

VOLVO 9700 STANDARD EMISSIONS WARRANTY

EPA 17 engine Model Year 2024 and Newer

Prevost, a division of Volvo Group Canada Inc. or Prevost Car (US) Inc. (hereinafter called "Prevost"), warrants certain individual components of the Emission Control System in a new Volvo 9700 Motorcoach equipped with a new Volvo D13 EPA 17 engine year model 2024 and newer emission engine to be free from defects in material and workmanship under normal use and service up to the periods specified, provided all Prevosts' maintenance and inspection requirements are followed. See your local authorized Prevost Service Center or Service Provider for recommended maintenance and inspection procedures. All warranty periods are calculated from the date in service of the vehicle. All coverage is solely for parts and labor subject to the qualifications, limitations, and exclusions as noted.

LIMITATIONS AND EXCLUSIONS TO THIS WARRANTY APPEAR ON THIS CERTIFICATE. THESE LIMITATIONS AND EXCLUSIONS ARE IMPORTANT AND MUST BE READ AND UNDERSTOOD.

This warranty applies to new D13 engines meeting EPA 17 engine year model 2024 and newer emission requirements in new Volvo 9700 vehicles operated in the United States and Canada.

Emission Control System Warranty: Engine emission controls manufactured by Prevost are warranted to 60 months or 100,000 miles (160,934 km), whichever first occurs. Vehicles sold for use in California and other opt-in states, with a CARB emissions label certification, are covered for 60 months or 350,000 miles (563,270 km).

USE OF IMPROPER OR UNAPPROVED FUEL, ENGINE OIL OR ENGINE COOLANT WILL VOID THE ENGINE AND AFTERTREATMENT SYSTEM (DIESEL PARTICULATE FILTER) WARRANTIES. VOLVO ENGINES REQUIRE THE USE OF VOLVO SPECIFICATION VDS 4.5 HIGH PERFORMANCE DIESEL ENGINE OIL, ULTRA LOW SULFUR DIESEL (ULSD) FUEL AND VCS2 ENGINE COOLANT.

USE OF FLUIDS OTHER THAN API CERTIFIED DIESEL EXHAUST FLUID (DEF) WILL COMPROMISE AFTERTREATMENT SYSTEM PERFORMANCE, INCREASE EMISSIONS, AND MAY IMPACT THIS VEHICLE'S PRODUCT WARRANTIES.

See Following Table for Specific Coverages:

COVERED EMISSION COMPONENTS LIST:	QUALIFICATIONS AND LIMITATIONS
EPA: 60 Months or 100,000 Miles (160,934 km) CARB: 60 Months or 350,000 Miles (563,270 km)	
Aftertreatment Control Module (ACM)	Includes: Software and Dataset
Aftertreatment Diesel Particulate Filter (DPF) with Aftertreatment Diesel Oxidation Catalyst (DOC)	Includes: DPF Module (Substrate), DOC Module (Substrate), Aftertreatment Hydrocarbon Injector (AHI), AHI Shutoff Valve, AHI Fuel Pressure Sensor, AHI Fuel Line, Diesel Dosing Valve, Pre-Catalyst Temperature Sensor, Post-Catalyst Temperature Sensor, Downstream DPF Temperature Sensor, DPF Differential Pressure Sensor
Aftertreatment Wiring Harness (DPF)	
Aftertreatment Wiring Harness (SCR)	Includes: Jumper to AHI Pressure Regulator, ACM Power Supply, Heater NOx Care, DEF Tank
Charge Air Cooler (CAC)	
Common Rail Assembly	Includes: Rail, Rail Injectors, Rail Pressure Release Valve
Controller Area Network (CAN) EGR Valve	
Crankcase Ventilation (CCV) Assembly	
Crankcase Tubing and Hoses before Separator	
EGR Assembly	Includes: Cooler, Mixer/Mixing Chamber, EGR Cooler to Intake Manifold (cold side) Piping, EGR Piping Exhaust Manifold to EGR Cooler (hot side), EGR Valve, EGR Valve Control, EGR Venturi, Intake Manifold Heater, Diffuser Pipe, Intake Throttle Valve
Engine Electronic Control Unit (EECU)	Includes: Software and Dataset. For the failure to be covered, the failure must affect the emissions of the unit.
Engine Turbocharger Assembly: Variable Geometry Turbo (VGT)	Includes: Variable Geometry Turbo (VGT) Actuator
Exhaust Gas Piping	From Turbocharger to Aftertreatment System
Fuel Control Module	Includes: Fuel Filter Housing, Diesel Low Pressure Pump, Fuel Pressure Regulating Valve
Injectors	

COVERED EMISSION COMPONENTS LIST:**QUALIFICATIONS AND LIMITATIONS**

EPA: 60 Months or 100,000 Miles (160,934 km)
CARB: 60 Months or 350,000 Miles (563,270 km)

