

## Thomas Built Bus (TBB)



## TBB EF/EFX School Bus (Orders received on or after 08/06/2014)

Coverage <sup>1</sup>		
Chassis Component	Time <sup>2</sup>	Distance <sup>2</sup>
TBB Basic Chassis (Type D – EF)	1 Year	Unlimited
TBB Chassis Paint (Type D)	5 Years	Unlimited
TBB Engine (Accessory Equip.)	2 Years	Unlimited
TBB Frame (Incl. Driver's Area & Misc. Sheet Metal)	5 Years	Unlimited
TBB Fuel Tank & Mounting	2 Years	Unlimited
TBB Manufactured Components	2 Years	Unlimited
TBB Suspension Brackets	2 Years	Unlimited
TBB Towing	6 Months	Unlimited
GHG14 <sup>3</sup> (Medium Heavy Duty to Heavy Heavy Duty Trucks)	5 Years	100,000 mi/161 000 km
GHG14 <sup>3</sup> Tire (File Direct)	2 Years	24,000 mi/38 400 km
<b>Front Axle(s)<sup>4</sup></b>		
Detroit (File Direct)	5 Years	Unlimited
Non-Detroit (TBB)	5 Years	Unlimited
<b>Rear Axle(s)<sup>5</sup></b>		
Detroit (File Direct)	5 Years	Unlimited
Non-Detroit (TBB)	5 Years	Unlimited

<sup>1</sup>For informational purposes only; actual coverage may vary depending on vehicle specifications.

<sup>2</sup>Time or distance, whichever comes first

<sup>3</sup>Applies to models 2013 and later domiciled in the United States, check Coverage Descriptions that follow for coverage listed as "GHG14..."

<sup>4</sup>Customers will have only one (1) type of front axle coverage, either Detroit or TBB, depending on how a vehicle is spec'd.

<sup>5</sup>Customers will have only one (1) type of rear axle coverage, either Detroit or TBB, depending on how a vehicle is spec'd.

Coverage <sup>6</sup>		
Body Component	Time <sup>7</sup>	Distance <sup>7</sup>
TBB Basic Body (Type D – EF)	1 Year	Unlimited
TBB A/C System	2 Years	Unlimited
TBB Manufactured Components	2 Years	Unlimited
TBB Miscellaneous (Accessories, Compartments, etc.)	2 Years	Unlimited
TBB Paint	5 Years	Unlimited
TBB Passenger Doors	2 Years	Unlimited
TBB Seat and Barrier Frames	5 Years	Unlimited
TBB Seats, Barriers, and Stanchions	2 Years	Unlimited
TBB Storm Glass and Windows	2 Years	Unlimited
TBB Structure and Sheet Metal	5 Years	Unlimited
TBB Towing	6 Months	Unlimited

<sup>6</sup>For informational purposes only; actual coverage may vary depending on vehicle specifications.

<sup>7</sup>Time or distance, whichever comes first

### Warranty Statement & Warranty Coverage Descriptions follow on page three of this document.

The information provided in this document is for general information only and is not offered as customer's warranty.

This coverage may be superseded without notification.

Copyright © Daimler Trucks North America LLC. All rights reserved. Daimler Trucks North America LLC is a Daimler company.

## Thomas Built Bus (TBB)



## TBB EF/EFX School Bus (Orders received prior to 08/06/2014)

Coverage <sup>1</sup>		
Chassis Component	Time <sup>2</sup>	Distance <sup>2</sup>
TBB Basic Chassis (Type D – EF)	1 Year	Unlimited
TBB Chassis Paint (Type D)	5 Years	Unlimited
TBB Engine (Accessory Equip.)	2 Years	Unlimited
TBB Frame (Incl. Driver's Area & Misc. Sheet Metal)	5 Years	Unlimited
TBB Fuel Tank & Mounting	2 Years	Unlimited
TBB Manufactured Components	2 Years	Unlimited
TBB Suspension Brackets	2 Years	Unlimited
TBB Towing	6 Months	Unlimited
GHG14 <sup>3</sup> (Medium Heavy Duty to Heavy Heavy Duty Trucks)	5 Years	100,000 mi/161 000 km
GHG14 <sup>3</sup> Tire (File Direct)	2 Years	24,000 mi/38 400 km
<b>Front Axle(s)</b> <sup>4</sup>		
Detroit (File Direct)	5 Years	Unlimited
Non-Detroit (TBB)	5 Years	Unlimited
<b>Rear Axle(s)</b> <sup>5</sup>		
Detroit (File Direct)	5 Years	Unlimited
Non-Detroit (TBB)	5 Years	Unlimited

<sup>1</sup>For informational purposes only; actual coverage may vary depending on vehicle specifications.

<sup>2</sup>Time or distance, whichever comes first

<sup>3</sup>Applies to models 2013 and later domiciled in the United States, check Coverage Descriptions that follow for coverage listed as "GHG14..."

<sup>4</sup>Customers will have only one (1) type of front axle coverage, either Detroit or TBB, depending on how a vehicle is spec'd.

<sup>5</sup>Customers will have only one (1) type of rear axle coverage, either Detroit or TBB, depending on how a vehicle is spec'd.

