



VOLVO
9700
WARRANTY POLICY



1 TERMS OF COVERAGE

1.1 LIMITED WARRANTY

Prevost, a division of Volvo Group Canada Inc. (hereinafter outlined as “Prevost”)

This limited warranty applies to the first retail purchaser and to any subsequent owner during the WARRANTY PERIOD of new VOLVO coaches delivered on or after January 1st, 2010 (Sold in the United States—including Hawaii and Alaska—and Canada).

1.2 DEFECTS

This warranty covers coach REPAIRS to correct any malfunction occurring during the WARRANTY PERIOD resulting from defects in material or workmanship under normal use and service. The warranty applies on the condition that Prevost is given full access to all electronic data in the Electronic Control Modules.

1.3 REPAIRS

To obtain warranty repairs, you must request needed repairs within the WARRANTY PERIOD from a Prevost Service Center or Service Provider (a complete list of Prevost’s Service Providers can be found at www.prevostcar.com under Parts & Service). Only new genuine parts or remanufactured parts or components supplied or approved by Prevost will be used. Prevost may, at its discretion, replace rather than repair components. The defective parts or assemblies replaced shall become the property of Prevost. A reasonable time must be allowed to perform the warranty repair when the coach is brought to the Service Center.

In the event that it would not be possible to bring the coach to a Prevost Service Center, the warranty repairs (except for engine or transmission failures) may be performed by the owner’s maintenance organization or by a service shop. Labor will be reimbursed according to the current Prevost approved rate and parts costs will be reimbursed with reference to the current Prevost parts price list.

Warranty repairs do not constitute an extension of the original warranty period for any part replaced under warranty. Warranty 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 coach must be made available, in a timely fashion during the coverage period, for repair.

Valid warranty claims must be filed and sent to Prevost’s warranty department within 30 days of the failure date.

(Please contact Prevost’s warranty department to obtain complete claim processing instructions).

1.4 PAINT / BODY DEFECTS / SIDE WINDOWS

Paint/Body defects: Authorization from Prevost is required PRIOR to the performance of any warranty paint/body repairs on a coach. Pictures of defects and a detailed estimate of repair are required for prior approval from Prevost. Prevost reserves the right to inspect the repairs upon completion. Warranty payments are subject to such inspection conditional that the repairs are performed within factory specifications.

Side windows: Replacement of fogged or unsealed side windows requires prior approval from Prevost.

WARRANTY POLICY — FOR — VOLVO 9700 MOTORCOACHES

(Supported by Prevost)



1.5 ELECTRICAL COMPONENTS

Replacement of the following electrical components must be performed by using a REFURBISHED and/or REMANUFACTURED component supplied by Prevost.

APPLICABLE ELECTRICAL COMPONENTS	
Alternator	Instrument cluster
Starter motor	Power inverter
Evaporator motor	Electronic destination sign
Condenser motor	

1.6 WARRANTY PERIOD AND LIMITATIONS

Subject to the warranty limitation schedules below, the basic WARRANTY PERIOD begins on the date the coach is delivered to the first retail purchaser and is valid for a period of **24 months or 250,000 miles (402,000 km)** whichever comes first.

All coverage is 100% parts & labor unless otherwise specified and includes the Volvo engine/transmission.

Notwithstanding the foregoing, coaches shall be subject to the warranty limitation set forth below, including the following warranty limitation schedule:

WARRANTY LIMITATION SCHEDULE	6 MONTHS 60,000 MI. (96,000 KM)		12 MONTHS 125,000 MI. (201,000 KM)	
Front windshields (Stress crack only)	■			
Side windows (shattering or stress cracks)	■			
Belt tensioner, pulley bearing			■	
Lavatory pump			■	
Engine batteries	■			
Propeller shaft, u-joints			■	
Steering damper			■	
Suspension shock absorbers and bushing	■			
Suspension bushings (wear)			■	
Baggage door gas cylinders			■	
Rear view mirrors			■	
Sun shades			■	
Brake rotors, caliper pins, bushing, rubber boots			■	

Engine emission controls manufactured by Volvo Powertrain (including the charge air cooler) are covered for a total period of 60 months, including an initial 24 months or 250,000 mi. (402,000 km) period. Once the initial 24 months period has expired, the warranty is subject to a 100,000 mi. (161,000 km) limitation, starting from the date the coach is delivered to the first retail purchaser.

Service adjustments including but not limited to tire balancing, wheel alignment, head lamp adjustment and adjustment of entrance, baggage and service doors are covered for a period of **3 months/unlimited mileage**.

