

# Time and Distance Table

## 1.1 TBB C2 Jouley School Bus

| Coverage <sup>1</sup>                               |                   |                       |
|-----------------------------------------------------|-------------------|-----------------------|
| Body Component                                      | Time <sup>2</sup> | Distance <sup>2</sup> |
| TBB A/C System                                      | 3 Years           | 50,000 mi/80 500 km   |
| TBB Basic Body (Type C)                             | 3 Years           | 50,000 mi/80 500 km   |
| TBB Manufactured Components                         | 3 Years           | 50,000 mi/80 500 km   |
| TBB Miscellaneous (Accessories, Compartments, etc.) | 3 Years           | 50,000 mi/80 500 km   |
| TBB Paint                                           | 5 Years           | Unlimited             |
| TBB Passenger Doors                                 | 3 Years           | 50,000 mi/80 500 km   |
| TBB Seat and Barrier Frames                         | 5 Years           | Unlimited             |
| TBB Seats, Barriers, and Stanchions                 | 3 Years           | 50,000 mi/80 500 km   |
| TBB Storm Glass and Windows                         | 3 Years           | 50,000 mi/80 500 km   |
| TBB Structure and Sheet Metal                       | 5 Years           | Unlimited             |
| TBB Towing                                          | 6 Months          | Unlimited             |

<sup>1</sup> Because Warranty coverage is determined by a unit's specifications, gross combination weight rating, road surface, and vocation, coverage may vary. For unit-specific coverage, Dealers should enter a product serial number or vehicle identification number on the *Coverage Info* screen in OWL; for customers without access to OWL, see ordering Dealer for more information.

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

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# Coverage Descriptions

Based on a unit's specifications, New Product Limited Warranty (Warranty) coverage applies. For unit-specific coverage information (time/distance amounts and component descriptions), enter a product serial number or vehicle identification number (VIN) on the *Check Info/Check Coverage* screen in Online Warranty Link (OWL). Use time and distance tables in conjunction with the coverage description paragraphs; if a coverage is applicable, it will be included as a row in the table.

## 2.1 Thomas Built Bus (TBB) A/C System (TBB Installed)

Coverage includes air conditioning (A/C): 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), and blower wheel.

## 2.2 TBB Basic Body (Type C)

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

Includes: air operated components, door controls (all TBB installed), 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, door latches, electrical motors (TBB installed), 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, hose covers/trim, defroster duct, driver's heater, defroster fan, mid-ship heater, heater motor, rear heater, step well heater, lights, back-up light, clearance light, directional light, directional side light, dome light, license plate light, marker light red 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, heater mirror, inside rear view mirror, seals (windows and doors), seats, anchors, barriers, flip seat, passenger seat/frame (soft goods), lifts and panels, modesty panels, ceiling assist rail, shields, stanchions, wheel chair tie downs, wheel chair lift units, switches (all TBB installed), visors (TBB installed), safety equipment, backing alarms, child check mate, destination signs, sun visors, wig-wag, vandallock system, warning devices, lamps, flasher modules, child reminder system, driver alert sign, stop arms, walk gates, back up alarms, windshield wipers (arms only), wiring (TBB installed), 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, blower wheel, radios (TBB installed), radio entertainment (only applicable if factory installed), harness, radio basic assembly, speaker, and fiberglass components.

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## 2.3 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, and metal interior trim.

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

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

## 2.5 TBB Paint

Coverage includes all components painted by TBB. *Excludes fading.*

## 2.6 TBB Passenger Doors

Coverage includes door shells and hinges.

## 2.7 TBB Seat and Barrier Frames

Coverage includes passenger seat frame, barrier frames, and seat back panels.

## 2.8 TBB Seats, Barriers, and Stanchions

Coverage includes barrier foam, barrier upholstery (sewing, stapling, etc.) armrest, seat foam/springs, seat upholstery (sewing, stapling, etc.), moms seat, flip mech., plywood, and seat track (including related hardware). Coverage applies to vendor manufactured seats installed at factory at time of bus manufacture by TBB.

## 2.9 TBB Storm Glass and Windows

Coverage includes all storm windows and frames. *Excludes glass breakage.*

## 2.10 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, and rust perforation. *Excludes fiberglass components.*

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## 2.11 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 maximum: \$450.

If towing is associated with a DTNA warrantable failure, towing charges must be on the same claim. Reimbursement of 0.5 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.