Coverage <sup>6</sup>		
Body Component	Time <sup>7</sup>	Distance <sup>7</sup>
TBB Basic Body (Type D – EF)	1 Year	Unlimited
TBB A/C System	2 Years	Unlimited
TBB Manufactured Components	2 Years	Unlimited
TBB Miscellaneous (Accessories, Compartments, etc.)	2 Years	Unlimited
TBB Paint <sup>8</sup>	5 Years	Unlimited
TBB Passenger Doors	2 Years	Unlimited
TBB Seat and Barrier Frames	5 Years	Unlimited
TBB Seats, Barriers, and Stanchions	2 Years	Unlimited
TBB Storm Glass and Windows	2 Years	Unlimited
TBB Structure and Sheet Metal	5 Years	Unlimited
TBB Towing	6 Months	Unlimited

<sup>6</sup>For informational purposes only; actual coverage may vary depending on vehicle specifications.

<sup>7</sup>Time or distance, whichever comes first

<sup>8</sup>Coverage includes: all components painted by TBB. Paint adhesion pro-rated – Years 1 & 2: 100%; Year 3: 50%; Years 4 & 5: 30%; coverage excludes: fading.

### Warranty Statement & Warranty Coverage Descriptions follow on page three of this document.

The information provided in this document is for general information only and is not offered as customer's warranty.

This coverage may be superseded without notification.

Copyright © Daimler Trucks North America LLC. All rights reserved. Daimler Trucks North America LLC is a Daimler company.

# Warranty Statement

## 1.1 New Vehicle Coverage

The following section outlines Company standard warranty coverages for all Company vehicles, equipment, chassis, or cabs sold by Daimler Trucks North America and domiciled in the USA (50 states and Washington, D.C.) and Canada. This information is also included in the Owner's Warranty Information Booklet.

See Warranty Coverage Tables for standard warranty coverages by make and model. Additional coverage may apply; verify coverages on-line for specific vehicle warranty.

## 1.2 New Vehicle Limited Warranty

Under this New Vehicle Limited Warranty ("Warranty"), Daimler Trucks North America LLC ("Company") warrants that each new vehicle will be free from defects in material and workmanship that occur under normal use within the applicable warranty period, subject to certain limitations and exclusions as specified in this document.

This limited warranty applies only to new vehicles sold by an authorized Daimler Trucks North America (DTNA) dealer or ordered directly from DTNA; vehicles sold at auction or as a result of repossession retain the warranty coverage from the original in-service date or factory invoice date if the vehicle has not been warranty registered.

Daimler Trucks North America LLC reserves the right to reduce or remove coverage on vehicles in salvage condition.

This Warranty covers all components and parts unless specifically covered by other warranties or otherwise excluded by this document.

## 1.3 Limitations

This warranty does not apply to vehicles that are sold or domiciled outside of the United States (50 states and Washington, D.C.) or Canada.

This Warranty does not apply to engines, Allison transmissions, tires, or other components or parts that are not manufactured by Company and that are warranted directly by their respective manufacturers. Progressive damage caused by these manufacturers' components to any other parts including, but not limited to, parts installed by Company is excluded from Company warranty coverage. With respect to the foregoing, Company makes no warranty whether express, implied, statutory or otherwise including, but not limited to, parts installed by Company is excluded from Company warranty coverage. With respect to the foregoing, Company makes no warranty whether express, implied, statutory or otherwise including, but not limited to, any warranty of merchantability or fitness for a particular purpose.

THIS WARRANTY IS EXCLUSIVE AND IN LIEU OF ALL OTHER WARRANTIES OF ANY KIND WHETHER WRITTEN, ORAL, OR IMPLIED INCLUDING, BUT NOT LIMITED TO ANY WARRANTY OF

MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. THIS WARRANTY SPECIFICALLY EXCLUDES ANY OTHER WARRANTIES OR CONDITIONS PROVIDED FOR BY LAW, WHETHER STATUTORY OR OTHERWISE.

COMPANY'S SOLE OBLIGATION UNDER THIS WARRANTY SHALL BE TO REPAIR OR REPLACE, IN COMPANY'S SOLE DISCRETION, ANY DEFECTIVE COMPONENT OR PART. SUCH REPAIR OR REPLACEMENT SHALL BE WITHOUT COST TO PURCHASER WHEN PERFORMED WITHIN THE APPLICABLE WARRANTY PERIOD (TIME, DISTANCE, OR HOUR LIMIT, WHICHEVER OCCURS FIRST).

Purchaser must notify Company within the applicable warranty period, of any failure of the vehicle to comply with this Warranty and Purchaser must, at Purchaser's expense, promptly return the vehicle to an Authorized Service Facility for inspection and repair or replacement of any defect in material or workmanship occurring within the applicable warranty period. During New Vehicle coverage, warranty reimbursement will not be paid on repairs performed by customers on their own vehicles without a current Customer Performed Warranty Agreement (CPWA).

The vehicle must be maintained and serviced according to the prescribed schedules outlined in the Driver's/Operator's and Maintenance Manuals. Receipted bills and other evidence showing that required maintenance and service have been performed are required by Company as a condition of this Warranty.

