



Volvo Buses. Driving quality of life

VOLVO 9700 WARRANTY POLICY



PO230025A

1 TERMS OF COVERAGE

1.1 Limited Warranty

Prevost, a division of Volvo Group Canada Inc. or Prevost Car (US) Inc. (hereinafter outlined as “Prevost”) provide this limited warranty which 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, 2016 (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). 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, reasonable repair times will be allowed 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.

1.5 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.

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)	●	
Lavatory pump		●
Engine batteries	●	
Propeller shaft, u-joints		●
Steering damper		●
Suspension shock absorbers and bushings	●	
Suspension bushings (wear)		●
Baggage door gas cylinders		●
Rear view mirror		●
Sun shades		●
Brake rotors, caliper pins, bushing, rubber boots		●

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

1.6 Service 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.

1.7 Parts and Shipping

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.

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 noncovered 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.

2.7 Special Options/Equipment 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 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.



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www.volvobus.com

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