

PREVOST

EXTENDED (PURCHASED) VOLVO ENGINE/I-SHIFT TRANSMISSION EPA 2014 AND NEWER EMISSION PROTECTION PLAN COVERAGE CERTIFICATE

Prevost, a division of Volvo Group Canada Inc. or. Prevost Car (US) Inc. (hereinafter outlined as "Prevost"), warrants certain individual components of each new Volvo EPA 2014 and newer engine and I-Shift transmission in a new Prevost vehicle to be free from defects in material and workmanship under normal use and service up to the periods specified provided all Prevost maintenance and inspection requirements are followed. See your local authorized Prevost Service Center or Service Provider for recommended maintenance and inspection procedures. A complete list of Prevost's Service Providers can be found at www.prevostcar.com. All coverage periods are calculated from the date in service of the vehicle. All coverage is 100% for parts and labor subject to the qualifications, limitations and exclusions as noted.

Prevost vehicles manufactured in Canada or the United States are covered by a new vehicle warranty as defined in the applicable Warranty Policy. Prevost also offers a variety of extended (purchased) coverage plans to purchasers of new Prevost vehicles manufactured in Canada and equipped with a Volvo engine / I-Shift transmission (herein called "covered vehicles"). These plans are intended to provide the vehicle owner with additional coverage from failures that occur after the Standard Volvo Engine / I-Shift transmission Warranty has expired and until the date of expiration of this Purchased Coverage. Purchased coverage consideration can only be given if the deficiency is brought to the attention of an authorized Prevost Service Center or Service Provider upon discovery and the covered vehicle must be made available, in a timely fashion during the coverage period, for repair.

USE OF IMPROPER OR UNAPPROVED FUEL OR ENGINE OIL WILL VOID COVERAGE OF THE ENGINE AND AFTER TREATMENT SYSTEM (DIESEL PARTICULATE FILTER) UNDER THIS LIMITED WARRANTY CERTIFICATE. 2014 EPA AND NEWER EMISSION ENGINES REQUIRE THE USE OF EO-O PREMIUM PLUS (OR VDS-4) SPECIFICATION HIGH PERFORMANCE DIESEL ENGINE OIL AND ULTRA LOW SULFUR DIESEL (ULSD) FUEL. ULSD-B5 BIODIESEL MAY BE USED. B5 TELLS YOU THE PERCENTAGE OF BIODIESEL MIXED IN WITH ULSD. B5 IS 5% BIODIESEL AND 95% ULSD. HOWEVER, VOLVO ENGINES ARE CERTIFIED TO COMPLY WITH U.S. EPA AND CALIFORNIA EMISSIONS STANDARDS BASED UPON THE USE OF TEST FUELS WITH SPECIFICATIONS ESTABLISHED BY THESE REGULATORY AGENCIES. ALTERNATIVE FUELS, INCLUDING BIODIESEL, THAT ARE NOT SUBSTANTIALLY SIMILAR TO THE REQUIRED TEST FUELS MAY ADVERSELY AFFECT ENGINE EMISSIONS COMPLIANCE. AS A RESULT, VOLVO DOES NOT WARRANT THE ENGINE WILL CONFORM TO APPLICABLE FEDERAL OR CALIFORNIA EMISSIONS LIMITS WHEN OPERATED ON BIODIESEL OR OTHER ALTERNATIVE FUELS THAT ARE NOT SUBSTANTIALLY SIMILAR TO SPECIFIED TEST FUELS USED FOR CERTIFICATION.

Your choice of PROTECTION PLAN must be purchased within 120 days after the Date in Service.
(See page 2 for coverage details)

REQUIRED OPTIONS

- Engine Coolant, extended life coolant -34° F
- Primary Fuel Filter
- Starter with gear reduction or over-crank protection

RECOMMENDED OPTIONS

- Engine block and/or oil pan heater
- Transmission oil cooler (oil to water)
- Transmission with torque rating to allow maximum engine HP ratings

OWNER'S RESPONSIBILITIES

The owner must adhere to the preventive maintenance and inspection recommendations as outlined for the covered vehicle, and keep service records at the owner's place of business or at the servicing center or provider. Only genuine Volvo replacement parts, or their equivalent, must be used including preventive maintenance items, particularly filters. The owner of the covered vehicle must use reasonable care to prevent further damage in case of a failure. Coverage consideration can only be given if the deficiency is brought to the attention of an authorized Prevost Service Center or Service Provider upon discovery and the covered vehicle must be made available, in a timely fashion during the covered period, for repair. Use only Volvo approved lubricants. Supply repairing facility with a copy of the maintenance log and/or furnish copies of backup documentation, if requested.

