QUALITY ASSURANCE

Our Quality Process

At Dorman, we use the Advanced Product Quality Planning (APQP) framework of procedures and techniques when developing products. This automotive industry standard is also used by Original Equipment Manufacturers and their parts suppliers. Our goal is to support our customers' success by planning for a quality product from the beginning, and then assess both internal and market feedback to support continual improvement.

Warranty Duration by Product

Effective April 1, 2022

Product Category	Warranty Duration
All Dorman Products Part Categories Not Listed Below	Limited Lifetime Warranty
• Hybrid Batteries	Limited Warranty; 24 months* from the date of installation (12 months for fleet vehicles)
• Remanufactured Diesel Fuel Injectors, • Remanufactured Diesel Fuel Pumps, • Remanufactured Diesel High-Pressure Oil Pumps	Limited Warranty; 12 months from the date of installation
• Manifold Converters	5-Year Limited Warranty, 50,000 Miles
• Dorman HD Solutions® Products	3-Years Limited Warranty, Unlimited Miles
• Light Duty Diesel Particulate Filter (DPF) Products, • Light Duty Diesel Oxidation Catalyst (DOC) Products	2-Years Limited Warranty, 36,000 Miles
All Dayton Parts, LLC Part Categories Not Listed Below*	1-Year Limited Warranty, Unlimited Miles
• Dayton CargoMaxx HD® Shock Absorbers	2-Year Limited Warranty, 200,000 Miles
• Dayton Parts® Air Disc Calipers, Clamping Mechanisms	Limited Warranty, See Chart Below for Duration
• Dayton Parts® Air Springs	3-Year Limited Warranty, 300,000 Miles

**Note: (1) part numbers ending in "E", which indicates an Economy part, will be warranted for 60 days only; and (2) the terms with respect to any warranty for Dayton Parts® Air Disc Calipers, Clamping Mechanisms are set forth below.*

1. All Dorman Products and Dayton Parts Items Other than Dayton Parts® Air Disc Calipers, Clamping Mechanisms:

Warranty Statement

Seller warrants that, for the product and period stated in the table above, the product is free from defects in material and workmanship under normal use and service. This warranty becomes null and void if the damage is caused by: (i) misuse, abuse or accident; (ii) the attachment of any unauthorized accessory; (iii) alteration of the product; (iv) improper installation, including, but not limited to, use of improper tools; (v) exposure to harsh weather, road debris and other road hazards, and/or chemicals; (vi) lack of proper maintenance; or (vii) unauthorized repairs. This warranty also becomes null and void if the product is opened or any sticker is tampered with, broken, or missing, or if the damage is caused by any other condition that is beyond the control of seller. As noted in the table above, separate warranty durations may apply for some products if used in vehicle fleets, defined as groups of motor vehicles owned or leased by a business, government agency or other organization rather than by an individual or family. Typical examples are vehicles operated by car rental companies, trucking fleets, taxicab companies, public utilities, public bus companies, and police departments.

IN ALL CASES, SELLER SHALL NOT BE RESPONSIBLE FOR ANY TYPE OF INCIDENTAL, CONSEQUENTIAL, OR SPECIAL DAMAGES. ALL OTHER WARRANTIES, INCLUDING THE IMPLIED WARRANTIES OF FITNESS FOR A PARTICUALR PURPOSE AND THE IMPLIED WARRANTY OF MERCHANTABILITY, ARE EXCLUDED.

Warranty Procedure

With respect to all Dorman Products parts categories, as your exclusive remedy the seller will replace free of charge through the original point of purchase (e.g. the retailer or website from whom you originally purchased the product) any product that in seller's reasonable determination does not comply with the foregoing warranty statement. Should you need to replace any parts covered by this warranty, please see the store of purchase with your used part and original sales receipt.

With respect to all Dayton Parts, LLC parts categories (excluding Dayton Parts® Air Disc Products), as your exclusive remedy the seller will, at its sole option, repair or replace or, in the case of its Distributors only, provide credit equal to the purchase price of any product sold by seller which is returned to seller within twelve (12) months after its first retail sale because of a claimed defect where the product, in seller's reasonable determination, does not comply with the foregoing warranty statement.

2. Warranty with Respect to Dayton Parts® Air Disc Calipers, Clamping Mechanisms Only:

Warranty Statement

Seller warrants to the original retail purchaser that Dayton Parts® Air Disc products sold for replacement of the products listed in the chart below are free from defects in materials and workmanship under normal use and service, provided only Dayton Parts® brake pads, rotors, and brake chambers are used for the applicable time and mileage limits in the chart below (whichever

comes first) from the date of original retail purchase and where the proper product is used for the application based on OEM specifications or seller's approval. This limited warranty applies for Dayton Parts® Air Disc products sold for vehicles operated in the USA and Canada.