After the Company's obligations under this Warranty expire, all liabilities of Company to Purchaser under this Warranty shall terminate. Repairs made under this Warranty do not constitute an extension of the original Warranty period for the vehicle or for any specific component or part.

To the extent that any provision of this Warranty contravenes the law of any jurisdiction, such provision shall be inapplicable in such jurisdiction, and the remainder of the warranty shall not be affected.

## 1.4 Purchaser's Exclusive Remedy

THIS WARRANTY SHALL BE THE PURCHASER'S SOLE AND EXCLUSIVE REMEDY AGAINST COMPANY, WHETHER IN CONTRACT, UNDER STATUTE (INCLUDING STATUTORY PROVISIONS AS TO CONDITIONS AS TO QUALITY OR FITNESS FOR ANY PARTICULAR PURPOSE OF GOODS SUPPLIED PURSUANT TO THE CONTRACT OF SALE), WARRANTY, TORT, STRICT LIABILITY, OR ANY OTHER LEGAL THEORY.

## 1.5 Limitation of Liability

COMPANY'S LIABILITY UNDER THIS WARRANTY IS LIMITED TO THE COST TO REPAIR OR REPLACE, IN COMPANY'S SOLE DISCRETION, THE DEFECTIVE COMPONENT OR PART THAT IN NO EVENT SHALL EXCEED THE FAIR MARKET VALUE OF THE VEHICLE AT THE TIME THE DEFECT IS DISCOVERED.

IN NO EVENT SHALL COMPANY BE LIABLE FOR SPECIAL, INDIRECT, INCIDENTAL, OR CONSEQUENTIAL DAMAGES INCLUDING, BUT NOT

LIMITED TO, INJURIES TO PERSONS OR DAMAGE TO PROPERTY, LOSS OF PROFITS OR ANTICIPATED PROFITS, OR LOSS OF VEHICLE USE.

**1.6 Exclusions**

The following components, parts, or conditions are specifically excluded from coverage under this Warranty.

**AIR SPRINGS**

Tolerance buildup can occur during the assembly process of the rear suspension and rear cab air springs, and can cause the springs to have the appearance of being crooked, misaligned or improperly installed. This tolerance buildup is not detrimental to the operation of the vehicle and will not have an effect on either the quality of the ride or the durability of the components or vehicle. Straightening of these springs is not covered under this Warranty.

**ALIGNMENT OF AXLES/WHEELS/STEERING WHEEL**

Each DTNA vehicle manufacturing plant uses a calibrated system to align axles and wheels and to center the steering wheel to Daimler Trucks North America LLC specifications. Realignment or readjustment of these items, including steering stops and steering poppets, is not covered under warranty.

Any special alignment settings at the request of the Owner must be handled between the Dealer and Owner after delivery from factory. These special adjustments are not covered under Warranty.

**AXLE BREATHER VENTS**

During the vehicle manufacturing process, an oil run or drip stain may appear at the breather vent. Removing the vent, applying pipe sealant to the threaded vent fitting and re-installing the vent is unnecessary. Removing the axle breather vent and re-sealing the threaded fitting is not covered under this Warranty.

**INTERIOR COMPONENTS**

The repair or replacement of cab interior components that are rendered unserviceable due to normal wear or abuse are not covered under this Warranty.

These components include, but are not limited to:

- Floor coverings
- Painted trim components
- Steering wheel
- Steering wheel wrap
- Upholstery

**CHROME SURFACES, ALUMINUM AND STAINLESS STEEL COMPONENTS**

The following items ARE covered under this Warranty:

- Chrome peeling off in sheets
- Chrome cut at mounting bolts due to over-torque at the factory
- Bubbles in the chrome that are not caused by rock chips and/or general rust conditions
- Isolated rust along seams or welds

The following items are NOT covered under this Warranty:

- General rust, for example, rust on the unfinished backside of a bumper

- Dimpling at the mounting bolts
- Staining, bluing, and/or yellowing that can be cleaned with a quality cleaning-product
- Rust, pits, and/or nicks caused by road wash or road debris breaking the chrome surface
- Streaks/stains/corrosion caused by severe wash solutions or corrosive road salts/chemicals

Claims pertaining to failures of chrome surfaces, aluminum, and stainless steel components will not be processed unless a clear digital picture is provided that adequately shows the defect.

**CLUTCH ADJUSTMENT**

Clutch adjustments are normally required due to clutch wear and are considered normal maintenance. However, if the clutch adjustment is found to be outside of Company specifications during, or prior to, in-service of the vehicle, a warranty claim will be accepted on a one-time basis.

Claims for clutch adjustments will not be accepted unless the adjustment is found to be outside of Company specifications using the special clutch adjustment measuring tools provided by Company (e.g., adjusting the clutch to satisfy feel will not be accepted as warranty).