Volvo Engine and I-Shift transmission Oil Specifications and Oil Change Intervals

The owner is required to operate and maintain the Volvo Engine and I-Shift transmission as directed in the Volvo service manuals.

FOR THE PURPOSES HEREOF, ANY USE OF A COACH THAT IS NOT PURELY RECREATIONAL, AND MORE SPECIFICALLY BUT WITHOUT LIMITATION, ANY RENTAL OF TIMESHARE USE, SHALL BE DEEMED AS A COMMERCIAL USE. A CONCLUSIVE PRESUMPTION THAT YOUR COACH HAS BEEN USED FOR COMMERCIAL PURPOSES ARISES IF YOU OR A BUSINESS HAVE FILED A FEDERAL, STATE OR PROVINCIAL TAX FORM CLAIMING ANY BUSINESS TAX CREDIT OR BENEFIT RELATED TO THE COACH.

This coverage applies to new Prevost vehicles with Volvo diesel engines meeting EPA 2014 and newer emission requirements and I-Shift transmissions sold in the United States and Canada and placed in service on or after January 1, 2014. Prevost reserves the right to make any changes in design, or make additions to or upon its products, without incurring any obligations to install the same changes on vehicles previously built.

THIS COVERAGE IS EXPRESSLY IN LIEU OF ALL OTHER WARRANTIES AND REPRESENTATIONS OR CONDITIONS, STATUTORY OR OTHERWISE, EXPRESSED OR IMPLIED INCLUDING, BUT NOT LIMITED TO, IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.

EPA 2014 AND NEWER : THESE LIMITATIONS AND EXCLUSIONS ARE IMPORTANT AND MUST BE READ AND UNDERSTOOD

LIMITATIONS: Prevost's obligation is limited to, at its sole option, repair or replacement of parts that are acknowledged by it to be defective. In the case of acknowledged defective assemblies, exchange with factory rebuilt units may occur. The defective parts or assemblies replaced shall become the property of Prevost. Covered repairs performed by a Prevost Service Center or Service Provider's shop in accordance with the terms of the coverage set forth herein are free of charge. Covered repairs do not constitute an extension of the original coverage period for the covered

vehicle or any part thereof. Purchased coverage consideration can only be given if the deficiency is brought to the attention of an authorized Prevost Service Center or Service Provider upon discovery and the covered vehicle must be made available, in a timely fashion during the coverage period, for repair. NO PAYMENT OR OTHER COMPENSATION WILL BE MADE FOR CONSEQUENTIAL, INDIRECT OR INCIDENTAL EXPENSES OR DAMAGES OF ANY KIND. (See page 4 for important exclusions)

