



SKF Hub Bearing Warranty Inspection Manual



Premium Hub Warranty

Store inspection training manual

Table of contents

SKF Premium Hub Warranty Policy, Warranty costs – You can make a difference	1-2
Store validation criteria.....	3-5
Do’s and don’ts	6
Hub competitor identification guide	7 - 10
Warranty poster	Back Cover

SKF Premium Hub Bearings Warranty Policy

LIMITED WARRANTY

SKF warrants to the first purchaser that the products sold by it, when properly installed, will be free from defects in material and workmanship. SKF's sole obligation and liability for any defect found to exist contrary to this limited warranty in a product sold by SKF, and purchaser's sole and exclusive remedy for such defect, shall be limited to: (A) SKF furnishing without additional charge to purchaser, including transportation, a replacement for any of the products sold by SKF which are found by SKF to be defective contrary to this limited warranty, and (B) in the case of products which cannot be repaired or replaced by SKF, SKF shall credit or refund to purchaser the purchase price paid therefore; provided, that SKF is advised in writing of such product non-conformance within thirty (30) days of the date of discovery thereof, and that the non-conforming product is returned f.o.b. to SKF's designated warehouse promptly thereafter, but in any case not later than twelve (12) months from the date of purchase, and only for light duty hub units: the first to occur of either (i) thirty-six (36) months from the date of purchase, or (ii) 45,000 miles (72,000 kilometers). Valid proof of purchase date/mileage required. In no event shall SKF be obligated under this limited warranty or otherwise in any way whatsoever for normal wear and tear, or for any products sold by SKF which, after delivery by SKF and in SKF's sole determination, have been subjected to accident, abuse, misapplication, improper or faulty repair or installation, improper or faulty maintenance or lubrication, any alteration or neglect, excessive loading or other excessive operating conditions, or for defects caused by or resulting from purchaser's specifications or designs or otherwise caused by purchaser. **TO THE FURTHEST EXTENT PERMITTED UNDER APPLICABLE LAW, SKF DISCLAIMS LIABILITY, IN TORT OR CONTRACT, IN NEGLIGENCE, STRICT LIABILITY, OR OTHERWISE, FOR ANY OTHER REMEDY OR DAMAGE, WHETHER DIRECT OR INDIRECT, INCIDENTAL, SPECIAL, EXEMPLARY, OR CONSEQUENTIAL WITH RESPECT TO ITS PERFORMANCE HEREUNDER, INCLUDING WITHOUT LIMITATION THE PRODUCTS SOLD OR**

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SOME STATES OR PROVINCES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES OR CERTAIN LIMITATIONS REGARDING WARRANTY RIGHTS, SO THE ABOVE EXCLUSIONS OR LIMITATIONS MAY NOT APPLY TO YOU. This limited warranty gives you specific legal rights, and you may also have other rights, which vary by state or province.

Warranty costs – You can make a difference

Every level involved in a hub bearing warranty return contributes to the overall warranty cost, which is reflected in the cost of the product.

From the repair facility, to the Parts Store, to the Distribution Center, to the Manufacturer, costs are associated with handling the product, writing up a claim, and shipping the part to and from one location to the next.

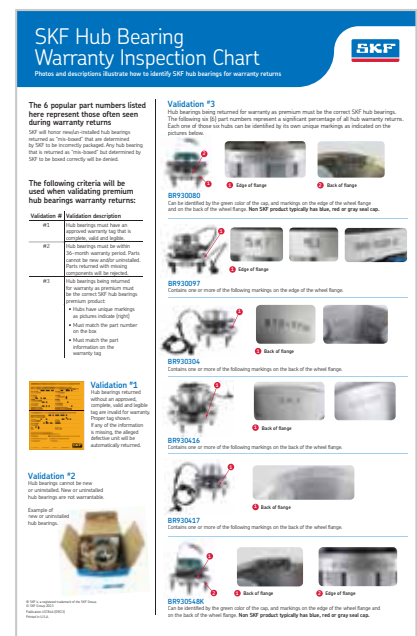
A high warranty return rate will inflate the cost of the part.

Understanding your role in the SKF Hub Bearing Warranty can help keep product price levels down.

Six part numbers account for a large percentage of all hub bearings returned under warranty. Historically, 30% of the alleged defective hub bearings returned are not SKF product. The SKF hub bearing warranty process will assist you in identifying the characteristics of 6 very common part numbers.

