

# VOLVO 9700 ENGINE / I-SHIFT PROTECTION PLAN

## EPA 17 and newer, Model Year 2022

Prevost, a division of Volvo Group Canada Inc. and Prevost Car (US) Inc. ("Prevost"), warrants certain individual components of each new D13 EPA17 and newer (MY 2022) 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. This extended coverage plan ("Protection Plan") provides additional coverage from failures of specified components or parts ("Covered Parts") that may occur after the Volvo 9700 Standard Warranty has expired and until the expiration of this Protection Plan. All warranty periods are calculated from date in service. This Protection Plan applies only to Volvo 9700 Coaches operated exclusively in the United States and Canada.

Prevost' obligation under this Protection Plan is limited to, at its sole option, repair or replacement at a Prevost Service Center or authorized Service Provider of Covered Parts that are returned within the coverage period and acknowledged by Prevost to be defective. Covered repairs must be performed by a Prevost Service Center or authorized Service Provider. All coverage is solely for parts and labor except as noted. All parts replaced shall become the property of Prevost.

This Protection Plan provides coverage for the following Covered Parts until the earliest to occur of the time/mileage purchased, subject to the following Qualifications and Limitations.

## Engine Plan Covered Parts List

COVERED PARTS	QUALIFICATIONS AND LIMITATIONS
Air Compressor	Includes: sprocket and mounting bolts
Bearings	All internally lubricated bearings and bushings only.
Camshaft, Caps and Bolts	Failures resulting from the valve and injector adjustments not being maintained properly are NOT covered. Normal maintenance adjustments are NOT covered.
Connecting Rods, Caps, and Bolts	
Coolant Duct Cover	
Coolant Pump Assembly	
Crankcase Ventilation Assembly	
Crankshaft	
Crankshaft Hub	
Cylinder Block	Includes: Casting, main caps, bolts
Cylinder Block Heater	
Cylinder Head	Includes: assembly, casting, bolts, plugs, sleeves
EGR (Exhaust Gas Recirculation) Components	All components including clamps, control valve, cooler, fittings, gaskets, mixer, pipes, and EGR wiring harness. Excludes: EGR cooler vibration damper which is a maintenance item.
Electrical EA Harness Supplied with Engine	(From EECU to sensors and injectors and actuators)
Engine Brake Mechanism (VEB)	Includes: VEB control valve and VEB rocker arms (factory installed only)
Engine Electronic Control Unit (EECU)	
Engine Heat Shield	
Exhaust Manifold	Includes: Casting, joint seals, rings or wraps
Engine Mounted Sensors	Includes: Coolant temperature, crankcase pressure, crankshaft (engine timing), EGR temperature and pressure, engine oil level and temperature, engine oil pressure, engine position (camshaft), fuel pressure and temperature, intake boost pressure and temperature, inlet manifold air (temperature and pressure)
Fan Belt Tensioner Assembly and Bracket	Excludes: Fan belts
Flywheel	Includes: Housing and ring gear
Fuel Filter Housing	Excludes: Filters
Fuel Injection System	Includes: Injectors, sleeves, common rail assembly (electronic fuel pressure regulator and pressure sensor)
Fuel Transfer Pump	
Gaskets, Seals, O Rings, Silicon Sealant	
Gears	All internally lubricated gears only (timing and idler gears)
Hoses and Lines, Supplied with Engine	Fluid carrying: engine to engine mounted
Idler Pulleys	
Intake Manifold and Throttle Assembly	
Ladder Frame	

COVERED PARTS	QUALIFICATIONS AND LIMITATIONS
Oil Cooler	Engine oil cooler only
Oil Fill Tube and Cap	
Oil Filter Housing	Excludes: Oil filters
Oil Pan	
Oil Pump	
Piston Assembly	Includes: Cooler nozzles, liners, pistons, rings
Power Steering Pump	
Pre-Heater	Includes: Preheat relay, terminals, power cables. Factory installed only.
PTO Drive / REPTO (Rear Engine Mounted PTO Drive)	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 NOT covered. Normal maintenance adjustments are NOT covered.
Thermostat (Coolant)	Includes: Thermostat side cover
Timing Gear Cover and Mounting Plate	
Turbocharger Assembly	Includes: VGT actuator module
Valve Assembly	Includes: Guides, keepers, rotators, seats, springs, valves; failures resulting from the valve adjustments not being maintained properly are NOT covered. Normal maintenance adjustments are NOT covered.
Valve Cover	
Valve Yokes (Bridge) and Pins	Failures resulting from the valve adjustments not being maintained properly are NOT covered. Normal maintenance adjustments are NOT covered.
Vibration Dampers and Bolts	