Notwithstanding the foregoing, Volvo engine components shall be subject to the warranty limitation set forth in the following warranty limitation schedule:

EMISSIONS COMPONENTS: 60 MONTHS OR 100,000 MILES (161,000 kilometers)

MAJOR COMPONENTS: 60 MONTHS OR 500,000 MILES (805,000 kilometers)

STANDARD COMPONENTS: 24 MONTHS OR 250,000 MILES (402,000 kilometers)

COVERED COMPONENTS	QUALIFICATIONS AND LIMITATIONS	STANDARD COMPONENTS	MAJOR COMPONENTS	EMISSIONS COMPONENTS
Air Compressor		■		
Air Compressor Sprocket		■		
Alternator (Bosch)	Excludes wear items such as brushes and bearings. The auxiliary alternator (if applicable) is <u>NOT</u> covered.	■		
Bearings	All internal lubricated bearings and bushings only.	■		
Camshaft, Caps and Bolts	Failures resulting from the valve and injector adjustments not being maintained properly are <u>NOT</u> covered. Normal maintenance adjustments are <u>NOT</u> covered.	■	■	
Connecting Rods, Caps, and Bolts		■	■	
Coolant Duct Cover		■		
Crankcase Ventilation Assembly		■		■
Crankshaft		■		
Crankshaft Hub		■		
Cylinder Block Casting, Main Caps and Bolts		■		
Cylinder Block Expansion Plugs		■		
Cylinder Block Heater		■		
Cylinder Head Casting and Bolts		■		■
Cylinder Head Expansion Plugs		■		
Cylinder Head Gasket		■		
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.	■		
EGR (Exhaust Gas Recirculation) Components	All components including pipes, clamps, fittings, & gaskets. Excludes: EGR cooler vibration damper which is a maintenance item.	■		
EGR Control Valve		■		
EGR Cooler		■		
EGR Mixing Chamber		■		
EGR System Wiring Harness		■		
Electrical EA Harness Supplied with Engine	From ECU to sensors and injectors	■		
Electronic Control Unit (ECU)	For the failure to be covered under Emissions Components, the failure must affect the emissions of the unit.	■		
Engine Brake Mechanism (VEB)	Includes: VEB Control valve and VEB Rocker arms. Factory installed only	■		
Exhaust After-Treatment System 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.	■		
Exhaust Manifold Casting		■	■	

■ Indicates component is covered if within time/mileage limits

EMISSIONS COMPONENTS: 60 MONTHS OR 100,000 MILES (161,000 kilometers)

MAJOR COMPONENTS: 60 MONTHS OR 500,000 MILES (805,000 kilometers)

STANDARD COMPONENTS: 24 MONTHS OR 250,000 MILES (402,000 kilometers)

COVERED COMPONENTS	QUALIFICATIONS AND LIMITATIONS	STANDARD COMPONENTS	MAJOR COMPONENTS	EMISSIONS COMPONENTS
Exhaust Manifold Joint Seals, Gaskets, Wraps or Rings		■		
Fan Belt Tensioner Assembly & Bracket	Excludes fan belt.	■		
Flywheel		■		
Flywheel Housing		■	■	
Flywheel Ring Gear	Excludes failures caused by starter failure.	■		
Fuel Filter Housing		■		
Fuel Injector Sleeves	Seals included.	■		
Fuel Injectors	Adjustments <u>NOT</u> covered.	■		■
Fuel Pressure Regulator Valve		■		
Fuel Transfer Pump		■		
Gaskets, Seals, O Rings, Silicon Sealant		■		
Gears	All internally lubricated gears only.	■	■	
Hoses and Lines, Supplied with Engine	Fluid carrying. Engine to engine mounted.	■		
Intake Manifold		■	■	
Ladder Frame		■	■	
Oil Cooler Core	Engine oil cooler.	■		
Oil Fill Tube and Cap		■		
Oil Filter Housing		■		
Oil Pan		■		
Oil Pump		■		
Pistons, Rings and Linersr	Wear out <u>NOT</u> covered.	■		
Power Steering Pump		■		
Pre-heater	Factory installed only.	■		
Rocker Arm Assembly and Shafts	Includes VEB Rockers and non-VEB rockers. Failures resulting from the valve and injector adjustments not being maintained properly are <u>NOT</u> covered. Normal maintenance adjustments are <u>NOT</u> covered.	■		
Sensor, Cam (Engine Position)		■		■
Sensor, Coolant Temperature		■		■
Sensor, Crankshaft (Engine Timing)		■		■
Sensor, EGR Temp. and Pressure		■		■
Sensor, Engine Oil Level and Temp.		■		■

■ Indicates component is covered if within time/mileage limits

EMISSIONS COMPONENTS: 60 MONTHS OR 100,000 MILES (161,000 kilometers)

MAJOR COMPONENTS: 60 MONTHS OR 500,000 MILES (805,000 kilometers)

