AUTOCAR

Warranty Manual



Warranty Administration Manual

Truck Models: All
System Group Number: 060

autocartruck.com

AUTOCAR-PE20-003-000009

Warranty Administration Manual

Disclaimer

This Warranty Manual has been prepared by Autocar, LLC for reference and use by Autocar Dealers. Autocar, LLC has exercised reasonable care and diligence to present accurate, clear and complete information and instructions regarding the techniques and tools required for submitting warranty claims for Autocar products. However, despite the care and effort taken in preparing this general Warranty Manual, Autocar, LLC makes no warranties that (a) the Warranty Manual or any explanations, illustrations, information, techniques or tools described herein are either accurate, complete or correct as applied to a specific Autocar product, or (b) any repairs or service of a particular Autocar product will result in a properly functioning unit. The continuing accuracy of the manual cannot be guaranteed. The information in this manual is based on the latest information available at the time of publication. Autocar, LLC reserves the right to make changes at any time without notice to this manual and any information within.

Autocar, LLC
Hagerstown, Indiana, U.S.A.

Order Number: AC-WA-060-0608-P111-R001

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FOREWORD

The information contained in this document is intended to assist Autocar, LLC Dealers in the policies and procedures for the proper administration of Warranty coverage for Autocar, LLC vehicles.

Important Notice

This manual has been created to cover Autocar Warranty information of the truck as configured when it left the factory. As most Autocar trucks are used in the refuse industry, a body builder company may have made changes to the truck that are not endorsed by Autocar. As a result, Autocar cannot make service recommendations for modifications made to the truck after leaving Autocar's factory. Furthermore, Autocar cannot be held liable for any damage or failure of components added by a body builder, or the failure of original components that is caused by any modification or alteration of the truck.

Autocar, LLC is dedicated to protecting the environment. When servicing Autocar products, please dispose of all removed material, oils and coolant in an environmentally responsible manner.

When contacting Autocar for assistance with either a warranty or service question, please have ready the last 6 digits of the vehicle VIN (not the unit number) and the hours on the truck. This information is necessary for Autocar to provide accurate, fast assistance.

Contact Information

Visit : www.autocartruck.com for information on any of the following categories or contact Autocar by phone or written correspondence with the following information provided.

Autocar, LLC Addresses:
Send all warranty claims and any written correspondence to:

Autocar, LLC
Attn: Warranty Manager
P.O. Box 190
Hagerstown, IN 47346

Warranty parts requested to be returned should be sent to:

Autocar, LLC
Attn: Warranty and Service Support
551 South Washington Street
Hagerstown, IN 47346

Vehicle Warranty
Autocar Warranty Department:
Phone 1-877-973-3486
Autocar Warranty Department:
Fax 1-765-489-5236

- Vehicle Warranty and Administration
- Extended Vehicle Warranty
- General Vehicle Warranty Related

Service and Parts
Service Parts Warranty and Administration:
Phone 1-765-489-6016
Technical Part Ordering Questions:
Phone 1-866-878-5980
Autocar Service and Warranty Department:
Phone 1-877-973-3486
Autocar Service and Warranty Department:
Fax 1-765-489-5236

- Safety Recalls
- Service Programs
- Service Bulletins
- Technical Training
- Technical Service Information
- Service Manual Ordering Information

Visit : www.autocartruck.com

Autocar understands the need to keep trucks in service, and has developed a variety of assistance tools to keep your truck on the road. The Autocar Solutions network encompasses a growing range of support services to keep your trucks on the road, and in the event of a repair, to get them back to the streets as soon as possible. For more information, visit the Autocar Solutions network online at www.autocartruck.com/SolutionsIndex.aspx.

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INTRODUCTION

Autocar maintains an online Warranty Administration System where warranty claims may be completed, and other warranty information may be accessed. Visit the Service & Warranty section of Autocar's website at www.autocartruck.com to access the Warranty Administration System. The online Warranty Administration System can be accessed with the username and password assigned by Autocar's Warranty Manager. To obtain a username and password, please contact the Warranty Manager at 1-877-973-3486 to set up an account.