TELEMATICS COMPONENTS	QUALIFICATIONS AND LIMITATIONS
Prevost Proprietary Hardware (Factory Installed)	Includes: Wiring Harness, Telematics Gateway (TGW).
Software (Remote Diagnostics)	Includes: Remote software updates, if equipped. Remote configuration updates, if equipped. Two configuration updates allowed each year for the first two years. After two years, remote configuration updates may be added as a subscription or additional fee.

#### EXHAUST AFTERTREATMENT SYSTEM (EATS) COVERED PARTS LIST

COVERED PARTS	QUALIFICATIONS AND LIMITATIONS
Aftertreatment Control Module (ACM)	
AHI Module, Nozzle and Valve	
DEF Pump Assembly	
DEF Tank Assembly	Includes: Tank, Tank Heater/Sender, Heated hoses
DPF Assembly	Includes: AHI / 7th Injector
Exhaust Aftertreatment Sensors	Includes: Sensor harnesses that is part of DPF and SCR assemblies. Does not include chassis harness.
SCR Assembly	

#### VOLVO I-SHIFT TRANSMISSION PROTECTION PLAN (ONLY INCLUDED IN ULTIMATE POWERTRAIN PLANS)

COVERED PARTS	QUALIFICATIONS AND LIMITATIONS
Volvo I-Shift Transmission assembly	Excludes clutch friction material

THIS WARRANTY IS SUBJECT TO PREVOST' STANDARD WARRANTY LIMITATIONS AND EXCLUSIONS, WHICH ARE PRINTED ON PAGE 4 OF THIS WARRANTY CERTIFICATE AND ARE AVAILABLE AT PREVOSTCAR.COM UNDER "WARRANTY".

## These Limitations and Exclusions are Important and must be read and Understood.

**Limitations** – Prevost’ obligation is limited to, at its sole option, repair or replacement of parts which are acknowledged by it to be defective. The defective parts or assemblies replaced shall become the property of Prevost. Warranty repairs performed by a Prevost Service center or authorized Service Provider in accordance with the terms of the warranty set forth herein are free of charge. Warranty consideration can only be given if the deficiency is brought to the attention of a Prevost Service Center or authorized Service Provider upon discovery and the vehicle must be made available, in a timely fashion during the coverage period, for repair.