STANDARD COMPONENTS: 24 MONTHS OR 250,000 MILES (402,000 kilometers)

COVERED COMPONENTS	QUALIFICATIONS AND LIMITATIONS	STANDARD COMPONENTS	MAJOR COMPONENTS	EMISSIONS COMPONENTS
Sensor, Engine Oil Pressure		■		
Sensor, Fuel Pressure and Temperature		■		
Sensor, Humidity		■		■
Sensor, Intake Boost Pressure and Temperature		■		■
Sensor, NOx/O2		■		■
Sensors, DPF Temp. and Pressure		■		■
Starter Motor		■		
Thermostat (Coolant)		■		
Thermostat Housing (Coolant)		■	■	
Thermostat Side Cover (Coolant)		■		
Timing Gear Cover and Plate		■	■	
Turbocharger Assembly	Includes the VGT Actuator Module.	■		■
Valve Assembly	Includes the valves, springs, keepers, guides, rotators and seats. Failures resulting from the valve adjustments not being maintained properly are <u>NOT</u> covered. Normal maintenance adjustments are <u>NOT</u> covered.	■		
Valve Cover		■		
Valve Yokes (Bridge) and Pins	Failures resulting from the valve adjustments not being maintained properly are <u>NOT</u> covered. Normal maintenance adjustments are <u>NOT</u> covered.	■		
Vibration Dampers and Bolts	Attached to the crankshaft or camshaft.	■		
Water Pump Assembly		■		
Water Pump Housing		■	■	

■ Indicates component is covered if within time/mileage limits

Volvo "I-Shift" transmission shall be covered for a period of 24 months or 250,000 miles (402,000 km).

1.7 SERVICES SUPPLIES

The cost of service supplies such as coolant, oil, refrigerant and filters which are not reusable due to needed warranty repairs is covered by this warranty.

1.8 PARTS SHIPPING CHARGES

Subject to Prevest's approval, the cost to ship parts by special delivery from a Prevest parts distribution center to a repair facility where a coach needs emergency warranty repairs to be drivable is covered by this warranty.

2 THIS WARRANTY DOES NOT COVER

2.1 REPAIRS DUE TO ACCIDENTS, MISUSE, MAINTENANCE, ETC.

Repairs and service adjustments caused by accident, misuse, negligence, abuse, non-authorized modifications, damage, industrial fall-out, use of parts not supplied by Prevost, lack of required maintenance, use of improper fuel, oil lubricants, refrigerant or coolant, failure to perform modifications as required by Prevost Service Bulletins within the time limit prescribed in such bulletins, excessive speed and fire, loading beyond the factory rated load capacity, non OEM equipment installation, defect/fault having become aggravated due to the failure by the driver to take immediate and appropriate action after such time as the defect/fault became known or should have become known to the driver or after activation of the coach's warning indicator system, are not covered by this warranty. For the purposes hereof, proof of proper maintenance and use of proper fuel, oil, lubricants, refrigerant and coolant are the responsibility of the owner.

This warranty does not cover the parts and labor required in the normal maintenance and servicing of the coach including all fluids and lubricants, filters, fan belts, bulbs, fuses, wiper blades, brake and clutch friction material and any parts and equipment which is consumed, worn out and/or must be replaced as a result of normal wear, tear or non-authorized modification, disassembly or rework.

2.2 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.

2.3 ODOMETER READING

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

2.4 CORROSION

Corrosion due to accident, damage, abuse, vehicle alteration, use of non automotive chemicals to clean the coach and industrial fall-out are not covered by this warranty.

2.5 VENDOR / SUPPLIER WARRANTIES

Tires are covered directly by their respective manufacturers. For technical or warranty support throughout North-America, please call your local tire supplier directly.

2.6 OTHER EXPENSES

This warranty does not cover any economic loss, including without limitation, communication expenses, meals, lodging, loss of use of the coach, loss of revenue, coach replacement charges, towing, loss of time, inconvenience, cargo damage, overtime premium, mileage, shop supplies, hotels or any other cost or expense resulting from a defect covered by this warranty.

Notwithstanding the foregoing, towing and/or road service is limited to \$600 per incident when a coach is inoperable or continued operation would result in additional component damage due to a defective component listed in the engine component

coverage list included therein. Towing and/or road service charges due to a failure of a non-covered engine component or resulting from an accident are not covered. Towing coverage is limited to a single tow per incident for covered coaches that are accessible from a MAJOR paved highway and towed to the nearest authorized Prevost Service Center or Service Provider.

