

## Common Causes of Return



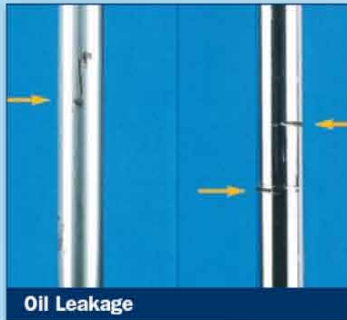
**Oil Leakage**

- CAUSE:** Chrome peeled off/leakage.
- ? Worn out bumper + dust shield.
  - ! Check and replace with new bumper and dust shield.



**Damage**

- CAUSE:** Abnormal damage or rust of the cartridge tube (accident damage, product abused or the presence of water inside strut housing).
- ? No oil put in the strut housing during assembly of the strut cartridge.
  - ! Handle product with care prior to fitment, always put 50cc oil in strut for correct heat conduction.



**Oil Leakage**

- CAUSE:** Piston rod chrome surface damaged (by vice grips or pliers).
- ? Piston rod and oil seal damaged after using pliers or grips during installation.
  - ! Use the correct mounting tool to avoid the piston rod turning during the tightening of the central top nut.



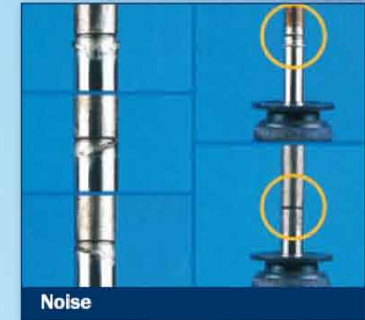
**Damage**

- CAUSE:** Stem end broken off.
- ? Tightened with power tool. Top bearing blocked (if present).
  - ! Apply correct tightening torques (refer to vehicle manufacturer's specifications). Use correct tool. Check and replace upper bearing if necessary.



**Oil Leakage**

- CAUSE:** Chrome surface worn off at one side. Oil leakage.
- ? Piston rod submitted to strong side-load, due to the tightening of the mountings with wheels hanging, suspension components bent, or incorrectly adjusted wheel alignment.
  - ! Only fully tighten shock absorber mountings with the wheels on the ground (shock absorber in working position). Inspect suspension components for signs of wear or impact damage.



**Noise**

- CAUSE:** Knocking noise. Piston rod circlip damaged/out of groove.
- ? Piston rod nut over-tightened forcing circlip from groove, or insufficiently tightened allowing movement of the mounting components causing circlip to be pushed out of groove.
  - ! Apply correct tightening torques (refer to vehicle manufacturer's specifications).



**Noise**

- CAUSE:** Knocking noise. Paint worn off at bottom and on top of cartridge housing. Broken sealing (see right picture).
- ? Cartridge not tightened correctly. Old locking ring reused. Not all provided parts used if needed (new locking ring/spacer/centering cap).
  - ! Apply correct tightening torques (refer to vehicle manufacturer's specifications). Use all provided parts according to the mounting instructions. Use correctly. Always check for movement of the cartridge once locking ring is tightened to specifications.



**Noise**

- CAUSE:** Knocking noise. Irregular damage of the piston rod stem thread.
- ? Mounting parts mounted incompletely or not put in the correct order. Mounting parts too tight or too loose after mounting.
  - ! Ensure all mounting parts assembled in the correct order and tightened to the correct specification (refer to vehicle manufacturer's specifications).

? Cause    ! How to avoid    X Not OK    ✓ OK

**Safety Note:** Always fit new units in pairs to ensure safe handling and brake performance.

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