### Exclusions:

1. **Repair:** In the case of acknowledged defective Covered Parts, exchange with factory remanufactured parts may occur. Warranty repairs do not constitute an extension of any warranty period for any vehicle, component or part.
2. **Damages:** Damages due to misapplication, misuse, accidents, negligence, improper operations, alterations, storage or transport, operation at excessive speeds, loading beyond the factory rated load capacity, failure to follow Prevost’ recommended inspection, maintenance, and service procedures, and improper or insufficient maintenance services are not covered.
3. **Progressive Damage:** Damages due to failure of operator to take reasonable precautions to mitigate damage are not covered. Damages to a Covered Part due to failure of non-covered part are not covered. Coverage is limited to failure of a Covered Part directly causing failure of a non-covered part, where reasonable precautions were taken to mitigate damages.
4. **Application:** Damages due to misapplication, including but not limited to, failures of component parts of vehicles being operated in excess of factory rated load capacities, or the use of a vehicle, component or part for a purpose for which it was not intended are not covered.
5. **Alterations:** Any vehicle, component or part repaired, altered, or inspected in any way, so as to adversely affect, in Prevost’ sole judgment, its stability, durability, or reliability, is not covered.
6. **Non-Original Equipment:** Any part of the vehicle that fails, malfunctions, or does not perform as a result of improper conversion or installation of equipment by other manufacturers or suppliers is not covered.
7. **Maintenance and Parts Consumed:** Maintenance and inspection requirements found in the Operator’s Manuals and service manuals/instructions, including, but not limited to, engine tune-up, fuel system cleaning, replacement of lubricants and filter elements, adjustments of the engine injection pump/transmission/brakes/linkages, as well as diagnosis, test time and all other adjustments must be followed and are not covered. Parts which are normally consumed or worn out during the vehicle’s normal service life and customarily replaced during usual maintenance service are not covered.
8. **Performance Complaints:** Performance complaints are not covered (including, but not limited to, low power and/or poor fuel economy). Coverage is limited to defects in material and workmanship of a Covered Part directly causing the performance issue.
9. **Wearout:** Prevost does not cover normal wear of Covered Parts. Failures attributable to wear are excluded. For example, and without limitation, the wear rate of parts in any engine or transmission, and especially those parts within the combustion area and clutch housing 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.
10. **Non-Genuine Parts:** Any failure of any vehicle, component or part caused by the use of parts and accessories, or major assemblies and exchange units, which do not meet factory standards is not covered.
11. **Odometer Reading:** Any vehicle on which the actual mileage or hours cannot readily be determined, or on which the odometer, hour meter, or Electronic Control Unit has been disconnected, disabled, or altered, may not be covered by this warranty.
12. **Access to Information:** Owner must allow Prevost full access to all stored and broadcasted data from all Electronic Control Modules; failure to do so may result in the loss of warranty coverage.
13. **Labor:** Labor to remove and install a Covered Part is included only if a Prevost Service Center or authorized Service Provider originally installed the Covered Part. Labor for overtime and/or shift differential is not covered. Excessive labor for a warrantable repair due to the prior installation of equipment is not covered.
14. **Misc. Expense:** Meals, lodging, communications charges, travel time and expense, loss of cargo, downtime, loss of profit/revenue, rental vehicles, 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.
15. **Additional Components:** Components or parts that are not installed by Prevost are not covered. During a warrantable repair, additional time to remove any customer installed components will not be covered under warranty. Prevost’ factory manufacturing records will be determinative as to factory installed components.
16. **Towing:** Unless expressly provided in this Warranty Certificate, expenses for towing or road service are not covered. Failures caused by improper towing technique are not covered.
17. **Allison Automatic Transmissions and Alternate Fuel Storage and Delivery Systems:** Allison automatic transmissions and alternate fuel (CNG/ LNG/DME) fuel storage/delivery components used in Prevost Coaches are warranted by their respective manufacturers and not by Prevost. Refer to the manufacturers’ warranty statements.
18. **Oil Consumption:** Before a claim based upon 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’ published standards. Under no circumstances will this warranty over repairs related to excessive oil consumption after the earlier of 24 months, 250,000 miles, 402 000 kilometers.
19. **Environmental Damage:** Parts made out of cloth, leather, wood, rubber, synthetics, paint or chrome which have been affected by exposure to the elements or chemical influence including, but not limited to, road sales/chemicals, industrial fall-out or the use of improper cleaners, polishes and or waxes are not covered.
20. **Tires:** Tires are not covered by this warranty; please refer to Emissions Components Warranty certificate.
21. **Changes:** 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.

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THIS WARRANTY IS MADE EXPRESSLY IN LIEU OF ANY OTHER WARRANTIES, REPRESENTATIONS OR CONDITIONS, STATUTORY OR OTHERWISE, EXPRESSED OR IMPLIED, INCLUDING BUT NOT LIMITED TO ANY IMPLIED WARRANTY OR CONDITION OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND OF ANY OTHER OBLIGATION OR LIABILITY ON THE PART OF THE MANUFACTURER INCLUDING, WITHOUT LIMITATION OF THE FOREGOING, CONSEQUENTIAL, INDIRECT, OR INCIDENTAL DAMAGES. MANUFACTURER NEITHER ASSUMES NOR AUTHORIZES ANY PERSON TO ASSUME FOR IT ANY OTHER LIABILITY IN CONNECTION WITH THE SALE OF VEHICLES, COMPONENTS OR PARTS.

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