Autocar prefers that all warranty claims be submitted through the online Warranty Administration System. In the event that online access is not available, any warranty forms (available in this manual) can be copied and faxed to Autocar at 1-765-489-5236, Attn: Warranty Manager, or sent via US mail to the following address:

Attn: Warranty Manager
P.O. Box 190
South Washington Street
Hagerstown, IN 47346

WARRANTY SUMMARY

Warranty information is contained in the ***Autocar Warranty Certificate on page 25*** that is included with the product at the time of sale. Dealers perform the covered warranty repairs at no charge to the vehicle owner and send the invoice for these repairs to Autocar.

In general, Autocar, LLC (Autocar) warrants each new Autocar manufactured vehicle to be free from defects in material and workmanship under normal use and service up to the periods specified in the Basic Warranty section, provided all Autocar maintenance requirements found in the Operator's Manual and Preventative Maintenance Manual (AC-SM-177-0507-P112) are followed. All warranty periods are calculated from the date the vehicle was entered into service. All coverage is 100% for parts and labor, except as noted. Refer to the ***Autocar Warranty Certificate on page 25*** for specific terms and conditions of the warranty.

Basic Warranty

The Basic Warranty is for 12 months, or 100,000 miles or 161,000 kilometers, whichever occurs first. The air conditioning system (sealed type only) has no mileage limitation.

Note: The engine and transmission are not covered under this Warranty; they are warranted by their respective manufacturers.

Engine Warranty

The engine is not covered under Autocar warranty. The engine is warranted by the original equipment manufacturer (OEM). Refer to the engine OEM's warranty statement for details or contact the engine OEM for further information.

Transmission, Driveline and Rear Axle Warranty

The transmission is not covered under Autocar warranty. The transmission is warranted by the original equipment manufacturer (OEM). Refer to the OEM's warranty statement for details or contact the OEM for further information. The driveline and rear axle are warranted for 36 months, or 300,000 miles or 483,000 kilometers, whichever occurs first.

Frame Warranty

The Frame Warranty is for 60 months, or 500,000 miles or 804,500 kilometers, whichever occurs first. Coverage includes the frame, crossmembers and frame brackets for engine suspension mounting.

Cab Structure and Corrosion Warranty

The Cab Warranty is for 60 months, or 500,000 miles or 804,500 kilometers, whichever occurs first. Coverage includes the structure of the cab and corrosion where metal is perforated during normal use other than by an act or omission of the purchaser or operator.

Extended Warranty

An extended warranty is available as an option. The customer can purchase a two- or three-year extended warranty either at the time of delivery or within six months of delivery. See ***Extended Coverage Request Form on page 30*** (AC-F-000–0302–P14) for a copy of the form.

WARRANTY POLICY AND PROCEDURES

Online Warranty Administration System

Autocar maintains an online Warranty Administration System. This system enables Dealers to enter new warranty registrations, submit claims, view submitted claims, view vehicle identification number(s) (VIN) repair history and VIN profiles. Autocar prefers that all warranty claims be submitted through the online Warranty Administration System.

In order to use the electronic online Warranty Administration System, the Dealer must have the following:

- Internet access
- Microsoft Internet Explorer version 5.0 (or higher) installed on the PC that will be used to submit warranty claims
- A username and password (as assigned by the Autocar Warranty Manager)
- A flatbed document scanner is required for scanning and submission of sublet invoices or administrative forms when submitting a claim.

Warranty claims will be stored on the central web server and not on the Dealer's PC. This online Warranty Administration System allows more flexibility in the type of claims that can be submitted.

To use the online Warranty Administration System, login to the Service and Warranty section of the Autocar website and enter your login code and password.

To obtain a copy of the Autocar online Warranty Claim Application User Manual, scroll down on the first page and follow the directions to view and/or download the user manual.

Claim Authorization

In some cases, the Online Warranty Administration System will not allow warranty claim submission until an “authorization number” is obtained. Call the Autocar Warranty Department to obtain a goodwill authorization number. The authorization number allows the claim to clear warranty edits in the system but does not guarantee that the claim will be credited in full. This is an authorization to submit the claim for further edits; however, the claim is still subject to adjustment.

Rear drive axle warranty claims require that ArvinMeritor’s OnTrac service be contacted at 1-866-668-7221. After submitting the details of the axle failure to ArvinMeritor, they will provide a case number for further processing. OnTrac will provide repair instructions and an authorization number for the repair. Any necessary repair parts can be obtained by contacting the Autocar Warranty Department. When submitting a warranty claim to Autocar, the claim must contain the ArvinMeritor case number and the repair authorization number.

