

UNDERSTANDING BILSTEIN WARRANTY PROCEDURES AND POLICY

BILSTEIN is committed to offering the highest quality suspension systems, along with that priority comes ethical warranty service. Here's a rundown of our 3-tiered warranty basics.

At BILSTEIN we strive to create suspension solutions not only to challenge the technology of today, but to endure the trials of tomorrow. We engineer our applications to be top of their field in direct-fitment, consistency and reliability. We stand by our shocks, and understand that warranty questions inevitably arise as customers help us to improve our own quality standards.

When a customer comes to you with a question about a challenge they are having with a BILSTEIN product, it is important to be acquainted with the process flow and policy for serving the applicable warranty.

The BILSTEIN warranty structure is divided in three durations – reflecting the typical usage of the individual product. Rare for the performance automotive industry, BILSTEIN offers a **Limited Lifetime Warranty** to the original purchaser that our product shall be free from defects in material and workmanship for the life of the damper. This Limited Lifetime Warranty extends to the following lines:

- **B4 OE Replacement**
- **B6 / B6 Performance / B6 4600**
- **B8 Performance Plus**
- **B12 Series**
- **B14 (PSS)**
- **B16 (PSS9 & PSS10)**
- **B8 5100 / B8 5100 (Ride Height Adjustable) / B8 5112 / B8 6112**