Instrument Cluster	Limited to repair of Microprocessor, MIL, Real Time Clock, DEF Gauge, DEF Lamp
Intake Manifold Throttle Assembly	
Pre-Heater	
Selective Catalytic Reduction (SCR)	SCR Assembly: SCR Module (if applicable) (Substrate); Insulation Blanket (where applicable); DEF Pump Assembly: Pump Reverting Valve, Pump Pressure Sensor; DEF Injector; DEF Heated Hoses; DEF Tank; DEF Tank Heating Control Valve; DEF Tank Heater / Sender; DEF Tank Temperature Sensor, DEF Level Sensor, DEF Tank Heater; Downstream SCR Temperature Sensor; DEF Quality Sensor
Sensor, NOx (SCR Inlet and Outlet)	
Sensor, Ambient Air Temperature Sensor	
Sensor, Charge Air Cooler Outlet Temperature	
Sensor, Downstream SCR Temperature (T4)	
Sensor, EGR Temperature	
Sensor, EGR Valve Position	
Sensor, EGR Venturi Differential Pressure	
Sensor, Engine Timing / Speed (Flywheel)	
Sensor, Engine Oil Level/Temperature	
Sensor, Engine Oil Pressure	
Sensor, Engine Position (Camshaft)	
Sensor, Exhaust Manifold Pressure	
Sensor, Fuel Pressure (Common Rail)	
Sensor, Fuel Temperature	
Sensor, Particulate Matter (PM)	
Sensor, Temperature – Coolant (Engine)	
Sensor, Temperature & Pressure – Inlet Manifold Air	
Sensor, Turbo Compressor Outlet	
Sensor, Turbocharger Speed	
Thermostat, Coolant	
Vehicle Electronic Control Unit (VECU)	Includes: Software and Dataset. For the failure to be covered the failure must affect the emissions of the unit.
Water Pump Assembly, Engine Coolant	
Wiring Harness, Engine Electrical EA Harness Supplied with Engine	

GHG COVERED COMPONENT**QUALIFICATIONS AND LIMITATIONS**

24 Months or 24,000 Miles (38,624 km)

Tires	Drive and steer tires only are warranted to be free from defects in materials and workmanship for the first 24 months or 24,000 miles (38 624 km) of vehicle operation, whichever occurs first, and applying only to the first set of tires on the vehicle when delivered to the ultimate purchaser. Emissions related warranty coverage only, refer to the specific tire manufacturer's warranty policy for other term lengths.
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GHG COVERED COMPONENT**QUALIFICATIONS AND LIMITATIONS**

EPA: 60 Months or 100,000 Miles (160,934 km)

Air Conditioning Components	Limited to factory installed Refrigerant Leakage of: A/C Compressor; A/C Condenser; A/C Pressure Switches and Transducers; Hoses (Compressor to Condenser, Condenser to Drier, Drier to Climate Unit, Climate Unit to Compressor); Main Climate Unit; Receiver Drier
Tire Pressure monitor	

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 which are acknowledged by it to be defective. The defective parts or assemblies replaced shall become the property Prevost. Warranty repairs performed by an authorized Prevost Service Center or 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 an authorized Prevost Service Center or Service Provider upon discovery and the vehicle must be made available, in a timely fashion during the coverage period, for repair.

Exclusions:

- 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.
- 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.
- 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.
- 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.
- 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.
- Non-Original Equipment:** Any part of the vehicle that fails, malfunctions, or does not perform as a result of improper conversion or installation of body parts or equipment by other manufacturers or suppliers is not covered.
- Maintenance and Parts Consumed:** Maintenance and inspection requirements found in the Operator’s or Owner’s Manuals and maintenance 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, including, but not limited to, mud flaps and brackets, brake linings, are not covered.
- 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.
- 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, and especially those parts within the combustion area, will vary depending upon operating conditions and environment. Conditions, such as load, trailer configuration, 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.
- 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.
- 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.
- Access To Information:** Owner must allow Prevost full access to all data stored in all Electronic Control Modules; failure to do so may result in the loss of warranty coverage.
- Labor:** Labor to remove and install a Covered Part is included only if an authorized Prevost Service Center or 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 or body is not covered.
- 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.
- Additional Components:** Components or parts that are not installed by Prevost, including body parts or other special equipment 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.
- 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.
- Suspension Parts:** Suspension parts, including but not limited to rubber bushings, torque rod bushings, spring pins and bushings, and greased lubrication points that fail due to improper maintenance, abnormally severe service or abuse are not covered.
- 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 Motorcoaches are warranted by their respective manufacturers and not by Prevost. Refer to the manufacturers’ warranty statements
- 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 Prevosts’ published standards. Under no circumstances will warranty pay for repairs related to excessive oil consumption after the earlier of 24 months, 250,000 miles, or 402 000 kilometers.
- 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 salt/chemicals, industrial fall-out or the use of improper cleaners, polishes and/or waxes are not covered.
- Alignment:** Alignment of axle(s), balance of tires, changing of axle camber, caster, toe and thrust angle are not covered.
- Glass:** Glass breakage and scratches are not covered unless physical proof of manufacturing responsibility is established.
- Tires:** Except as expressly provided in warranty certificates covering Green House Gas (GHG) components, tires are covered only under warranties provided by the tire manufacturer. Tire Pressure Monitoring system calibration due to tire rotation or replacement is not covered.
- 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.

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 AND 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.