BR930080
BR930097
BR930304

BR930416
BR930417
BR930548K



**SKF Hub Bearings
Warranty Inspection Chart**

Warranty validation criteria

VALIDATION #1 – Alleged defective hub must have an approved warranty tag that is complete, valid and legible

VALIDATION #2 – Alleged defective hub cannot be new and/or uninstalled

VALIDATION #3 – Alleged defective hub bearings returned must be SKF supplied product

BR930080
BR930097
BR930304
BR930416
BR930417
BR930548K

VALIDATION #1

Hub bearings must have an approved warranty tag that is complete, valid and legible

- An approved SKF warranty tag must be used. Hub bearings returned without the SKF alleged defective warranty tag will be rejected.
- A warranty tag is complete, valid and legible when:
 - All information requested is present on the tag
 - All information is accurate
 - All information can be read

Hub bearings returned with incomplete, invalid or illegible tags will be rejected.

Only you can ensure that this happens.

SKF alleged defective tag (SKF forme pour pièce défectueuse)

Important: This tag must be completely filled out to ensure proper credit.
(Important: Cette forme doit être entièrement remplie pour assurer le crédit approprié.)

Jobber name: Ed's Auto Parts Store Phone no.: 847-536-5555
(Nom du magasin.) (No. de téléphone.)

W.D. name: _____ Phone no.: _____
(C.D. nom.) (No. de téléphone.)

Part no.: BR930548K Quantity: 1
(Numéro de la pièce) (Quantité)

Purchase date: 3/29/13 Exchange date: 4/12/13
(Date d'achat.) (Date échange)

Mileage at purchase: 105,000 Mileage at replacement: 119,000
(Kilométrage à l'achat.) (Kilométrage au remplacement.)

Repair facility/customer information (Atelier de réparation / informations client)

Business/customer name: Smith's Auto Repair
(Entreprise/ Nom du client.)

Phone no.: 847-777-7779 Contact: Joe Smith
(No. de téléphone.) (Contact.)

Street address: 125 Main Street
(Adresse Rue.)

City: Elgin State/Prov.: IL
(Ville.) (État / Prov.)

Defect reason: circle appropriate item below
(Raison du bris: encadrer l'élément approprié ci-dessous)

A. Noise (Bruit) B. Sensor/cord problems (Problème de corde ou capteur)
C. Fit (Ajustement) E. Missing parts (Pièces manquantes)
F. Other (Autre): _____

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Examples of approved SKF warranty tag which is complete, valid and legible

VALIDATION #2*

Hub bearings cannot be new/uninstalled/missing components



Example of new/uninstalled hub bearing submitted for warranty which will be rejected

Hub bearings which are new or uninstalled are not warrantable and will be rejected if submitted for warranty claims.

*SKF will honor new/un-installed hub bearings returned as "mis-boxed" that are determined to be incorrectly packaged by the supplier. Any hub bearing that is returned as "mis-boxed" but determined by the supplier to be boxed correctly will be denied.

VALIDATION #3*

Must send correct part

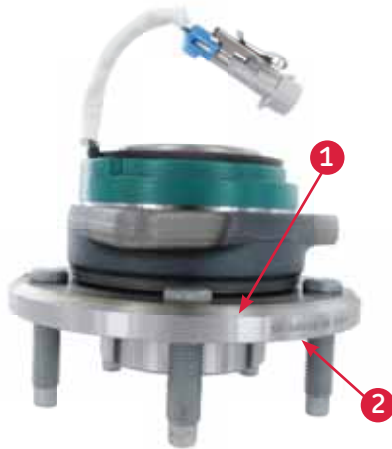
50% of hub warranties involve six part numbers. The Warranty Inspection Chart on the back cover of this brochure illustrates the top-six hub part numbers. An example of unique markings on these hub bearings is shown below.

A hub bearing being returned for warranty must be the correct part:

- Must match the part number on the box
- Must match the part information on the warranty tag

BR930548K

Can be identified by the green color of the cap, and markings on the edge of the wheel flange and on the back of the wheel flange. Non SKF product typically has blue, red or gray seal cap.



1 Back of flange



2 Edge of flange

Do

- Look for new product
- Visually inspect the hub bearing and paperwork to determine if it has been in service for more than the 36 month warranty period
- Use an approved SKF warranty tag and make sure it is completely filled out with valid and legible data
- Inspect the paperwork and product to identify the part so it can be sent back to the correct supplier
- Focus on how to identify SKF premium hubs by using these six numbers:

BR930080
BR930097
BR930304
BR930416
BR930417
BR930548K

Don't

- Write up hub bearing that's never been installed
- Warranty hub bearing outside the warranty period
- Send back hub bearings that are not correctly tagged
- Send a competitor warranty back to SKF.
It will be rejected as a competitive hub bearing

Hub competitor identification guide

The following information is provided to help identify competitive hub bearings. They should not be returned as an SKF alleged defective.

Auto Extra



Auto Extra hubs have laser etchings on the outboard side of the flange. The part number, generation type and country of origin are referenced.

Dynapak®

Dynapak hubs have laser etchings on the outboard side of the flange. The part number is referenced along with an "F4".