2.7 SPECIAL OPTIONS / EQUIPMENTS NOT MANUFACTURED BY PREVOST OR VOLVO

Special options or equipments requested by the customer and not part of Prevost's new coach option list although installed by Prevost or Volvo, are excluded from this warranty policy. Only Prevost's approved new coach options that are part of Prevost's new coach option list are covered under this warranty. Warranties for any other special option/equipment must be handled directly with their respective manufacturer.

2.8 ENGINE WARRANTY EXCLUSIONS

In addition to other exclusions contained in this warranty policy, Volvo engines shall be subject to the following specific warranty exclusions:

IMPROPER FUEL/OIL: Use of improper or unapproved fuel or engine oil will void the engine and after treatment system (diesel particulate filter) warranty. Today's EPA 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.

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

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

ALTERATIONS: Any engine repaired and/or altered in any way so as to adversely effect, in Prevost's sole judgment, its stability or reliability, is not covered. This includes software alterations.

OPTIONAL EQUIPMENT: Any part of the engine that fails, malfunctions, or does not perform as a result of the improper conversion or installation of special equipments is not covered.

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

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 Prevost's published standards. Under no circumstances will warranty pay for excessive oil consumption after 24 months or 250,000 miles (402,000 km).

WEAROUT: Cylinder liner, piston and piston rings failures attributable to wear are specifically excluded from this warranty. 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 fuel, lubrication oil, and all 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 limit of the coverage.



2.9 OTHER LIMITATIONS

TO THE EXTENT PERMITTED BY LAW, PREVOST DISCLAIMS ALL IMPLIED WARRANTIES, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. TO THE EXTENT SUCH A DISCLAIMER IS NOT ENFORCEABLE, ALL IMPLIED WARRANTIES, INCLUDING WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED IN DURATION TO THE DURATION OF THIS LIMITED WARRANTY. THE PERFORMANCE OF REPAIRS IS THE EXCLUSIVE REMEDY UNDER THIS WARRANTY. NO PERSON IS AUTHORIZED TO MODIFY THIS WARRANTY OR TO ASSUME ANY OTHER LIABILITY ON BEHALF OF PREVOST UNLESS THIS MODIFICATION IS MADE IN WRITING AND SIGNED BY AN AUTHORIZED OFFICER OF PREVOST. SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATION MAY NOT APPLY TO YOU.

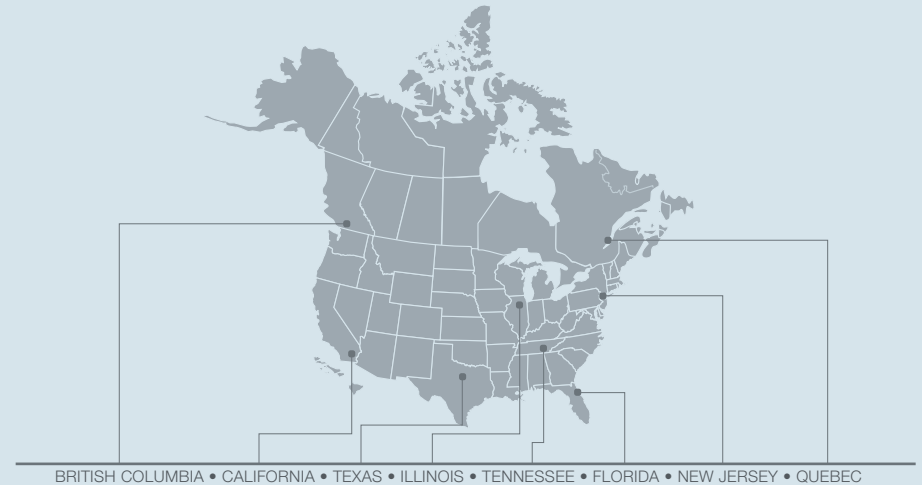
THE OBLIGATIONS OF PREVOST SHALL NOT EXTEND BEYOND THE OBLIGATIONS EXPRESSLY UNDERTAKEN HEREIN AND PREVOST SHALL HAVE NO LIABILITY OF RESPONSIBILITY TO THE PURCHASER OF THE COACH OR ANY THIRD PARTY FOR ANY LOSS OR DAMAGE, WHETHER DIRECT OR INDIRECT OR FOR INCIDENTAL OR CONSEQUENTIAL DAMAGE. SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU.

THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM STATE TO STATE.

PREVOST WARRANTY DEPARTMENT

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PREVOST PARTS & SERVICE CENTERS ACROSS THE UNITED STATES AND CANADA



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FLORIDA

6931 Business Park Blvd. N.
 Jacksonville, FL 32256
 Toll Free: 1-800-874-7740
 Fax: 904-886-0093 Parts

TEXAS

15200 Frye Road
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For a complete list of Prevost Approved Service Providers,
 please visit www.prevostcar.com

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