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# New Product Limited Warranty Statements

The following section outlines standard Limited Warranty (Warranty) statements for all new Daimler Trucks North America LLC (DTNA; Company) products sold by DTNA and domiciled in the USA (50 states and Washington, D.C.) and Canada. As necessary, information below may be divided by DTNA product type (vehicle/axle); this information is also included in the applicable Owner's Warranty Information Booklet.

Based on a product's specifications, Warranty coverage varies. For product-specific coverage information (time/distance amounts and component descriptions), enter a product serial number or vehicle identification number (VIN) on the *Coverage Information* screen in the OWL. General time/distance amounts and coverage descriptions are available by DTNA brand at *DTNAConnect > Warranty Lit > Other Warranty Documents > [Coverages](#)*.

## 3.1 New Vehicle Limited Warranty Statement

Under this New Vehicle Limited Warranty, DTNA 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 DTNA Service Location 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.

DTNA 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.

## 3.2 Detroit New Axle Warranty Statement

The New Axle Limited Warranty covers product repairs to correct any malfunction occurring during the Warranty period resulting from defects in material or workmanship. This Limited Warranty applies to the first retail purchaser and subsequent retail owners during the applicable Warranty period of new axle components manufactured by Detroit Diesel and/or supplied by Detroit Diesel or Detroit Diesel of Canada Limited (all which are collectively referred to as Detroit), subject to certain limitations and exclusions as specified in this document.

The Warranty period begins on the date the product is delivered to the first retail purchaser or put in use prior to sale at retail, whichever occurs first, and ends at the specified time or distance limits.

The cost of service supplies which are not reusable due to needed repairs is covered by this Warranty. Reasonable towing costs to the nearest authorized service facility are covered when due to warrantable failure, the axle is either inoperable, cannot be safely operated, or continued operation would cause further damage to the product. Detroit will pay reasonable travel expenses for the repairing mechanic to travel to and from the repair site.

## 3.3 Limitations

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

This Warranty does not apply to non-Detroit 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,

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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 product to comply with this Warranty and Purchaser must, at Purchaser's expense, promptly return the unit 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 Product 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 product 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.

### 3.4 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.

### 3.5 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 PRODUCT 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 PRODUCT USE.

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## 3.6 Emission Regulations (Zero Emission Vehicles)

Zero emission vehicles (ZEV) are designed, built, and equipped so as to conform, at the time of sale, with requirements of vehicle manufacturers to meet applicable powertrain model year 2021 and later California Air Resources Board (CARB) Zero Emissions Vehicle Standards for Powertrain Components. ZEVs are free from defects in material and workmanship which cause the vehicle to fail to conform with those regulations for the Warranty period. The Warranty period is 50,000 miles or three (3) years of ZEV operation, whichever occurs first, or the New Product Warranty, if the product warranty is longer for all emission-related components.

The Warranty obligations are not dependent upon the use of any particular brand of replacement parts. The Owner may elect to use non-Genuine Company Parts for replacement purposes. Use of replacement parts which are not of equivalent quality may impair the effectiveness of ZEV control systems. If other than Genuine Company Parts are used for maintenance replacements or for the repair of components affecting ZEV controls, the Owner should assure himself/herself that such parts are warranted by their manufacturer to be equivalent to Genuine Company Parts in performance and durability.

Conditions resulting from tampering, misuse, improper adjustments, alteration, accident, failure to use recommended fuel or non-performance of required maintenance services are not covered.

## 3.7 Coverage Exclusions

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

**Note:** Parts found defective prior to installation must be filed as a Parts Adjustment Request (PAR) to the Parts Distribution Center (PDC).

### Aerodynamic Wheel Covers

Aerodynamic wheel covers are excluded from coverage under 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 Warranty.

### Alignment of Axles/Wheels/Steering Wheel

Each DTNA vehicle manufacturing plant uses an integrated alignment system to align axles and wheels and to center the steering wheel to DTNA 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 service location and Owner after delivery from factory. These special adjustments are not covered under Warranty.

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## Axle Breather Vents

During the 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.

## Cab 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:

- Curtains
- Floor coverings (including floor mats)
- Painted trim components
- Steering wheel
- Steering wheel wrap
- Upholstery
- Window shades

## 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 (e.g., 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 photo 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, product in-service, a 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).