Fenco®/MPA®

Fenco/MPA sells hub bearings to certain distributors in their private label including Parts Master, Proformer, AC Delco Advantage and Duralast. Their hubs have laser etchings on either the outboard or inboard side of the flange. It is common to find one or more identification marks on their hubs. Laser etching examples include part number, part number with a "WH" prefix, the last three digits of the part number, date code and "F5". Stud markings include a yellow dab of paint on one stud, "F3", "F5" or "FW" stamped on the stud heads.



G&B®

G&B hubs have stampings of their name “G&B” and a two digit month and a two digit year on the outboard side of the flange. Some of their hubs have no identification marks.



Mevotech®

Mevotech hubs have laser etchings on either the outboard or inboard side of the flange. They reference a part number and a date code. Also, the stud heads are often stamped with an “FW.”



MOOG®/PRECISION/CARQUEST Blue®

MOOG hubs have laser etchings or special stampings on either the outboard or inboard side of the flange. It is common to find more than one marking including the “MOOG” logo and a part number. On many of the GM parts they sell that has a bearing cap integrated sensor design, the bearing cap is red.



PTC®

PTC hubs have laser etchings on the outboard side of the flange. The most common markings are their name “PTC”, part number and date code.



Parts Master®

Parts Master (APW) purchases their hubs from various vendors, including Fenco®, and PTC®. Descriptive markings and their location on those branded hubs can be found under their respective section of this document.

Raybestos®

Raybestos hubs have laser etchings on the back side of the flange and on the edge of the flange. The most common markings are a part number and a date code.



Hu Bei New Torch Science & Technology Co., LTD (NTP/UUU)

NTP/UUU hubs have laser etchings on the outboard side of the flange. The most common markings are a part number; in some cases both a National and SKF part number are referenced.



Wheel Bearings Inc.®

WBI hubs have pin stampings of their name "WBI", a part number, and a date code on the outboard side of the flange.



SKF Hub Bearing Warranty Inspection Chart

Photos and descriptions illustrate how to identify SKF hub bearings for warranty returns

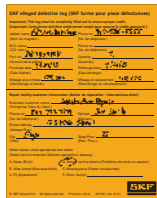


The 6 popular part numbers listed here represent those often seen during warranty returns

SKF will honor new/un-installed hub bearings returned as "mis-boxed" that are determined by SKF to be incorrectly packaged. Any hub bearing that is returned as "mis-boxed" but determined by SKF to be boxed correctly will be denied.

The following criteria will be used when validating premium hub bearings warranty returns:

Validation #	Validation description
#1	Hub bearings must have an approved warranty tag that is complete, valid and legible.
#2	Hub bearings must be within 36-month warranty period. Parts cannot be new and/or uninstalled. Parts returned with missing components will be rejected.
#3	Hub bearings being returned for warranty as premium must be the correct SKF hub bearings premium product: <ul style="list-style-type: none"> • Hubs have unique markings as pictures indicate (right) • Must match the part number on the box • Must match the part information on the warranty tag



Validation #1

Hub bearings returned without an approved, complete, valid and legible tag are invalid for warranty. Proper tag shown. If any of the information is missing, the alleged defective unit will be automatically returned.

Validation #2

Hub bearings cannot be new or uninstalled. New or uninstalled hub bearings are not warrantable.

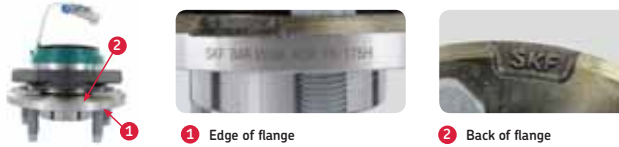
Example of new or uninstalled hub bearings.



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Validation #3

Hub bearings being returned for warranty as premium must be the correct SKF hub bearings. The following six (6) part numbers represent a significant percentage of all hub warranty returns. Each one of those six hubs can be identified by its own unique markings as indicated on the pictures below.



BR930080

Can be identified by the green color of the cap, and markings on the edge of the wheel flange and on the back of the wheel flange. **Non SKF product typically has blue, red or gray seal cap.**



BR930097

Contains one or more of the following markings on the edge of the wheel flange.



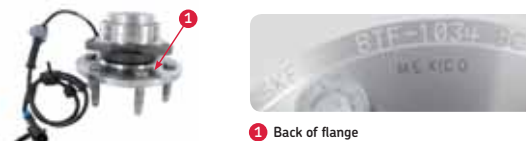
BR930304

Contains one or more of the following markings on the back of the wheel flange.



BR930416

Contains one or more of the following markings on the back of the wheel flange.



BR930417

Contains one or more of the following markings on the back of the wheel flange.



BR930548K

Can be identified by the green color of the cap, and markings on the edge of the wheel flange and on the back of the wheel flange. **Non SKF product typically has blue, red or gray seal cap.**

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