**COMPETITION**

Warranty will become void on any vehicle that is used in competition, including but not limited to:

- Racing
- Tractor pulls
- Other motor sports

**CONSUMABLE PARTS**

Parts that are subject to consumption during their normal service life and are routinely replaced during normal maintenance services are covered for a limited time:

Make	Consumable Parts Coverage
TBB Bodies & TBB Chassis	Up to 30 days from in-service date
FCCC Chassis	Up to 15,000 miles (24 000 km)

These items are:

- Antennas
- Ashtrays
- Belts
- Brake linings
- Cigarette lighter assembly
- Clutch brake
- Clutch linings
- Data logger batteries
- Desiccant cartridges
- Fire extinguishers
- Fluids
- Fuses
- Light bulbs
- Mud flaps
- Mud flap mounting brackets
- Caps (radiator, surge, fuel tank)
- Receiver-dryer filter
- Windshield washer nozzles
- Windshield wiper blades



Consumable parts NOT covered under this Warranty include, but are not limited to, the following:

- Antifreeze
- Filters (fuel, air, oil, water)
- Fluids (unless low due to a warrantable failure)
- Lubricants

### **CORROSION**

Coverage provides warranty against corrosion to any metal or metal alloy part of the vehicle. Rust or corrosion to specific components and/or caused by certain conditions are excluded from all Company warranty coverage and will not be paid under Basic Vehicle, Cab Structure, Cab Corrosion/Perforation, Cowl Corrosion/Perforation, or Aftermarket Parts Warranty.

Exclusions to corrosion warranty include, but are not limited to, the following:

- Corrosion caused by general rust (for example, rust on the unfinished backside of a bumper)
- Surface rust caused by chips or scratches in the paint or chrome surfaces
- Corrosion caused by high-pressure washing, severe wash solutions, cleaning solvents, detergents, compounds
- Corrosion caused by salinity in the environment or corrosive salts and/or chemicals used on the road surface
- Corrosion caused by acid rain or other industrial fallout
- Corrosion due to improper prevention measures during storage or use
- Corrosion or rust on tone rings, rotors or drums (rotor exclusion does not apply to hydraulic discs with Magna-Coat Rotors)
- Corrosion due to environmental damage (including ocean spray); airborne fallout (includes chemicals, tree sap, etc.), or other atmospheric conditions or other acts of nature
- Corrosion due to improper use, misuse or abuse, negligence, including improper or insufficient maintenance

### **DAMAGE**

The following are not covered under this Warranty:

- Damage caused by use of the vehicle in any application that is not approved or is inconsistent with build specifications
- Damage resulting from improper use or misuse or abuse, negligence, improper operation, improper or insufficient maintenance (including, but not limited to failure to maintain vehicle as outlined in the driver's/operator's and maintenance manuals), overloading, unauthorized modifications, accidents, or operation at excessive speeds
- Environmental damage, including airborne fallout (including chemicals, tree sap, etc.), or other atmospheric conditions, hailstones, or other acts of nature
- Damage caused by road salts/chemicals or cleaning solvents, detergents or compounds
- Storage deterioration including damage caused by improper or insufficient storage or maintenance
- Damage caused by road hazards or road conditions

- Damage caused during shipping/transport after initial delivery of vehicle
- Damages (including peeling or flaking) caused by high-pressure washing or steam-cleaning
- Damages occurring after in-service (e.g., from rock chips)
- Damages caused by customer-installed sealer in air conditioning systems
- Damages caused by engine horsepower/torque upgrades
- Damage due to vibration associated with misapplication or improper operation of drivetrain components
- Damage due to terrorist activities
- Damage due to acts of war

### **ENGINE**

The engine, including all of its components as supplied by the engine manufacturer, is not covered under this Warranty, but is warranted separately by the manufacturer of the engine. For engine warranty or service, contact the engine manufacturer's authorized sales and service facility.

### **ENGINE BRAKES, AIR COMPRESSORS, AND OTHER PROPRIETARY ENGINE COMPONENTS**

The engine manufacturer installs most air compressors and engine brakes. Any failure of a proprietary engine component or Jacob® Brake component must be filed directly to the engine manufacturer.

Failures on non-proprietary engine components can be filed through DTNA.

### **EXHAUST SYSTEM CLAMPS**

During the early life of the vehicle or when the engine is cold, many exhaust clamps exhibit a soot trace. This condition is self-correcting and does not require adjustment, tightening, or replacement of the clamp. Claims for adjusting or tightening will not be paid under warranty.

### **GLASS, MIRRORS, LENS**

Glass, mirror or lens breakage or chips or scratches of glass, mirrors, or lenses are not covered by this Warranty.

### **MISAPPLICATION OF VEHICLE**

The warranty on any vehicle used inconsistent with its specified vocation/application will be downgraded to the warranty that is consistent with the vehicle use. Any and all claims associated with the misapplication of the vehicle will be subject to chargeback.

### **MISCELLANEOUS EXPENSES**

Premium charges and work not directly related to the repair or replacement of a warranted part are not covered under this Warranty. Examples include, but are not limited to:

- Federal, state, provincial, and local taxes
- Travel expenses
- Loss of revenue
- Customer labor, including overtime labor
- Downtime
- Driver's expenses
- Cost of rental equipment
- Loss of cargo, including perishable cargo

- General housekeeping supplies (i.e., rags, solvents, sweeping compounds, coveralls, etc.)
- Communication charges
- Towing/road call assistance (unless coverage is specifically stated in the applicable warranty coverage table)
- Repair or replacement of optional items not sold or installed by company
- Removal or replacement of dealer, body builder, or customer-installed equipment
- Environmental fees, cleanup, or other charges
- Cost of emergency services

- Antennas
- Fire extinguishers
- Winter fronts
- Spare wheels/tires
- Chrome lug nut covers
- Driver's pouch
- Jacks

**MODIFICATIONS TO ORIGINAL EQUIPMENT**

Company does not warrant vehicle component or chassis modifications, or equipment installations arranged by Dealers or customers. In addition, the extra time necessary to remove body builder installed items and/or equipment to work on a warranted repair is not covered under this Warranty unless Company sells the complete chassis/body/equipment as a package.