Purchased PROTECTION PLANS	POWERTRAIN	ULTIMATE POWERTRAIN PROTECTION PLAN: Coverage includes D13 engine & I-Shift transmission except for maintenance items. UP-5514 = 5 Years / 500,000miles (805,000km)									
	ENGINE	ULTIMATE ENGINE PROTECTION PLAN: Complete D13 engine coverage except for maintenance items UE-5514 = 5 Years / 500,000miles (805,000km) / UE-7314 = 7 Years / 300,000miles (483,000km) PREMIUM ENGINE PROTECTION PLAN: Limited D13 engine coverage PE-5514 = 5 Years / 500,000miles (805,000km) PE-5414 = 5 Years / 400,000miles (644,000km)									
Free of charge COVERAGE	PREVOST MOTORHOME (Engine coverage only)	PREMIUM MOTORHOME ENGINE PLAN: "Free of charge", Recreational use (see page 1 for definition of recreational use) PE-RV14 = 5 Years / 250,000miles (402,500km) * 500\$usd deductible per visit between months 25-60									
	"Standard" EPA 2014 Volvo D13 ENGINE and I-Shift transmission Warranty	ENGINE EMISSIONS COMPONENTS: 60 Months or 100,000 Miles (161,000 kilometers) Note: MIL lamp will be triggered on the dashboard cluster indicating an emission component failure.									
		MAJOR ENGINE COMPONENTS: 60 Months or 500,000 Miles (805,000 kilometers)									
		STANDARD ENGINE/ I-SHIFT TRANSMISSION COMPONENTS: Standard 24 months / unlimited mileage									
Item	Covered Components	Qualifications and Limitations	Standard Components	Major Components	Emissions Components	PERV14	PE-5414 / PE-5514	UE-5514	UE-7314	UP-5514	
1	Air Compressor		A					A	A	A	
2	Air Compressor Sprocket		A					A	A	A	
3	Alternator (Bosch)	Excludes wear items such as brushes and bearings. The auxiliary alternator (if applicable) is <u>NOT</u> covered	A								
4	Bearings	All Internal Lubricated Bearings and Bushings Only	A			A	A	A	A	A	
5	Camshaft, caps and bolts	Failures resulting from the valve and injector adjustments not being maintained properly will <u>NOT</u> be covered. Normal maintenance adjustments are <u>NOT</u> covered.	A	A		A	A	A	A	A	
6	Connecting rods, caps, and bolts		A	A		A	A	A	A	A	
7	Coolant Duct Cover		A			A	A	A	A	A	
8	Crankcase Ventilation Assembly		A		A	A	A	A	A	A	
9	Crankshaft		A	A		A	A	A	A	A	
10	Crankshaft Hub		A			A	A	A	A	A	
11	Cylinder block casting, main caps and bolts		A	A		A	A	A	A	A	
12	Cylinder Block Expansion Plugs		A			A	A	A	A	A	
13	Cylinder Block Heater		A					A	A	A	
14	Cylinder head casting and bolts		A	A		A	A	A	A	A	
15	Cylinder Head Expansion Plugs		A			A	A	A	A	A	
16	Cylinder Head Gasket		A			A	A	A	A	A	
17	DEF (Diesel Exhaust Fluid) and SCR System	Includes: DEF tank, coolant supply valve, hoses, air pressure regulator, mtg brackets, harnesses, dosing unit, injector and pump.	A		A			A	A	A	
18	EGR (Exhaust Gas Recirculation) Components	All Components Including Pipes, clamps, fittings, & gaskets. Excludes: EGR cooler vibration damper is a maintenance item.	A			A	A	A	A	A	
19	EGR Control Valve		A		A	A	A	A	A	A	
20	EGR Cooler		A		A	A	A	A	A	A	
21	EGR Mixing Chamber		A		A	A	A	A	A	A	
22	EGR System Wiring Harness		A		A			A	A	A	
23	Electrical EA harness supplied with engine	(From ECU to sensors and injectors)	A					A	A	A	
24	Electronic Control Unit (ECU)	For the failure to be covered under <u>Emissions Components</u> , the failure must effect the emissions of the unit.	A		A	A	A	A	A	A	
25	Engine brake mechanism (VEB)	Includes: VEB Control valve and VEB Rocker arms. Factory Installed Only.	A			A	A	A	A	A	
26	Exhaust After-Treatment System (EATS) Fleetguard Emissions Solutions (FES) Emissions Related Components	Includes: Diesel Particulate Filter (DPF), After-Treatment Hydrocarbon, Injector (AHI) , AHI shutoff valve, Discharge Recirculation (Heat Mode) Valve, Pre Catalyst Temp. Sensor, Post Catalyst Temp. Sensor, DPF Differential Pressure Sensor, and the Downstream DPF Temp. Sensor.	A		A			A	A	A	
27	Exhaust manifold casting		A	A		A	A	A	A	A	
28	Exhaust manifold joint seals, gaskets, wraps or rings.		A			A	A	A	A	A	
29	Fan Belt tensioner Assembly & Bracket	Excludes: Fan Belt	A			A	A	A	A	A	
30	Flywheel		A			A	A	A	A	A	
A Indicates Component Is Covered If Within Time/Mileage Limits											
Restrictions: The ULTIMATE and PREMIUM Plans REQUIRE Extended Life Antifreeze and a Primary Fuel Filter. The ULTIMATE Plan requires a starter with gear reduction or over-crank protection. The PE-RV13 plan is for recreational use only. Free of charge including a 500\$ deductible per visit between months 25-60											