Start of Warranty

The vehicle Warranty starts on the date the vehicle is registered and entered into service.

In the case of vehicles which are sold directly to fleet owners, the Warranty registration information should be supplied by the fleet customer directly to the Autocar Warranty Department. Autocar reserves the right to verify in-service dates.

In the case of vehicles which are sold through Autocar Dealerships, the Warranty registration procedure starts with the Dealer Sales Representative reviewing the Warranty Certificate with the customer. The Dealer Sales Representative and the customer complete the Dealer information and customer information on the Warranty registration card.

After the review of the information on the Warranty registration card has been verified as accurate, the customer signs the completed ***Warranty Registration Form on page 29*** .

The Dealer then enters the Customer Information, Vehicle Date In Service and In Service Mileage into the ***Online Warranty Registration Screen on page 46*** .

The original form must be mailed to:
Autocar, LLC
Warranty Administration
P.O. Box 190
551 South Washington Street
Hagerstown, IN 47346

Time of Sale

After reading the ***Warranty Registration Form on page 29*** (AC-F-000-0210-P2) and ***Autocar Warranty Certificate on page 25*** (AC-WA-000-0210-P3), the purchaser signs both forms, acknowledging he or she has been informed by the salesperson of the published warranties. The purchaser will sign the portion of the Warranty Registration after the Dealer has typed in the customer’s complete name, address and date of sale. By signing, the customer acknowledges he or she has read, understands and accepts the terms of the Warranty Certificate. Upon completion, mail the form to Autocar Warranty Administration, as noted above.

Note: It is the responsibility of the salesperson to advise the customer of the published Warranty before the sale, not the Service Manager’s at the time of delivery.

Default Date In-Service

Vehicles which are not registered for warranty coverage as prescribed above will be registered with a default in-service date. The default in-service date is the vehicle’s build date, plus 180 days. Should the vehicle be registered for warranty coverage after the default date in-service is applied, the new in-service date will supercede the default date.

Note: The in-service date is subject to verification by Autocar. The date that the vehicle is registered for license tags is typically used as the in-service date when Autocar must verify the in-service date.

Vehicle Delivery

In Transit Breakdowns

If a vehicle in transit from the factory breaks down with a warrantable failure during regular business hours, contact the Autocar Service Department at 1-877-973-3486. If the breakdown occurs after hours, call FleetNet America, Inc. at 1-800-972-8872.

Transporter Responsibility

The transporter's responsibility begins at the time the vehicle is readied for shipment from the point of manufacture. The transporter inspects the vehicle and signs the delivery receipt, noting any damage or shortage.

While the vehicle is in the transporter's possession, they are responsible for all damage or losses which are not warrantable failures.

The transporter is required to undeck the vehicle using the Dealer/Body Builder's available facilities and present the vehicle to the Dealer/Body Builder for inspection. After the Dealer/Body Builder has inspected the vehicle and has signed the delivery receipt, the transporter's responsibility for the vehicle has ended.

If damage to the vehicle occurs while in possession of the transporter, the Dealer/Body Builder is responsible for filing a damage claim. Damage Claim documentation should include:

- Copy of signed delivery receipt
- Copy of repair order, broken down by parts and labor costs (should conform with warranty pricing, Dealer cost +30%)
- Sublet bill, if applicable
- Photo of damage

Any damage claim must be submitted to the transport company responsible for delivery of the vehicle to the Dealer/Body Builder.

After installation of a refuse or other utility body on the chassis, Body Builder companies may use an alternate company to ship the vehicle to the end customer. For vehicles damaged in transit after leaving the Body Builder company (bodied vehicles), please contact the appropriate Body Builder and transit company to initiate a damage claim.

Dealer Responsibility

In the case of drop-shipped trucks, it is the Dealer's responsibility to ensure that adequate facilities are available to undeck/unload trucks.

It is the Dealer's responsibility to provide the transporter with the facilities and methods necessary to undeck the units. When a vehicle is presented to the Dealer by the transporter, complete the following procedure:

1. Sign the delivery receipt. The receipt must be signed by person(s) authorized and "qualified" to make an inspection of the vehicle. These persons must be capable of determining whether or not there is any loss or damage to the vehicle at the time of delivery.
2. Note any damages or shortages in the space provided on the delivery receipt. These notations must be explicit and must clearly identify the shortage or damage.
3. Have the transporter representative sign the receipt after exceptions have been noted.
4. File an invoice for any damages immediately with the transporter and notify the transporter's office at this time.