If Dealers or customers perform any vehicle modifications or equipment installations, to the extent these modifications or equipment installations adversely affect other vehicle components or vehicle performance, Company shall not accept any product liability or claims under the terms of the vehicle warranty. These claims become the sole responsibility of the person performing the modifications or equipment installations.

**PAINT**

The following exclusions to paint warranty include, but are not limited to:

- Complete chassis re-painting to repair paint damages
- Damages occurring after in-service (e.g., from rock chips)
- Peeling/flaking caused by high-pressure washing or steam cleaning
- Rusting of painted bumpers
- Removal and/or replacement of decals, striping, and/or lettering not applied by Company
- Specific areas of the vehicle are deliberately not painted or are not painted to any standard; paint repairs are not warrantable to such areas. These areas include:
  - Underside of the hood, including the inside of the wheel wells
  - Inside of the bumper
  - Aftertreatment devices

**Gloss**

Gloss Warranty claims pertaining to gloss issues on vehicles painted with low-gloss colors (as identified in the Data Books) will not be covered under this warranty.

**SHIP LOOSE ITEMS AND COMPONENTS**

During the manufacturing process, certain vehicle components are normally placed in the cab of the vehicle or strapped down to the chassis for security reasons. It is the Dealer's responsibility to mount these "ship loose" items in the correct location on the vehicle. Mounting of "ship loose" items will not be covered under warranty.

These items include, but may not be limited to, the following:

**TRANSMISSIONS**

Allison transmissions and components are not covered under this Warranty, but are warranted separately by Allison. Information regarding Allison's warranty is provided for informational purposes only and is subject to change. For warranty or service information, contact Allison's authorized sales and service facility.

**ROUTINE MAINTENANCE**

Routine inspection, maintenance, servicing, and adjustment, as defined in the applicable Vehicle Maintenance Manual and Driver's Manual, are excluded from Warranty.

Periodic adjustment or re-torque of wheel bearings, wheel lug nuts, and suspension U-bolts are considered maintenance adjustments and are not covered under warranty.

Vibrations, squeaks, rattles, loose fittings/clamps, hose fitting leaks, loose nuts/bolts/screws, and loose electrical connections may develop during the initial trip(s) of the vehicle and these types of repairs/adjustments are covered under warranty one time during the following applicable initial operating periods unless excluded in the paragraphs below.

Reminder: After the following initial operating periods, these developments are the result of use and their repair/adjustment activities are considered routine maintenance and thus excluded from warranty.

**INITIAL OPERATING PERIOD**

The Initial Operating Period (IOP) for Daimler Trucks North America LLC vehicles is as follows:

Make	Initial Operating Period
Freightliner Custom Chassis Corporation (FCCC)	Up to 25,000 miles/ 40 000 km
Thomas Built Bus (TBB) bodies and TBB chassis*	Up to 6 months from the date of in-service

\*TBB applications utilizing FCCC chassis retain the FCCC IOP separate from the TBB body.

See CONSUMABLE PARTS elsewhere in this section.

Exclusions from warranty during the Initial Operating Period are:

- Cab, hood, and fender-mounted mirrors are adjusted at the factory but may be retracted by the transporter to prevent damage during transport. Subsequent adjustments and tightening of mirror mounting hardware are considered part of the routine preparation of the vehicle before customer delivery. Claims for adjusting the mirrors or tightening of the attaching hardware will not be paid under warranty during or after the initial operating period.
- Claims for re-routing of electrical wiring, hoses, or lines which meet Daimler Trucks North America's

routing standards will not be paid under warranty during or after the initial operating period.

- Final preparation of the vehicle for customer delivery to include cleaning/vacuuming of interior, washing windows, washing the exterior, polishing exterior chromed or painted surfaces are considered as ordering-Dealer responsibilities. Claims for these activities will not be paid under warranty during or after the initial operating period.

### TEST VEHICLES

Any vehicles being used in testing or used to test specific components must be identified to the Warranty Department and accommodations must be made for claims that relate to the test item(s).

Any vehicles used in endurance testing, such as the Altoona Test, are void of all warranty, new or used.

### TIRES AND TIRE BALANCING

The tires are not covered under this Warranty, but are warranted separately by the tire manufacturer. Tire balancing is not covered under warranty.

## 1.7 Transfer of Warranty

This Warranty is transferable to a subsequent Owner if it has not expired.

To ensure the Owner receives proper warranty recognition, the ownership information should be updated in the Company system.

## 1.8 Change of Owner Address Information

To ensure Company's ability to reach the current Owner with Recall and Field Service campaign information, the Owner's information must be updated whenever there is a change to the Owner's name or address.

