

Warranty Policy

Prevost Vehicles



PREVOST®

Warranty Policy for all PrevoSt Vehicles

01 TERMS OF COVERAGE:

01.1 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 **PREVOST** coaches delivered on or after **January 1st, 2008** (Sold in the United States (including Hawaii and Alaska) and Canada).

This limited warranty applies to motorcoaches as well as converted coach shells.

01.2 DEFECTS

This warranty covers coach REPAIRS to correct any malfunction occurring during the WARRANTY PERIOD resulting from defects in material or workmanship.

01.3 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. 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 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.

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).

01.4 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.



01.5 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	

01.6 WARRANTY PERIOD AND LIMITATIONS

Subject to the warranty limitation schedule 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/unlimited mileage**.

All coverage is 100% parts & labor unless otherwise specified.

Notwithstanding the foregoing, any coach used for a commercial purpose shall be subject to the warranty limitation set forth below, including the following warranty limitation schedule:

Warranty limitation schedule	6 months unlimited mileage	12 months 250 km/155 mi.
Front windshields (Stress crack only)	X	
Side windows (shattering or stress cracks)	X	
Belt tensioner air bellows, pulley bearing		X
Lavatory pump		X
Engine batteries	X	
Propeller shaft, u-joints		X
Steering damper		X
Suspension shock absorbers and bushings		X
Suspension height control valves		X
Baggage door gas cylinders		X
Rear view mirrors		X
Sun shades		X
Brake rotors, caliper pins, bushing, rubber boots		X
Evaporator & condenser motor brushes and bearings		X
Auxiliary alternator and Delco 50dn alternator		X



Service adjustments on any coach used for a commercial purpose, including but not limited to tire balancing, wheel alignment, headlamp adjustment and adjustment of entrance, baggage and service doors are covered for a period of **3 months/unlimited mileage**.

For the purposes hereof, any use of a coach that is not purely recreational, and more specifically but without limitation, any rental or timeshare use, shall be deemed as a commercial use and shall give rise to the warranty limitation set forth above. 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.

Notwithstanding the foregoing, this warranty does not cover Volvo built powertrain components, such components being covered under their own specific warranties.

01.7 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.

01.8 PARTS SHIPPING CHARGES

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

02 THIS WARRANTY DOES NOT COVER:

02.1 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 and non OEM equipment installation, 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 must be replaced as a result of normal wear, tear or non-authorized modification, disassembly or rework.

02.2 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.

02.3 VENDOR / SUPPLIER WARRANTIES

The following components/systems are covered directly by their respective manufacturers. For technical or warranty support throughout North-America, please call the numbers below:

Manufacturer	Phone number
Detroit Diesel Corporation (Engine)	1-800-445-1980
Allison Transmission (Automatic transmission)	1-800-524-2303
Valid Manufacturing Ltd. (Slide outs)	1-250-832-6477
Tires (All brands)	Local tire supplier

02.4 VEHICLE CONVERSION

This warranty does not cover the material or workmanship that forms part of the conversion of the shell into a Motorhome, such items being covered by the warranty issued by your vehicle's converter.

02.5 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.

02.6 SPECIAL OPTIONS / EQUIPMENTS / SLIDE OUTS NOT MANUFACTURED BY PREVOST

Special options OR equipments requested by the customer and not part of Prevost's new coach option list although installed by Prevost, 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.

Notwithstanding the provisions set forth hereinabove, warranties for slide outs not manufactured by Prevost must, in all instances, be handled directly with their respective manufacturer.

02.7 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 PURSHASER 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.

Warranty Department

850 Chemin Olivier
Saint-Nicolas Quebec G7A 2N1 CANADA
Tel.: 418-831-2046 • Toll Free: 1-866-870-2046
Fax: 418-831-9301

Prevost Parts & Service Centers across the United States and Canada



CALIFORNIA
3384 De Forest Circle
Mira Loma, CA 91752
Toll Free: 1-800-421-9958
Tel.: 951-360-2550
Fax: 951-360-2565

TEXAS
15200 Frye Road
Fort Worth, TX 76155-2702
Toll Free: 1-866-773-8678
Tel.: 817-685-0250
Fax: 817-685-0460

FLORIDA
6931 Business Park Blvd. N
Jacksonville, FL 32256
Toll Free: 1-800-874-7740
Tel.: 904-886-4555
Fax: 904-886-0093

TENNESSEE
529 Hickory Hill Blvd.
Whites Creek, TN 37189
Toll Free: 1-877-299-8881
Tel.: 615-299-8881
Fax: 615-299-8816

NEW JERSEY
201 South Avenue
South Plainfield, NJ 07080
Toll Free: 1-800-223-0830
Tel.: 908-222-7211
Fax: 908-222-7304

QUEBEC
850 Chemin Olivier
Saint-Nicolas, QC G7A 2N1
Toll Free: 1-866-870-2046
Tel.: 418-831-2046
Fax: 418-831-7432

Parts Customer Service:

ILLINOIS
2200 Point Blvd., Suite 100
Elgin, IL 60123
Toll Free: 1-800-621-5519
Tel.: 847-844-7680
Toll Free Fax: 1-877-999-8809

QUEBEC
2955-A Watt Street
Quebec, QC G1X 3W1
Toll Free: 1-800-463-8876
Tel.: 418-653-0948
Toll Free Fax: 1-800-939-0133

PO230001A rev. 2

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The ultimate class.

www.prevostcar.com