Note: Concealed or hidden damage must be reported to the transporter in writing as soon as it is discovered. The Dealer has 15 days from the date of receipt from the transporter in which to report this damage.

Note: The Dealer's Sales Department is responsible to inspect the vehicle and verify it has been built per the Truck Specification Order (TSO). Refer to ***New Vehicle Order Discrepancy (Mis-build) on page 18*** *for a description of incorrectly built vehicles.* ***At the location where a vehicle is drop-shipped, it is the selling Dealer's responsibility to arrange a proper inspection at the time the vehicle is delivered.***

New Vehicle Warranty Coverage

Warranty coverage is contained in the Warranty Certificate that is included with the vehicle at the time of sale. Dealers perform the covered warranty repairs at no charge to the vehicle owner and send the invoice for these repairs to Autocar.

Use the following questions as an aid to determine whether a condition is covered by warranty:

1. Failure: Did a mechanical or material failure occur?
2. Analysis: Was the failure the result of a defect in the originally installed material or in the workmanship?
3. Coverage: Is the failure covered by Autocar's published warranty?
4. Time or mileage: Is the condition within the time and/or mileage limits of the warranty coverage?

If the answer to any of these questions is "No," then the condition is NOT under warranty.

Unregistered Vehicles

Note: It is the selling Dealer's responsibility to properly register each new Autocar vehicle for warranty coverage after it is sold.

If a customer brings a vehicle into a Dealer for a warranty repair and the vehicle has not been registered for warranty coverage, the procedure is as follows:

- If you are an authorized Autocar Dealer, you must register the vehicle by the end of the grace period to allow additional claims to be created.
- If the vehicle is still in Dealer inventory or is in body builder inventory, and a claim cannot be submitted, please call Autocar Warranty for further assistance.

Reporting of Accidents

The Dealer shall immediately report all accidents involving Autocar vehicles where personal injury and/or third party property damage has occurred.

Misuse Notification

The Dealer shall file reports and photos with the Autocar Service Department and notify the end user concerning any improper use or maintenance of the vehicle noted by the Dealer during service and/or courtesy calls and explain the proper use of the vehicle.

Reports shall include items such as written record of instructions and suggestions made to the user as to proper operation, safety and/or maintenance.

Special attention must be focused on safety items, such as the reading and understanding of all operator's and safety manuals, hazard and emergency informational decals, and the use and proper function of vehicle controls and equipment, including, but not limited to, seat belts, back-up alarms, horns and indicator lights.

Technician Time Keeping

Technicians must clock on and off of each repair condition to record the actual time used to perform the repairs. This can be done by any method that can consistently show the beginning and ending time per condition. Acceptable methods include bar coded time, time clocks and electronic time recording. Each time entry must reflect the repair condition being performed, the repair order number and technician identification.

Warranty Document Retention

It is the responsibility of the Dealer to retain all records used as the basis for submission of a warranty claim for a period of three (3) years from the Repair Order date to verify the accuracy of the information.

The following is a list of support documents which may be required for claim verification:

- Original copy of repair
- Time documentation and written description of work performed on that operation
- Parts tickets charging parts to the repair order
- Sublet repair invoices
- Towing/Road service invoices
- Parts warranty documentation
- Pre-delivery Inspection checklist
- Record of reimbursement to customers

Dealer Responsibility to Customer

Warranty Support

It is the Dealer's responsibility to administer warranty service support in compliance with the published Autocar warranty policies and procedures.

Delayed Warranty Start

A revision to the original in-service date or mileage can be requested because of one of the following conditions:

- Vehicle was purchased from someone other than an Autocar Dealer
- Installation of body or special equipment
- For any other reasons deemed valid by Autocar

Complete the ***Application for Delayed Warranty Service Form on page 41*** (form AC-F-000-0302-P13) and submit along with one or more of the following back-up documents:

- Sales contract
- State registration
- Letter from body company on their letterhead
- Invoice from body company with date they released unit to the customer

Pre-Delivery Inspection

Complete a Pre-Delivery Inspection before delivery using the ***Pre-Delivery Inspection Form on page 32*** (form AC-F-000-0210-P1). Submit a warranty invoice for labor reimbursement.