## 1.9 Product Improvement

Company reserves the right to make improvements or changes to the product at any time without incurring any obligation to make such changes or improvements to any other vehicle.

## 1.10 Owner's Responsibilities

It is the Owner's responsibility to ensure the vehicle is maintained as outlined in the Driver's/Operator's and Maintenance Manuals. It is important that the new Owner becomes familiar with the contents of the warranty information. When the Owner first receives the vehicle, Dealer should review the Owner's Warranty Information booklet with the Owner.

To initiate warranty for all makes except TBB Bodies and TBB Chassis, customer must complete and sign the Warranty Start Form (WAR275). Dealer must attach the Warranty Start Form to the Product Registration screen in OWL.

For TBB Bodies and TBB Chassis, customers should contact their TBB dealership to initiate warranty.

# Chassis Coverage Descriptions

## TBB Basic Chassis (Type D – EF/EFX)

Coverage includes all factory-installed components of the chassis that are not excluded elsewhere in this warranty or by special agreement or described as having a different time, or distance, or listed separately on each new vehicle coverage chart.

Includes: air compressor and governor, air compressor mounting bracket, air valves, air cleaner (except element), body (gasket), mounting bracket and bolts, alternators, alternator mounting bracket, alternator assembly, air throttle (including all components), air dryers, battery (prorated after 12 months), battery cables, clean power cable (battery to Trans), clean power cable (battery to cab), clean power cable (battery to engine), driveline, slip joint boot/clamp, universal joint, drive shaft, yoke/spline, bearing, bearing mounting, electrical system, ESC controller, programming, Electronic Control Module (ECM), exhaust system, muffler: basic assembly, mounting bracket/support, guard/heat shield, pipes: mounting bracket/support, stack cap, guard/heat shield, tail pipe, exhaust pipe and flange, crossover pipe, flex pipe, mitigator, fan drive and clutch, engine fans: fan blade assembly, fan clutch control, on/off fan drive, viscous fan drive, fan pulley, relay/magnetic switch, fan shaft and mounting (for all gear driven fan hug assembly), solenoid, temperature switch, fan system – hydraulic, fuel system (including hoses and lines), air inlet system: air intake grille, air inlet box/water separator, stack mounting bracket, air inlet cap/scoop, air inlet temperature control system, air restriction indicator, air inlet pipe, fuel tanks: mounting bracket and bolts, filler neck/cap and gasket, finish (metal), crash guard, tank body, fuel outlet tube, fuel tank valve/control, air vent, horns, hubs (front and rear, bearings and seals), instruments, electronically operated: bezel/cover plate, circuit board/instrument gauge, fuel level gauge, oil pressure (electrical) gauge, other gauge, rear axle oil temperature gauge, electrical speedometer (electrical) gauge, tachometer (electrical) gauge, transmission oil temperature gauge, voltmeter gauge, harness, PDM distribution harness, hour meter, ammeter module, odometer programming air pressure sender, fuel level sender, other sender, transmission oil temperature sender, speedometer/tachometer dip switch (reprogramming only), tachometer/trip recorder (electronically driven), diesel exhaust fluid sender (DEF), oil coolers, radiators, radiator mounting brackets, surge tank, surge tank mounting brackets, speedometer, speedometer/tachometer circuit, housing, electrical, speedometer (electrical) gauge, speedometer/tachometer dip switch (programming only), starter, cranking system: harness, PDM distribution harness, starter motor, relay/magnetic switch, starter motor solenoid, clutch switch, key/ignition switch, springs, springs/suspension: air bag assembly, rubber biscuit (shear or compression), center bolt, spring bracket assembly, shock absorber mounting bracket, control (air suspension only), rear suspension cross member, equalizer/rocker arm and bushing, spring leaf assembly, pins and bushing shackles, lift spring, axle stop, sway bar assembly, torque arm and bushing assembly, trailing arm and bushing assembly, walking beam and bushing assembly, shocks, shock absorber, mounting bracket, steering, pitman arm, steering gear bracket/mounting, steering column assembly and mounting, steering shaft coupling/u-joint, cylinder assembly and valves, power



steering pump mounting gasket, steering gear assembly, drag link, pulley, pump assembly, reservoir assembly, pump seals, steering gear seals, control valve, telescoping steering wheel mechanism, tilt steering wheel mechanism, steering wheel, transmission (manufacturer's warranty applies), wheel end equipment, brake components, wheels, hubs, drums, rotors, wheel seals, bearings, slack adjusters, attaching hardware, backing plate/anchor/dust shield, brake chamber bracket, caliper chamber, chamber diaphragm, wheel brake actuating linkage/cam/camshaft, brake spider, brake shoe return spring (excludes wear), engine mounts (brackets), front mount/bolt, rear mount/bolt

Excludes: Allison transmissions are not covered under this warranty. For Allison transmission claims, please file direct with Allison.

