: _____

2. PHYSICAL INSPECTION

Are there signs of ANY of the following conditions (check all that apply):

- Physical damage Thermal damage Corroded or damaged pins Bent, cracked, or deformed bracket

YES – If any of these conditions are present, the Bendix warranty is unavailable.

- NO – Continue to the Bendix® ACom® Diagnostic Software Inspection.

3. ACOM DIAGNOSTIC SOFTWARE INSPECTION

Is ACom Diagnostic Software able to connect to the camera/radar?

- NO – Confirm proper power, ground, and CAN communications at the connector per the applicable Service Data Sheet on B2Bendix.com. Retest. If further assistance is required, contact the Bendix Tech Team. Contact information is on the next page of this document.
- YES – Print and submit a Diagnostic Trouble Code (DTC) Report to Bendix for further review of warranty coverage. Instructions for submitting a warranty claim to Bendix are on the next page of this document.



GENERAL SAFETY GUIDELINES

WARNING! PLEASE READ AND FOLLOW THESE INSTRUCTIONS

TO AVOID PERSONAL INJURY OR DEATH:

When working on or around a vehicle, the following guidelines should be observed AT ALL TIMES:

- ▲ Park the vehicle on a level surface, apply the parking brakes and always block the wheels. Always wear personal protection equipment.
- ▲ Stop the engine and remove the ignition key when working under or around the vehicle. When working in the engine compartment, the engine should be shut off and the ignition key should be removed. Where circumstances require that the engine be in operation, **EXTREME CAUTION** should be used to prevent personal injury resulting from contact with moving, rotating, leaking, heated or electrically-charged components.
- ▲ Do not attempt to install, remove, disassemble or assemble a component until you have read, and thoroughly understand, the recommended procedures. Use only the proper tools and observe all precautions pertaining to use of those tools.
- ▲ If the work is being performed on the vehicle's air brake system, or any auxiliary pressurized air systems, make certain to drain the air pressure from all reservoirs before beginning ANY work on the vehicle. If the vehicle is equipped with a Bendix® AD-IS® air dryer system, a Bendix® DRM™ dryer reservoir module, a Bendix® AD-9si®, AD-HF®, or AD-HFi® air dryer, be sure to drain the purge reservoir.
- ▲ Following the vehicle manufacturer's recommended procedures, deactivate the electrical system in a manner that safely removes all electrical power from the vehicle.
- ▲ Never exceed manufacturer's recommended pressures.
- ▲ Never connect or disconnect a hose or line containing pressure; it may whip and/or cause hazardous airborne dust and dirt particles. Wear eye protection. Slowly open connections with care, and verify that no pressure is present. Never remove a component or plug unless you are certain all system pressure has been depleted.
- ▲ Use only genuine Bendix® brand replacement parts, components and kits. Replacement hardware, tubing, hose, fittings, wiring, etc. must be of equivalent size, type and strength as original equipment and be designed specifically for such applications and systems.
- ▲ Components with stripped threads or damaged parts should be replaced rather than repaired. Do not attempt repairs requiring machining or welding unless specifically stated and approved by the vehicle and component manufacturer.
- ▲ Prior to returning the vehicle to service, make certain all components and systems are restored to their proper operating condition.
- ▲ For vehicles with Automatic Traction Control (ATC), the ATC function must be disabled (ATC indicator lamp should be ON) prior to performing any vehicle maintenance where one or more wheels on a drive axle are lifted off the ground and moving.
- ▲ The power **MUST** be temporarily disconnected from the radar sensor whenever any tests **USING A DYNAMOMETER** are conducted on a vehicle equipped with a Bendix® Wingman® system.
- ▲ You should consult the vehicle manufacturer's operating and service manuals, and any related literature, in conjunction with the Guidelines above.

SUBMITTING A WARRANTY CLAIM TO BENDIX

- Bendix recommends contacting the Tech Team prior to submitting a warranty claim. If applicable, include the Ticket Request Number: _____
- Replace the camera/radar with a new, corresponding Bendix service kit.
- Clear DTCs and generate a DTC report with ACom Diagnostic Software.
- Include the following documentation when submitting a warranty claim:
 - » Completed Bendix claim form
 - » DTC report from the ACom Diagnostic Software section of this document (including the DTCs that were unable to be cleared)
 - » DTC report following the installation of the replacement camera/radar (showing that all DTCs were successfully cleared)
 - » This completed checklist

TECHNICAL SUPPORT

For technical support, contact the Bendix Tech Team at 1-800-AIR-BRAKE (1-800-247-2725), Monday through Thursday, 8:00 a.m. to 6:00 p.m., and Friday, 8:00 a.m. to 5:00 p.m. ET. The Bendix Tech Team can also be reached by email at techteam@bendix.com.

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TECHNICAL SUPPORT

1-800-AIR-BRAKE (1-800-247-2725)
TECHTEAM@BENDIX.COM

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