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## Competition

Warranty will become void on any product 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 up to 15,000 miles (24 000 km) for all DTNA vehicles except TBB bodies and chassis. TBB consumable parts are covered up to 30 calendar days from the date of in-service. These items are:

- Antennas (exception: satellite radio antennas)
- Ashtrays
- Belts
- Brake linings
- Cigarette lighter assembly
- Clutch brake
- Clutch linings
- Data logger batteries
- Desiccant cartridges
- Fire extinguishers
- Flash tubes
- Fluorescent ballast and tubes
- Fuses
- Gladhand
- Hosetennas
- Light bulbs\*
- Lower center bumper air dam
- Mattresses
- Mud flaps
- Mud flap mounting brackets
- Caps (including, but not limited to, DEF, fuel, radiator, surge tank)
- Receiver-drier filter
- Trailer air hoses
- Trailer electrical cables
- Windshield washer nozzles
- Wiper arms and blades (TBB makes - wiper blades only)

*\* Sealed light and LED assemblies are not considered consumable.*

The cost of consumable parts which are not reusable due to needed warrantable repairs is covered by this Warranty; examples include but are not limited to:

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- Antifreeze
- Coolant
- Filters
- Fluids
- Grease/lubricants
- Oil

## 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, Aftermarket Parts Warranty, or Extended Service Coverage.

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

- Corrosion caused by general rust (e.g., 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
- 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 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

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- Damages occurring after in-service (e.g., from rock chips)
- Damages caused by customer-installed sealer in air conditioning systems
- Damages caused by non-factory approved 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

## Fifth Wheels

Adjustment of the locking mechanism, bushings, slide locking plungers, and the repair or replacement of lock guards are considered routine maintenance and are not covered under this Warranty.

## Glass, Mirrors, Lens

Conditions excluded from Warranty include but are not limited to:

- Breakage
- Chips
- Scratches
- Cracks

## Initial Operating Period

During a vehicle's Initial Operating Period (IOP), repair on components found loose and included on a scheduled maintenance table may be reimbursed by Company. The IOP for DTNA vehicles is as follows:

| Make                                    | IOP <sup>1</sup>                          |
|-----------------------------------------|-------------------------------------------|
| Freightliner, Western Star              | Up to 15,000 miles/24 000 km <sup>2</sup> |
| FCCC                                    | Up to 25,000 miles/40 000 km <sup>2</sup> |
| TBB Bodies and TBB Chassis <sup>3</sup> | Up to 6 months from in-service date       |

<sup>1</sup> IOP does not apply to powertrain components.

<sup>2</sup> The IOP begins at zero (0) distance; the in-service distance does not affect the IOP distance limits.

<sup>3</sup> TBB applications utilizing FCCC chassis retain the FCCC IOP separate from the TBB body.

Routine 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; associated repairs/adjustments are covered under Basic Warranty unless the distance at which the condition occurs exceeds the published maintenance interval for the component.

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- Components included on a scheduled maintenance table that have loosened at a time or distance exceeding the first scheduled maintenance or outside the IOP, whichever is greater, are not covered under Warranty and are the responsibility of the customer.

| Components Found Loose and Included on a Scheduled Maintenance Table | Prior to First Scheduled Maintenance | After First Scheduled Maintenance |
|----------------------------------------------------------------------|--------------------------------------|-----------------------------------|
| Within IOP                                                           | File Claim                           | File Claim                        |
| Outside IOP                                                          | File Claim                           | Customer Responsibility           |

- Components that do not appear on scheduled maintenance tables are not subject to IOP limitations and are covered per the applicable coverage and exclusions.

Consumable items are addressed separately from IOP; see [Consumable Parts](#) elsewhere in this section for details.

Exclusions from Warranty during the IOP 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 IOP.
- Claims for re-routing of electrical wiring, hoses, or lines which meet DTNA's routing standards will not be paid under Warranty during or after the IOP. However, if during the IOP, evidence of a potential failure (e.g., rubbing or chaffing that would lead to a short in a wire or a hole in a hose/line) is found where a line, hose, or electrical wiring is mis-installed and is making contact with one of the following, a one-time claim for correcting the routing will be accepted:
  - Hot surface
  - Moving part
  - Sharp edge

Such claims should be filed with *28 - Part Improperly Installed* as the *Cause* code; photos that clearly show evidence of rubbing or chaffing due to mis-installation must be available upon request.

**Note:** Preventative re-routing for other conditions not listed above is not considered warrantable. However, if a line, hose, or electrical wiring actually fails (i.e., leaks or shorts) due to rubbing or chaffing on any surface, such failures are covered per the applicable coverage and exclusions.

