

## THESE EXCLUSIONS ARE IMPORTANT AND MUST BE READ AND UNDERSTOOD.

### EXCLUSIONS:

**1. REPAIR:** Warranty 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 warranty 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 repeat 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 all of the Electronic Control Modules. Failure to do so may result in loss of warranty 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 so as to adversely effect, in Prevest's sole judgment, its stability or reliability, is not covered. This includes software alterations.

**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 equipments 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 warranty pay for excessive oil consumption after 24 months or 250,000 miles (402,000 km).

**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 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.

**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 filters are not covered after the first 30 days from the in-service date. Notwithstanding the foregoing, consumables are covered, if loss is due to a failure covered under this Standard Warranty.

**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 warranty coverage.

**18. PREMIUM LABOR:** 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:** Meals, lodging, telephone calls, travel time, 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. 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

**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.

**22. TOWING:** Towing and/or road service is limited to \$600 per incident when a covered vehicle is inoperable or continued operation would result in additional component damage due to a defective component listed in the Standard component coverage list. Towing and/or road service charges due to a failure of a non-covered component or resulting from an accident are not covered. Towing coverage is limited to a single tow per incident for covered vehicles that are accessible from a MAJOR paved highway and towed to the nearest authorized Prevest Service Center or Service Provider.

**23. 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.

**PREVOST.**

Prevost, a division of Volvo Group Canada Inc.  
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**PREVOST.**

**VOLVO EPA 2014 AND NEWER EMISSION/GHG14 ENGINE/I-SHIFT TRANSMISSION  
STANDARD LIMITED WARRANTY 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 emission 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. (New Prevost vehicles manufactured in Canada or the United States and equipped with a Volvo engine / I-Shift transmission being herein called "covered vehicles"). Prevost further warrants certain individual greenhouse gas (GHG) components and controls of the covered vehicle, to be designed, built, and equipped so they conform at the time of its sale to the ultimate purchaser to the GHG14 requirements. See your local authorized Prevest Service Center or Service Provider for recommended maintenance and inspection procedures. A complete list of Prevest's Service Providers can be found at [www.prevostcar.com](http://www.prevostcar.com). All warranty 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.

### SEE THE FOLLOWING PAGES FOR IMPORTANT LIMITATIONS AND EXCLUSIONS.

- *Volvo Engine / I-Shift transmission Components Coverage: 24 months, unlimited miles / kilometers, unless otherwise noted.*
- *Major Engine Components Coverage: 60 months, or 500,000 miles (805,000 kilometers), whichever occurs first.*
- *Emissions Components Coverage: 60 months, or 100,000 miles (161,000 kilometers), whichever occurs first.*

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-0 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.

### EMISSION CONTROL SYSTEM WARRANTY

Engine emission controls manufactured by Volvo power train are warranted for 60 months or 100,000 miles (161,000 kilometers), whichever occurs first. Vehicles sold for use in California must have the Owner's Manual in the vehicle for a copy of the California Emission System Warranty. This warranty applies to new Volvo engines meeting EPA 2014 and newer emission requirements and I-Shift transmissions in new Prevost vehicles sold in the United States and Canada and placed into 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 WARRANTY 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.**

### THESE LIMITATIONS ARE IMPORTANT AND MUST BE READ AND UNDERSTOOD.

**LIMITATIONS** Prevost's obligation is limited to, at its sole option, repair or replacement of parts which 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 Prevest. Warranty repairs performed by Prevest Service Centers or Service Providers in accordance with the terms of the warranty set forth herein are free of charge. Warranty repairs do not constitute an extension of the original warranty period for the covered vehicle or any part thereof. Warranty 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.

**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)*

**PREVOST.**

ENGINE EMISSIONS COMPONENTS: 60 Months or 100,000 Miles (161,000 kilometers)				
MAJOR ENGINE COMPONENTS: 60 Months or 500,000 Miles (805,000 kilometers)				
STANDARD ENGINE / I-SHIFT TRANSMISSION COMPONENTS: 24 Months / UNLIMITED Miles / 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 <b>NOT</b> covered.	☀		
Bearings	All internal lubricated bearings and bushings only.	☀		
Belt Tensioners (All)	Excludes belts.	☀		
Camshaft, Caps and Bolts	Failures resulting from the valve and injector adjustments not being maintained properly are <b>NOT</b> covered. Normal maintenance adjustments are <b>NOT</b> covered.	☀	☀	
Connecting Rods, Caps, and Bolts		☀	☀	
Coolant Duct Cover		☀		
Crankcase Ventilation Assembly		☀		☀
Crankshaft		☀	☀	
Crankshaft Hub		☀		
Cylinder Block Casting, Main Caps & 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 <u>Emissions Components</u> , 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		☀	☀	
Exhaust Manifold Joint Seals, Gaskets, Wraps or Rings		☀		
Flywheel		☀		
Flywheel Housing		☀	☀	
Flywheel Ring Gear	Excludes failures caused by starter failure.	☀		
Fuel Filter Housing		☀		
Fuel Injector Sleeves	Seals included.	☀		
Fuel Injectors	Adjustments <b>NOT</b> covered.	☀		☀
Fuel Pressure Regulator Valve		☀		

☀ indicates component is covered if within time / mileage limits

ENGINE EMISSIONS COMPONENTS: 60 Months or 100,000 Miles (161,000 kilometers)				
MAJOR ENGINE COMPONENTS: 60 Months or 500,000 Miles (805,000 kilometers)				
STANDARD ENGINE / I-SHIFT TRANSMISSION COMPONENTS: 24 Months / UNLIMITED Miles / Kilometers				
Covered Components	Qualifications and Limitations	Standard Components	Major Components	Emissions Components
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 Liners	Wear out <b>NOT</b> 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 <b>NOT</b> covered. Normal maintenance adjustments are <b>NOT</b> covered.	☀		
Sensor, Cam (Engine Position)		☀		☀
Sensor, Coolant Temperature		☀		☀
Sensor, Crankshaft (Engine Timing)		☀		☀
Sensor, EGR Temp. and Pressure		☀		☀
Sensor, Engine Oil Level and Temp.		☀		
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 <b>NOT</b> covered. Normal maintenance adjustments are <b>NOT</b> covered.	☀		
Valve Cover		☀		
Valve Yokes (Bridge) and Pins	Failures resulting from the valve adjustments not being maintained properly are <b>NOT</b> covered. Normal maintenance adjustments are <b>NOT</b> covered.	☀		
VOLVO I-SHIFT Transmission	Includes: Control system, mechanical clutch, release bearing, fork, shaft. Excludes: Maintenance items	☀		
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