Manufacturer	Operation†	Period‡	Miles
Bendix - ADB22X Meritor - EX225 Wabco - MAXXUS and PAN 22	On-Highway	5-Years	500,000
Bendix - ADB22X Meritor - EX225 Wabco - MAXXUS and PAN 22	Off-Highway	1-Year	Unlimited
Wabco - PAN 17 and PAN 19	On-Highway	2-Years	Unlimited
Wabco - PAN 17 and PAN 19	Off-Highway	1-Year	Unlimited

† On-Highway means vehicle operates 100% of the time on-highway. Off-Highway means any mixed use (both on-highway and off-highway) or operated completely off-highway.
‡ Use of non-Dayton Parts® brake pads, brake chambers, or rotors reduces the warranty coverage to 1 year for on-highway operation and 6 months for off-highway applications.

This warranty becomes null and void if the damage is caused by: (i) misuse, abuse or accident; (ii) the attachment of any unauthorized accessory or non-approved parts, such as brake chambers, rotors and disc brake calipers; (iii) alteration of the product; (iv) improper installation, including, but not limited to, use of improper tools and the misapplication of air disc pads; (v) exposure to harsh weather, road debris and other road hazards, and/or chemicals; (vi) lack of proper maintenance; or (vii) unauthorized repairs. This warranty also becomes null and void if the product is opened or any sticker is tampered with, broken, or missing, or if the damage is caused by any other condition that is beyond the control of seller. Normal wear and tear of brake pads, rotors (including the ABS tone ring), and chambers are not covered under this warranty.

IN ALL CASES, SELLER SHALL NOT BE RESPONSIBLE FOR ANY TYPE OF INCIDENTAL, CONSEQUENTIAL, OR SPECIAL DAMAGES. ALL OTHER WARRANTIES, INCLUDING THE IMPLIED WARRANTIES OF FITNESS FOR A PARTICUALR PURPOSE AND THE IMPLIED WARRANTY OF MERCHANTABILITY, ARE EXCLUDED.

Warranty Procedure

Product which is claimed to be defective must be returned freight prepaid within thirty (30) days of when the alleged defect is first discovered via authorized aftermarket Dayton Parts distributor. Seller will inspect the product and will make the final determination of warranty eligibility. Seller will, at its sole option, repair or replace the product where, in seller's reasonable determination, such product does not comply with the foregoing warranty statement. The replacement product provided under a warranty claim will be warranted only for the remaining warranty time or miles on the product that was replaced.

For warranty claims to be valid, both sets of disc pads from the affected axle (meaning curbside and

roadside) must be returned to seller for its inspection. You must clearly mark the return with the Return Merchandise Authorization (RMA) number provided by seller's customer service.

3. Notices

Federal and/or state laws may provide you with other warranties for this product. Some states may not allow the exclusion or limitation of incidental or consequential damages.

Download Warranty Sheet

Recall Information

Click on the links below to get detailed information on recalls that we may have on our products:

Accelerator Pedal Sensor: #699-114

- NHTSA Summary
- Consumer Notice

A/C Bypass Pulley Brackets: #34283

- NHTSA Summary
- Consumer Notice

Air Bag Clockspring: #525-016

- NHTSA Summary
- Consumer Notice

Control Arms: #520-121, #520-122

- NHTSA Summary
- Consumer Notice

Control Arms: #521-897, #521-898

- NHTSA Summary
- Consumer Notice

Power Window Switch: #901-370, #901-601, #901-607, #901-825, #901-903

- NHTSA Summary
- Consumer Notice

Steering Shafts: #425-167

- NHTSA Summary
- Consumer Notice

Steering Shafts: #425-359

- NHTSA Summary
- Consumer Notice





Check The Part Initiative

Fraudulent warranty claims cost our automotive parts industry hundreds of millions of dollars annually. “Check the Part” has been started by industry experts to help address these fraudulent claims by encouraging parts professionals to simply open the box and visually inspect returns.

Dorman supports the Check The Part initiative to prevent fraudulent product returns. Learn more about this campaign here.

Learn More

Technical Chat

Have a technical question? Our certified technicians have the answers. Click the button below and speak to them now.

Start Chat Now!

Distributors

- Login
- Register

Product Training

- Dorman Training Center

Product Info

- Catalogs
- Product Registration
- Patents
- Core Returns
- Quality
- Recalls
- Warranty
- Terms & Condition of Sale

Contact

- Customer Service
- New Product Ideas
- Sales
- Technical Support

Corporate Info

- About Dorman
- Virtual Tour
- 5D Partnership Model
- Careers
- Press Releases
- Investor Relations
- Environmental, Social & Governance
- Executive Team
- Suppliers
- Shop Press

Email Newsletters Signup

Never miss a new solution. Get regular updates on new innovations and repair tips.

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