- Final preparation of the vehicle for Customer delivery to include cleaning/vacuuming interior of cab, washing windows, washing the exterior of the vehicle, and polishing exterior chromed or painted surfaces are considered as ordering location responsibilities. Claims for these activities will not be paid under Warranty during or after the IOP.

## Loose Components

During the manufacturing process, certain components are placed in the cab of the vehicle or strapped down to the chassis. It is the service location's responsibility to mount these shipped loose items in the correct location on the vehicle. Mounting the shipped loose items below will not be covered under Warranty.

These items include, but may not be limited to:

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- Aerodynamic wheel covers
  - Exception: Mounting covers on Freightliner Cascadia trucks may be reimbursed; varies by model/specifications
- Antennas
- Chrome lug nut covers
- Decals & paperwork
- Driver's pouch
- Fire extinguishers
- Jacks
- License plate brackets
- Mattress
- Reflectors with flares
- Reflectors without flares
- Spare wheels/tires
- Tire inflation hoses
- Trailer cables (air/electrical)
- Winter fronts

## Misapplication of Product

The Warranty on any product used inconsistent with its specified vocation/application will be downgraded to the Warranty that is consistent with product use. Any and all claims associated with the misapplication of the product 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 Warranty, unless specifically stated elsewhere in the applicable Warranty coverage. 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 (e.g., shop rags, solvents, sweeping compounds, coveralls, etc.)
- Communication charges
- Towing/road call assistance
- Repair or replacement of optional items not sold or installed by company
- Removal or replacement of service location, body builder, or customer installed equipment

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- Environmental fees, cleanup, or other charges
- Cost of emergency services

## Modifications to Original Equipment

Company does not warrant product modifications or equipment installations unless performed at a Company Custom Truck Services (CTS) Center. In addition, the extra time necessary to remove body builder-installed items and/or equipment to work on a warrantable repair is not covered under this Warranty unless Company sells the complete chassis/body/equipment as a package.

If service locations or Customers perform any product 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 product 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
- Underside of the roof-mounted air fairings
- Underside of the exterior sun visor
- Inside of the side-mounted air fairings
- Inside of the bumper
- Aftertreatment devices

## Gloss

Gloss claims pertaining to gloss issues on vehicles painted with low-gloss colors (as identified in the Truck/Bus Sales Order) will not be covered under Warranty.

## Routine Maintenance

Routine or preventative 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.

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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 (1) time during the applicable IOP unless excluded above.

Reminder: After the IOP, these developments are the result of use and their repair/adjustment activities are considered routine maintenance and thus excluded from Warranty.

## Tampering/Misuse

Conditions resulting from tampering, misuse, improper adjustments, alteration, accident, failure to use recommended fuel or non-performance of required maintenance services are not covered.

It is a violation of U.S. federal law to alter the engine, exhaust plumbing, after treatment system, diesel exhaust fluid system, or other vehicle components in any way that would bring the engine/vehicle out of compliance with certification requirements [Ref: 42 U.S.C. §7522(a)(3)]. It is the Owner's responsibility to maintain the vehicle so that it conforms to EPA regulations.

## Test Products

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

Any product used in endurance testing, such as the Altoona Test, are void of all Warranty, including but not limited to New Product Warranty, Aftermarket Parts Warranty, Extended Service Coverage, or any Company additional or used truck coverage.

## 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.

## 3.8 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 OWL.

## 3.9 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.

## 3.10 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.

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## 3.11 Owner's Responsibilities

DTNA provides Owner's Warranty Information booklets for Company products. When the Owner first receives a Company product, the service location should review the Owner's Warranty Information booklet(s) with the Owner. It is important that the new Owner becomes familiar with the contents about Warranty, parts replacement that affects emission controls, and maintenance service. It is the Owner's responsibility to ensure the product is maintained as outlined in the Driver's/Operator's and Maintenance Manuals and to maintain the vehicle so that it conforms to EPA regulations.

To initiate Warranty, the customer must complete and sign the Warranty Start Form (WAR275); service locations keep the signed form on file and provide to DTNA as an attachment in OWL. For TBB bodies and TBB chassis, customers should contact their TBB dealership to initiate Warranty.

As soon as a problem exists, the Owner is responsible for presenting the product to an Authorized Service Location. The Warranty repairs should be completed in a reasonable amount of time. The Owner should also be aware that DTNA may deny Warranty coverage if the product has failed due to abuse, neglect, improper maintenance, or unapproved modifications. DTNA recommends that Owners retain all receipts regarding product maintenance but Company cannot deny Warranty solely for the lack of receipts.

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