LIMITED WARRANTY FOR AFTERMARKET PRODUCTS

The following limited warranty is provided by **THYSSENKRUPP BILSTEIN OF AMERICA, INC**. ("BILSTEIN"), 8685 BILSTEIN Blvd., Hamilton, OH 45015, and applies to the original purchaser (hereinafter "Purchaser" or "you") of one or more BILSTEIN aftermarket products (hereinafter "Product") if those Products were purchased in North America from an authorized BILSTEIN distributor. The full list of Products to which this limited warranty applies appears at the end of this document. This warranty gives you specific legal rights, and you may also have other rights which vary from State to State.

BILSTEIN warrants that, during the warranty period set forth in the "Product Specified Warranty Period" table below, the Products will be free from defects in materials and workmanship. In the event a Product is defective, BILSTEIN will, or will cause the authorized BILSTEIN distributor to, repair or replace Products at BILSTEIN's expense. BILSTEIN will also pay for shipping and handling fees to return the repaired or replacement product to you.

Restrictions and exclusions to this limited warranty are set forth below in the section entitled "Warranty Exclusions, Restrictions, and Definitions."

LIMITATION OF LIABILITY

THE REMEDIES DESCRIBED ABOVE ARE YOUR SOLE AND EXCLUSIVE REMEDIES AND BILSTEIN'S ENTIRE LIABILITY FOR ANY BREACH OF THIS LIMITED WARRANTY. BILSTEIN'S LIABILITY SHALL UNDER NO CIRCUMSTANCES EXCEED THE ACTUAL AMOUNT PAID BY YOU FOR THE DEFECTIVE PRODUCT, AND BILSTEIN AND THE BILSTEIN DISTRIBUTOR SHALL NOT BE LIABLE UNDER ANY CIRCUMSTANCES FOR CONSEQUENTIAL DAMAGES (INCLUDING, BUT NOT LIMITED TO, DOWN TIME, LABOR CHARGES, AND/ OR LOST PROFITS). SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU.

WARRANTY RESTRICTIONS, EXCLUSIONS AND DEFINITIONS

The limited warranties set forth above are non-transferable from the original Purchaser to any other person or party.

Defects caused by one or more of the following circumstances are excluded from this limited warranty:

- Normal wear and tear – The gradual loss of performance over the lifetime of the shock, including dust boots and mounting hardware, such as rubber bushings, ball joints, heims;
- Improper installation – Improper installation is not following the BILSTEIN and/or OE installation instructions;
- Modified use – Product which has been modified or installed with non-OE components;
- Incorrect application – Products installed on vehicles other than specified by the BILSTEIN application catalog;
- Original Equipment – BILSTEIN Products sold to or distributed by a vehicle manufacturer;
- Ride quality satisfaction, whether at time of purchase and/or after installation;
- Corrosion, surface finish, appearance;
- Products which have been subjected to severe environmental operating conditions, road hazard (sudden impact, debris), and/or collision;

- Racing, competition driving on or off-road – Products installed on a vehicle with the intent to compete in timed and/or against other vehicles whether for prize or not;
- Products exported outside of North America (United States, Canada, Mexico & Puerto Rico) - Purchasers of Products outside of North America should contact the original place of purchase regarding Product defects;
- Acts of God;
- Products which have previously been repaired or replaced by BILSTEIN.

WARRANTY PERIOD

In order to determine the duration of the warranty for your Product, please locate the Product name and number on the below chart.

The duration of the express limited warranties set forth in this document commence on the purchase date or invoice date for the Product, whichever is earlier, and continue for the duration set forth in the table below. The warranty is not extended if BILSTEIN repairs or replaces the Product. BILSTEIN may change the availability of this limited warranty at our discretion, but any changes will not be retroactive.

Any implied warranties for Products arising under state law, including warranties of title, merchantability, or fitness for a particular purpose, are limited to duration of the express warranty period set forth in the table below. Some States do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you.