### **TBB Chassis Paint (Type D)**

Coverage includes: frame and cross members

### **TBB Engine (Accessory equip.)**

Coverage includes: brackets and isolators

### **TBB Frame (Incl. Driver's Area & Misc. Sheet Metal)**

Coverage includes: crossmembers, rear suspension, gussets, and huck-mounting bolts that attach gussets to crossmembers and gussets/crossmembers to frame rails (excludes any bolt-on item attached with either conventional or huck bolts), frame rails, frame side rail, reinforcements and gussets, frame rail liners, frame rail extension, s-rails, and any items factory welded to them

### **TBB Fuel Tank and Mounting**

Coverage includes: fuel tanks, mounting bracket and bolts, crash guard, tank body

### **TBB Manufactured Components**

Coverage includes: only TBB manufactured components

### **TBB Suspension Brackets**

Coverage includes: suspension brackets

### **TBB Towing**

Coverage includes: maximum payment as displayed, per occurrence, for towing for a defect in material and workmanship of a component that prevents the safe and lawful operation of the vehicle. Currency exchange rate does not apply. Maximum payment as displayed no matter the currency. Reimbursement max: \$250 for units order prior to 01/01/2009 or \$450 for units order on or after 01/01/2009.

If towing is associated with a DTNA warrantable failure, towing charges must be on the same claim. Reimbursement of .5 hour (SRT 939-6020A) to reinstall drivelines if tow company has removed, but not reinstalled, the driveline and the vehicle has and is within the tow coverage.

### **TBB Front Axles**

Coverage applies to non-Detroit Axles. Coverage includes: axle (front), non-driving front axle: steering

arm, fitting (zerk), front axle, beam, king pin and bushings, steering knuckle, king pin seal

### **TBB Rear Axles**

Coverage applies to non-Detroit Axles. Coverage includes: axle (rear), basic axle components: carrier, companion flange/yoke, carrier gasket, axle housing, axle carrier components: internal bearings, limited slip differential gears/bushings/cross, axle gear set: ring gear bolt, helical gears, planetary gears, ring and pinion gears, shafts and seals: helical drive gear shaft

### **Detroit Front Axles**

All warranty inquiries and claims are filed directly to Detroit Axles. Please see [www.ddcsn.com](http://www.ddcsn.com) for specific coverage details.

### **Detroit Rear Axles**

All warranty inquiries and claims are filed directly to Detroit Axles. Please see [www.ddcsn.com](http://www.ddcsn.com) for specific coverage details.

### **GHG14**

DTNA warrants that its vehicles are (1) designed, built and equipped so as to conform, at the time of sale, with requirements of vehicle manufacturers whose vehicles are designed to meet applicable 2014 and later U.S. Environmental Protection Agency and National Highway Traffic and Safety Administration Standards greenhouse gas and fuel efficiency standards, and (2) free from defects in material and workmanship which cause the vehicle to fail to conform with the vehicle manufacturer's requirements for all vehicle emission control items listed below.

Per EPA regulations, A/C components for buses are not covered under GHG14 coverage.

Coverage name/description may vary depending on vehicle specifications; authorized dealers may check actual warranty online via OWL's *Coverage Info/Check Coverage* screen for coverage listed as "GHG14..."

### **GHG14 Tire (File Direct)**

DTNA warrants that its vehicles are (1) designed, built and equipped with tires that conform, at the time of sale, with requirements of vehicle manufacturers whose vehicles are designed to meet applicable 2014 and later U.S. Environmental Protection Agency and National Highway Traffic and Safety Administration greenhouse gas and fuel efficiency standards, and (2) those tires are free from defects in material and workmanship which cause the vehicle to fail to conform with the vehicle manufacturer's requirements for a period of 2 years or 24,000 miles, whichever occurs first. Claims for failures under this coverage are filed directly to the tire manufacturer.

Coverage name/description may vary depending on vehicle specifications; authorized dealers may check actual warranty online via OWL's *Coverage Info/Check Coverage* screen for coverage listed as "GHG14 Tire (File Direct)."



# Body Coverage Descriptions

## TBB A/C System (TBB Installed)

Coverage includes: air conditioning: A/C electrical control panel, accumulator/dryer, air conditioner O-ring, compressor clutch, rotary compressor, condenser, fan condenser, air conditioning ducting, evaporator, A/C fitting/pipe, A/C hose, motor, relay/magnetic switch, high side Schrader valve, low side Schrader valves, refrigerant pressure sensor, switch, high pressure switch, low pressure switch, inlet thermistor, outlet thermistor, orifice tube, expansion valve, water valve (internal to the dash mounted A/C-heat unit), blower wheel

## TBB Basic Body (Type D - EF/EFX)

Coverage includes all factory-installed components of the body that are not excluded elsewhere in the warranty, or by special agreement or described as having a different time, or distance, or listed separately on each new vehicle warranty coverage chart.