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		MAJOR ENGINE COMPONENTS: 60 Months or 500,000 Miles (805,000 kilometers)									
		STANDARD ENGINE/ I-SHIFT TRANSMISSION COMPONENTS: Standard 24 months / unlimited mileage									
Item	Covered Components	Qualifications and Limitations	Standard Components	Major Components	Emissions Components	PE-RV14	PE-5414 / PE-5514	UE-5514	UE-7314	UP-5514	
31	Flywheel housing		A	A		A	A	A	A	A	
32	Flywheel Ring Gear	Excludes: failures caused by Starter failure.	A			A	A	A	A	A	
33	Fuel Filter Housing		A			A	A	A	A	A	
34	Fuel Injector sleeves	Seals included	A			A	A	A	A	A	
35	Fuel Injectors	Adjustments Not Covered	A		A			A	A	A	
36	Fuel Pressure Regulator Valve		A					A	A	A	
37	Fuel transfer pump		A					A	A	A	
38	Gaskets, Seals, O Rings, Silicon Sealant		A			A	A	A	A	A	
39	Gears	All Internally lubricated gears only	A	A		A	A	A	A	A	
40	Hoses and Lines, Supplied with Engine	Fluid Carrying. Engine to Engine Mounted.	A					A	A	A	
41	Intake manifold		A	A		A	A	A	A	A	
42	Ladder Frame		A	A				A	A	A	
43	Oil Cooler Core	Engine oil cooler	A			A	A	A	A	A	
44	Oil Fill Tube and Cap		A			A	A	A	A	A	
45	Oil Filter Housing		A			A	A	A	A	A	
46	Oil pan		A			A	A	A	A	A	
47	Oil pump		A			A	A	A	A	A	
48	Pistons, rings and liners	Wear out NOT covered	A			A	A	A	A	A	
49	Power Steering Pump		A					A	A	A	
50	Pre-heater	Factory installed only	A					A	A	A	
51	Rocker Arm Assembly and Shafts	Includes VEB Rockers and Non-VEB rockers. Failures resulting from the valve and injector adjustments not being maintained properly will NOT be covered. Normal Maintenance Adjustments are not covered.	A			A	A	A	A	A	
52	Sensors, (Emission components related)	Including: Cam (Engine), coolant temp., crankshaft (Timing), EGR & DPF Temp. and Pressure, humidity, intake boost pressure and temp. (Excludes NOx sensors)	A		A			A	A	A	
53	Sensor, Engine Oil Level and Temp.		A					A	A	A	
54	Sensor, Engine oil pressure		A					A	A	A	
55	Sensor, Fuel pressure and temperature		A					A	A	A	
56	Starter Motor		A							A	
57	Thermostat (Coolant)		A			A	A	A	A	A	
58	Thermostat housing (Coolant)		A	A		A	A	A	A	A	
59	Thermostat Side Cover (Coolant)		A			A	A	A	A	A	
60	Timing gear cover and Plate		A	A		A	A	A	A	A	
61	Towing	Maximum 600\$ per incident	A								
62	Turbocharger Assembly	Includes the VGT Actuator Module	A		A	A	A	A	A	A	
63	Valve assembly	Includes the Valves, Springs, Keepers, Guides, Rotators and Seats. Failures resulting from the valve adjustments not being maintained properly will NOT be covered. Normal maintenance adjustments are NOT covered.	A			A	A	A	A	A	
64	Valve cover		A			A	A	A	A	A	
65	Valve Yokes (Bridge) and Pins	Failures resulting from the valve adjustments not being maintained properly will NOT be covered. Normal maintenance adjustments are NOT covered.	A			A	A	A	A	A	
66	Vibration dampers and bolts	Attached to the Crankshaft or Camshaft	A			A	A	A	A	A	
67	Water pump assembly		A					A	A	A	
68	Water Pump Housing		A	A		A	A	A	A	A	
100	Volvo I-Shift Transmission assembly	Includes: Control System, mechanical clutch, release bearing, fork, shaft Excludes: Maintenance items	A							A	
A Indicates Component Is Covered If Within Time/Mileage Limits											
Restrictions: The ULTIMATE and PREMIUM Plans REQUIRE Extended Life Antifreeze and a Primary Fuel Filter. The ULTIMATE Plan requires a starter with gear reduction or over-crank protection. The PE-RV13 plan is for recreational use only. Free of charge including a 500\$ deductible per visit between months 25-60											

THESE EXCLUSIONS ARE IMPORTANT AND MUST BE READ AND UNDERSTOOD.

EXCLUSIONS:

1. REPAIRS: Purchased coverage consideration can only be given if the deficiency is brought to the attention of an authorized Prevest Service Center or Service Provider upon discovery and the covered vehicle must be made available, in a timely fashion during the coverage period, for repair. Failures resulting from the owner's unreasonable delay in making the covered vehicle available after becoming aware of a potential product problem are not covered.

2. REPEAT REPAIRS: The term "repeat repair" only refers to the repair or replacement of the exact same part or component more than once. Repair or replacements of different components within the same system does not constitute a repeated repair.

