

## **Warn Winch on Super Duty Tremor**

### **New Vehicle Limited Warranty**

(For complete Warranty details, please refer to the warranty section found at the rear of each Warn Winch Owner's Manual)

Contact the warrantor, Warn Industries for return authorization/replacement approval (RA) for failed components at no charge by the manufacturer.

Warranty replacement parts will be shipped per the following process:

1. Dealer/FAD representative must call the Warn Winch Customer Care at **1-800-543-9276** to obtain generic claim form.
2. Fill out claim form and identify the defective component, not the entire kit, and email to [warranty@warn.com](mailto:warranty@warn.com)
3. Dealer/FAD will receive via email the claim form with RA number authorizing the return of defective components.
4. Dealer/FAD is to box the defective component (including a copy of the claim form) with the claim number clearly written on the package(s) and ship them freight prepaid to:  
**WARN Industries, Inc.**  
**12900 S.E. Capps Road,**  
**Clackamas, OR USA 97015**
5. Once a tracking number for the returning component has been issued to Warn Industries, replacement components will be shipped within 24 hours via regular UPS ground transportation.
6. Dealer/FAD is responsible for service parts not returned/received by the Warranty Service Center within 30 days of the original claim date. Post the 60 days; the Dealer/FAD will be liable for all non-returned components at service part pricing.

**IMPORTANT:** If a repair to the Warn Winch is sublet, it is the dealer's responsibility to obtain the replacement part from Warn Industries. Reimbursement is labor-only.

**NOTE:** If the package is sent without a claim number/claim number visible on the outside of the package, the shipment will be refused and returned at sender's expense. Removal and reinstallation labor to replace defective components is covered under the New Vehicle Warranty coverage period or 12-month/12,000 mile warranty (whichever is greater) and must be submitted by filling a warranty claim. File labor-only claim using program code "ACC".