Includes: air operated components, dash panels, dash plastic, dash switch plates, door controls, doors: air controls, electric controls, manual controls, hold back devices, emergency rear doors, emergency side doors, entrance doors, lift-single/double doors, door handles, hinges, door locks, air pump, vandallocks, door locks, latches, electrical motors, motor/door-air distribution actuator, motor/door-blend air actuator, resistor block, core (heater), air conditioner/heater/defroster ducting, defroster fan, harness, under bus to rear HVAC hose, HVAC control module, motor, mounting/housing (main case) relay/magnetic switch, switch (ether start), radiator fan/shutter override switch, blower wheels, floor covering, step treads, floor plywood, plywood fastening, window frame (excludes glass), windows, push out window, stationary windows, split sash window, split sash storm window, heater cores, cable control, heater core, hose covers/trim, defroster duct, driver's heater, defroster fan, mid-ship heater, heater motor, rear heater, stepwell heater, lights, back-up light, clearance light, directional light, directional side light, dome light, headlights, license plate light, marker light, stop/tail light, stop light, strobe light, warning light, (excludes all bulbs and fading lenses), cowl mount mirror, cross view mirror, rear mount mirror/rear view mirror, heated mirror, inside rear view mirror, seals (windows & doors), seats, anchors, barriers, driver's seat, flipseat, passenger seat/frame (soft goods), lifts & panels, modesty panels, ceiling assist rail, shields, stanchions, wheel chair tie downs, wheel chair lift units, switches, master solenoid disconnect, electrical panel, flashers, fuse panel, harness (wires, connectors, and terminals), body options external (engine) harness, dash harness, flasher plate harness, flasher to cowl harness, front cap harness, front end harness, left hand body harness, LH switch panel harness, overhead switch panel harness, power distribution (on flasher plate) harness, rear cab harness, RH switch panel harness, right hand body harness, horns, light monitors, strobe power packs, visors, safety

equipment: backing alarms, child check mate, destination signs, sun visors, wig-wag, vandaloock system, warning devices, clasher modules, child reminder system, driver alert sign, stop arms, walk gates, back up alarms, windshield wipers, drive motor, washer, washer bottle, wiper controls, wiring, wiring harness, wiring harness brackets, cables, connectors, a/c system (TBB installed), a/c electrical control panel, accumulator/dryer, air conditioner O-ring, compressor clutch, rotary compressor, condenser, fan condenser, air conditioning ducting, evaporator, a/c fitting/pipe, a/c hose, motor, relay/magnetic switch, high side Schrader valve, low side Schrader valves, refrigerant pressure sensor, switch, high pressure switch, low pressure switch, inlet thermistor, outlet thermistor, orifice tube, expansion valve, water valve (internal to the dash mounted A/C-heat unit), blower wheel, radios, radio-entertainment (only applicable if factory installed), harness, radio-basic assembly, speaker, fiberglass components

## TBB Manufactured Components

Coverage includes: compartments, battery compartment, designation sign compartment, electrical access compartment, luggage compartment, tool compartment, bumper system, bracket or mounting, bumper, bumper fascia, bumper frame, body-inside, metal bulkheads, grab rails, luggage rack assembly, luggage rack pads, luggage rack mounting, metal interior trim

## TBB Miscellaneous (Accessories, Compartments, Etc.)

Coverage includes: roof insulation, side wall insulation, bulkhead, rafter cavity, plastic trim, storm sash

## TBB Paint

Coverage includes: all components painted by TBB. Coverage excludes: fading

- For vehicle orders received prior to 08/06/2014: Paint adhesion is pro-rated – Years 1 & 2: 100%; Year 3: 50%; Years 4 & 5: 30%
- For vehicle orders received on or after 08/06/2014: Paint adhesion is 5 years/unlimited

## TBB Passenger Doors

Coverage includes: door shells and hinges

## TBB Seat & Barrier Frames

Coverage includes: passenger seat frames and barrier frames

## TBB Seats, Barriers, Stanchions

Coverage includes: barrier foam, barrier upholstery (including sewing, stapling, etc.) armrest, seat foam/springs, seat upholstery (sewing, stapling, etc.), moms seat, flip mech., plywood, seat track (includes related hardware)

- For vehicle orders received prior to 08/06/2014: Coverage applies to TBB manufactured seats
- For vehicle orders received on or after 08/06/2014: Coverage applies to vendor manufactured seats installed at factory at time of bus manufacture by TBB

### **TBB Storm Glass and Windows**

Coverage includes: all storm windows and frames

Excludes: glass breakage

### **TBB Structure and Sheet Metal**

Coverage includes: belt line angle, door header, exterior sheet metal, trim, left and right exterior side sheets, fenderette (steel), floor sheets, floor panels, front assembly sheet metal, headlining, inside side lining, interior sheet metal trim, main body door post and capping, outriggers, pilaster, rafter, rafter reinforcement, rear assembly sheet metal, roof rails, roof sheets and hoods, rub rails, seatrail, floor rail, entrances stepwell, under floor angle, channel, cross tube, vestibule floor, front and rear wheel house, window header, structural adhesives, sheet metal protection, rust perforation

Excludes: fiberglass components

### **TBB Towing**

Coverage includes: maximum payment as displayed, per occurrence, for towing for a defect in material and workmanship of a component that prevents the safe and lawful operation of the vehicle. Currency exchange rate does not apply. Maximum payment as displayed no matter the currency. Reimbursement max: \$250 for units order prior to 01/01/2009 or \$450 for units order on or after 01/01/2009.

If towing is associated with a DTNA warrantable failure, towing charges must be on the same claim. Reimbursement of .5 hour (SRT 939-6020A) to reinstall drivelines if tow company has removed, but not reinstalled, the driveline and the vehicle has and is within the tow coverage.