Limited Lifetime Warranty	Limited 5 Year Warranty	Limited 2 Year Warranty	Limited 90 Day Warranty
B12 (Pro-Kit)	B14 (PSS)	B1 OE Replacement (Air)	AK Series
B12 (Pro-Lift Kit)	B16 (DampTronic)	B3 OE Replacement	AS2 Series, AS2-R Series
B12 (Special)	B16 (iRC)	B8 5160	ASM Series
B12 (Sportline)	B16 (PSS10)	B8 5160 Classic	B1 (Components)
B3 OE Replacement (Air)	B16 (PSS9)	B8 5162	B1 (iRC)
B4 OE Replacement	EVO S	B8 8100	B1 OE Replacement
B4 OE Replacement (Air)	EVO SE	B8 8100 (Bypass)	B8 5125
B4 OE Replacement (DampMatic)	EVO T1	B8 8112 (ZoneControl CR DSA+)	B8 5165
B4 OE Replacement (DampTronic)		B8 8112 (ZoneControl CR)	B8 8125
B4 OE Replacement (Steering Damper)		B8 8100 DSA	BILSTEIN Clubsport
B6			Black Hawk Powersports

Limited Lifetime Warranty	Limited 5 Year Warranty	Limited 2 Year Warranty	Limited 90 Day Warranty
B6 (Steering Damper)			CA4 Series
B6 4600			Drag Series
B6 4600 (Air)			EM46 Series
B6 4600 (Steering Damper)			EVO R
B6 Performance			G Series
B6 Performance (DampTronic)			M 7100, M 7100 (Coilover)
B8 5100			M 7100 Classic, M 7100 Classic (Coilover)
B8 5100 (Dual Steering Damper Kit)			M 9100 (Bump Stop)
B8 5100 (Ride Height Adjustable)			M 9200 (Bypass)
B8 5100 (Steering Damper)			M 9200 (Coil Carrier)
B8 5100 Lift Kit			M 9200 (Coilover)
B8 5112			SL Series, SLS Series, SLS-M Series
B8 6100			SMX Series
B8 6100 (Ride Height Adjustable)			SN2 Series, SNS2 Series, SNS2 Series (BV)
B8 6112			SS4 Series
B8 Control Arms			SZ Series
B8 Performance Plus			XVA Series
B8 Performance Plus (DampTronic)			
B8 TerraSport			

If your Product is not listed in the above chart, please contact our Tech Support/Warranty Department by clicking on the link below.

https://bilstein.com/en-us/contact/

HOW TO FILE A WARRANTY CLAIM

1. **Step 1**: Please first contact the original place of purchase (distributor of BILSTEIN products) where you purchased your shocks. Distributors are responsible for handling all product warranty claims. If your distributor is no longer in business, then continue to step 2 below.

   IMPORTANT! You must be the original purchaser of shocks and have proof of purchase to be considered for a warranty claim. The BILSTEIN Limited Lifetime Warranty is non-transferrable.

2. **Step 2:** Contact BILSTEIN Warranty Team at https://bilstein.com/en-us/contact/ to verify eligibility of your shocks for warranty coverage and to obtain Warranty Evaluation Form.

   IMPORTANT! Please DO NOT send in your shock absorbers without first contacting our Warranty Team and obtaining a Warranty Evaluation Form. This must be included with your shock absorbers for us to complete the service.

3. **Step 3**: Complete the Warranty Evaluation Form provided by BILSTEIN Warranty Support Team.
4. **Step 4**: Ship your shocks, proof of purchase, AND Warranty Evaluation Form to BILSTEIN Warranty Department using the provided address label at the bottom of the form. We suggest using a shipping method that can provide a tracking number and demonstrate proof of delivery. We also recommend requesting a signature requirement when shipping in the product. BILSTEIN does not accept responsibility for missing or damaged packages. We do not accept cash-on-delivery (COD) transactions. Please do not send shocks in with loaded springs. If your shocks are leaking, please do not clean them off. Place them in a plastic bag to prevent oil from seeping into the box.

   IMPORTANT! BILSTEIN is not liable for unauthorized shipments that have been sent without warranty evaluation form.

5. **Step 5**: BILSTEIN Quality Department will evaluate shock(s) and review findings with our Warranty Department. Once complete, you will be contacted with evaluation results and recommended next steps.

Further information on how to process a warranty claim can be found by selecting the website, email, QR code or phone listed below.

https://bilstein.com/en-us/contact/

warranty@bilsteinus.com

phone at 800-537-1085