

# VOLVO 9700 STANDARD ENGINE/I-SHIFT WARRANTY

## WARRANTY EPA 17 and Newer, Model Year 2024

Prevost a Division of Volvo Group Canada or Prevost Car (US) Inc. ("Prevost") warrants certain individual components of each new Volvo D13 EPA 17 and newer emission engine in a new Model Year 2024 Volvo 9700 Motorcoach 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. See your local Prevost Service Center or authorized 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 only new Volvo D13 engines meeting EPA 17 and newer emission requirements in a new MY2024 Volvo 9700 Motorcoach operated in the United States and Canada.

Standard Volvo Engine Components Coverage: 24 months / 250,000 miles (402,500 km), unless otherwise noted. Major Components Coverage: 60 months or 500,000 miles (804,672 km), whichever occurs first.

USE OF IMPROPER OR UNAPPROVED FUEL, ENGINE OIL OR ENGINE COOLANT WILL VOID THE ENGINE AND AFTERTREATMENT SYSTEM (DIESEL PARTICULATE FILTER) WARRANTIES. EPA 17 AND NEWER EMISSION VOLVO ENGINES REQUIRE THE USE OF VOLVO SPECIFICATION VDS 4.5 HIGH PERFORMANCE DIESEL ENGINE OIL AND 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 STANDARD COMPONENTS LIST:	QUALIFICATIONS AND LIMITATIONS
<b>24 Months/250,000 Miles (402,500km)</b>	
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	
Crankcase Ventilation Assembly	
Crankshaft	
Crankshaft Hub	
Cylinder Block	Includes: Casting, Main Caps, and Bolts
Cylinder Block Heater	
Cylinder Head	Includes: Assembly, Casting, Bolts, Plugs, and Sleeves
Diesel Particulate Filter Assembly (DPF) / Diesel Oxidation Catalyst (DOC) / Selective Catalytic Reduction (SCR)	Includes: Aftertreatment Hydrocarbon Injector (AHI), Aftertreatment Wiring Harness, Aftertreatment Control Module, Diffuser Pipe (AHI Mounting), Fuel Lines to AHI Injector, AHI Shutoff Valve, AHI Fuel Pressure Sensor, Pre-Catalyst Temperature Sensor, Post-Catalyst Temperature Sensor, Downstream DPF Temperature Sensor, DPF Differential Pressure Sensor, Particulate Matter (PM) Sensor, SCR Assembly, DEF Pump Assembly (Pump Reverting Valve, Pump Pressure Sensor), DEF Injector, DEF Tank Heating Control Valve, NOx (SCR Inlet and Outlet) Sensor, Downstream SCR Temperature Sensor (T4)
EGR (Exhaust Gas Recirculation) Components	All components including Clamps, Control Valve, Controller Area Network (CAN) EGR Valve, Cooler, Fittings, Gaskets, Mixer, Pipes, Charge Air Cooler Temperature Out (CAC Out) Sensor, and EGR Wiring Harness.
Electrical EA Harness Supplied with Engine	From EECU to Sensors and Injectors and Actuators
Engine Electronic Control Unit (EECU)	
Engine Brake Mechanism (VEB)	Factory Installed Only. Includes: VEB Control Valve and VEB Rocker Arms

COVERED STANDARD ENGINE COMPONENTS LIST:		QUALIFICATIONS AND LIMITATIONS
<b>24 Months/250,000 Miles (402,500km)</b>		
Exhaust Manifold		Includes: Casting, Joint Seals, Rings, and Wraps
Fan Belt Tensioner Assemblies and Bracket		Excludes: Fan Belts
Flywheel		Includes: Housing and Ring Gear
Fuel Filter Housing		Excludes: Filters
Fuel Injection System		Includes: Injectors and Common Rail Assembly (Electronic Fuel Pressure Regulator and Pressure Sensor)
Fuel Transfer Pump		
Gaskets, Seals, O Rings, and 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		
Oil Cooler		Engine Oil Cooler Only
Oil Fill Tube and Cap		
Oil Filter Housing		Excludes: Oil Filters. Includes: All control valves and sensors contained in the Oil Filter Housing.
Oil Pan		
Oil Pump		
Piston Assembly		Includes: Cooler Nozzles, Liners, Pistons, and Rings
Power Steering Pump		
Pre-Heater		Factory Installed Only. Includes: Preheat Relay, Terminals, and Power Cables
PTO Drive / REPTO (Rear Engine Mounted PTO Drive)		Factory Installed Only. Excludes all Pumps or Driven Gears
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.
Sensors (On Engine)		Includes: Temperature-Coolant, Crankcase Pressure, EGR Temperature, Engine Oil Level and Temperature, Engine Oil Pressure, Engine Timing/Speed (Flywheel), Temperature & Pressure – Inlet Manifold Air Sensor, Piston Cooling Jet Pressure
Starter Motor		
Telematics Gateway		TGW Unit and Associated Hardware (Antenna, Cab Overlay Harness, Antenna Cables)
Thermostat (Coolant)		Includes: Thermostat Side Cover
Timing Gear Cover and Mounting Plate		
Towing		Towing/Road Service on warrantable engine failures is limited to 24 months/Unlimited miles, and to a single tow per incident to the nearest repair facility. Charges in excess of \$1,000.00 are not covered unless PASS (Prevost Action Service) is contacted and approves additional amounts prior to tow.
Turbocharger Assembly		Includes: VGT Actuator Module
Valve Assembly		Includes: Guides, Keepers, Rotators, Seats, Springs, and 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		
Water Pump Assembly		

COVERED MAJOR ENGINE COMPONENTS LIST:		QUALIFICATIONS AND LIMITATIONS
<b>60 Months or 500,000 Miles (804,672 km)</b>		
Camshaft, Caps, and Bolts		Failures resulting from the valve & injector adjustments not being maintained properly are NOT covered. Normal maintenance adjustments are NOT covered.
Connecting Rods, Caps, and Bolts		
Crankshaft Forging		
Cylinder Block Casting, Main Caps, and Bolts		
Cylinder Head Casting and Bolts		
Exhaust Manifold Casting		
Flywheel Housing		
Gears		All internally lubricated gears only (Timing and Idler Gears)
Intake Manifold Housing		
Ladder Frame		
Thermostat Housing		
Timing Gear Mounting Plate		Excludes: Timing Gear Cover

I-SHIFT TRANSMISSION		QUALIFICATIONS AND LIMITATIONS
<b>24 months/ 250,000 miles (402,000 km)</b>		
I-Shift Transmission Assembly		Excludes clutch friction material

## 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 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, including, but not limited to, mud flaps and brackets, brake linings, clutch brake, and clutch linings, 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 data stored in 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 Motorcoaches 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, or 402 500 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 salt/chemicals, industrial fall-out or the use of improper cleaners, polishes and/or waxes are not covered.
20. **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.
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.

---

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.

---