3. DAMAGES: Damages due to accidents, misuse, negligence, improper operations, improper storage or transport, operation at excessive speeds, loading beyond the factory rated load capacity, and improper or insufficient maintenance service are not covered. Damages due to failure to follow Prevest service procedures are considered damages due to improper maintenance services.

4. PROGRESSIVE DAMAGE: Damages due to failure of owner to take reasonable precautions to mitigate damage are not covered. Damages to covered part due to failure of non-covered part are not covered. Coverage is limited to failure of covered part directly causing failure of non-covered part, where owner took reasonable precautions to mitigate damages.

5. APPLICATION: Covered vehicle application problems, including but not limited to, replacement of incorrect axle or transmission ratios, failures of component parts of vehicles being operated in excess of factory rated load capacities, or the use of a covered vehicle for a purpose for which it was not intended are not covered.

6. ELECTRICAL AND AIR SYSTEM COMPONENTS: Any electrical or air system components, unless specifically stated, are not covered by this certificate. Some components may be covered by Prevest's Standard Warranty Policy. The owner must allow Prevest full access to all electronic data stored in the Electronic Control Module. Failure to do so may result in loss of coverage.

7. FUEL INJECTORS: Repair or replacement of fuel injectors must be mechanical in nature and not from erosion caused by fuel quality.

8. ALTERATIONS: Any covered vehicle repaired and/or altered in any way outside of an authorized service center so as to adversely effect, in Prevest's sole judgment, its stability or reliability, is not covered.

9. OPTIONAL EQUIPMENT: Any part of the covered vehicle that fails, malfunctions, or does not perform as a result of the improper conversion or installation of special equipment by other manufacturers or suppliers is not covered.

10. MAINTENANCE: Normal maintenance services including, but not limited to, replacement of oil and filters, adjustments to the engine, injection pump, as well as all adjustments, diagnosis and test time are not covered.

11. PERFORMANCE COMPLAINTS: Performance complaints are not covered (for example, low power and poor fuel economy) unless caused by the failure of a qualified part.

12. OIL CONSUMPTION: Before a claim for excessive oil consumption will be considered, the owner must provide proof that all recommended maintenance has been performed and submit adequate documentation to show that oil consumption exceeds Prevest's published standards. Under no circumstances will Prevest pay for excessive oil consumption after 24 months, 250,000 miles (402,000 kilometers).

13. WEAROUT: Prevest does not cover normal wear of covered parts. Cylinder liner, piston and piston rings failures attributable to wear are specifically excluded from this coverage. The wear rate of parts in any engine, and especially those parts within the combustion area, will vary depending upon operating conditions and environment. Conditions, such as load, road speed and road conditions, as well as the quality of air, fuel, lubrication oil, and lubrication oil filters bear a direct relationship to the wear rate and resulting life of parts. Depending upon the severity of these various conditions, parts wear and resulting failure could occur within the time limits of the coverage.

14. PARTS CONSUMED ("Consumables"): Parts which are normally consumed or worn out during the covered vehicle's normal service life and customarily replaced during usual maintenance service including but not limited to bushings, belts and filters are not covered. Notwithstanding the foregoing, consumables are covered, if loss is due to a failure covered under this Purchased Coverage.

15. NON-GENUINE PARTS: Any covered vehicle which has been repaired by the use of parts and accessories, as well as major assemblies and exchange units, which are substandard to genuine Volvo/Prevost replacement parts and which cause a covered component or system to fail is not covered.

16. ODOMETER READING: Any covered vehicle in which the odometer has been disconnected or the mileage reading has been altered and the covered vehicle's actual mileage cannot be readily determined is not covered.

17. ACCESS TO INFORMATION: The owner must allow Prevest full access to all data stored in all Electronic Control Modules; failure to do so may result in the loss of coverage.

18. PREMIUM LABOR: Premium labor for overtime and/or shift differential is not covered.

19. EXCESSIVE LABOR: Excessive labor for a warrantable repair due to installation of equipment by the customer is not covered except if sold by Prevest as a package.

20. MISC. EXPENSE: Road Service, towing, meals, lodging, telephone calls, travel time, freight costs, downtime, loss of revenue, rental vehicles, or driver's wages and other miscellaneous expenses are not covered. Shop supplies, lube oil, lubricants, sealers, anti-freeze, filter elements and labor performed by a non-approved location are not covered.

21. ADDITIONAL COMPONENTS: Components or parts that are not installed by an authorized Prevest Service Center or Service Provider are not covered. Prevest factory records will determine Prevest installations.

PREVOST

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