The Pre-Delivery Inspection form is designed to allow the servicing Dealer to record the results of the inspection, and indicates whether any adjustment or repair is required. Retain this document in the Dealer files. It is not necessary to send a copy with the permanent Warranty Registration Form.

Before delivery to the end user, any vehicle not inspected prior to delivery from the factory must be returned to an authorized Dealer to have the pre-delivery inspection performed.

When a Dealer sells a vehicle(s) which is to be delivered outside of their contractual area of responsibility and the vehicle(s) has not been inspected, the selling Dealer must arrange for an authorized Autocar Dealer to perform the pre-delivery inspection.

Repair Record Requirements

Each repair claim filed with Autocar must be backed at the Dealer level by a repair order. Dealers may use either a paper repair order (RO) system or an electronic RO system. In either case, the customer's signature is required on the repair order. Any supporting documents to the repair order must be consistently retrievable. The repair order must contain the minimum following data:

- Full 17-digit Vehicle Identification Number (VIN) or make/model and six-digit serial number
- Repair order date - date when the customer requested service
- Vehicle mileage at time of repair order
- Customer's complaint(s)
- Customer's signature authorizing the performance of the repair
- The cause of the failure and correction recorded by the technician during the repair for verification purposes. It is important that the technician clearly document what repairs were performed and include any diagnosis or research that was necessary.
- Warranty repairs added to the original repair order after being signed by the customer **MUST** be authorized and initialed by the Service Manager at the time of repair.

Any repair order which is improperly documented or not available upon request will be debited from the Dealer account.

Technician Write-Up

The warranty claim must accurately reflect the technician's repair description at the time of repair.

Claimed Parts

All parts used in a claimed repair must be traceable in the Dealer's parts inventory system. This includes identifying which parts are applicable to the specific repair condition.

Sublet Repair / Outside Purchase Parts

A copy of all invoices for sublet repairs or services used during a claimed repair must be maintained with the repair order. This includes, but is not limited to, towing bills, sublet repairs and outside purchased parts. The sublet invoice must be detailed with parts/labor and truck information as appropriate for service performed. Scan the sublet invoice and attach the image to the claim in the Online Warranty Administration System.

Parts Warranty Documentation

Over-the-counter parts sales are warranted by the Autocar Parts Department. For detailed warranty coverage information, contact Autocar Parts at 1-866-878-5980.

Delivery to Customer

The Dealer's employees shall be trained and shall instruct the customer in proper operation, maintenance, adjustments and lubrication, including safety practices, vehicle limitations and vehicle capabilities.

Limitation of Remedies

Buyer's remedy is limited to repair or replacement of the part or component which is defective. The truck/vehicle warranty certificate contains the sole and exclusive warranty for purchased trucks/ vehicles.

Transient Warranty

Every person entering an authorized Autocar repair facility requesting warranty consideration must be treated exactly as if they were your customer.

The customer should not be charged for labor and material when the repair is covered by the Autocar published warranty.

Autocar Responsibility to Dealer

Technical Service Assistance

Autocar Customer Service Representatives will:

- Provide a dedicated Technical Service Call Center
- Visit Dealer as deemed appropriate by the Autocar Technical Service Manager
- Make rulings on the necessity of returning or destroying warranty parts within the guidelines set by Autocar
- Assist in coordinating service and parts training sessions
- Assist the Dealer in troubleshooting as deemed appropriate by the Autocar Technical Service Manager

Service Literature

Manuals

An Owner/Operator Manual is provided with each new vehicle shipped from the factory. This manual must remain with the vehicle upon delivery to the customer.

Parts and Service manuals are made available for purchase by Autocar for the routine maintenance, troubleshooting and service of all Autocar trucks. These manuals are permanently maintained by Autocar. Additional manuals can be purchased from the Autocar online literature center, accessible through Autocar's website. Visit www.autocartruck.com and follow the link to the Literature Center for more information.

Service Bulletins

Service Bulletins are published to provide pertinent supplemental information relevant to vehicle changes in parts or service. All current Service Bulletins are published electronically on Autocar's website, in the Service and Warranty section.

The Dealer shall inform both its own personnel and customers of information in Service Bulletins.

Service Bulletins are identified by system group number, module number and revision level, and shall be permanently retained by the Dealer.

WARRANTY

Extended Warranty Coverage Plan

Certain truck purchases may require extended coverage as a condition of sale. Therefore, Autocar may offer coverage that is greater than the published Autocar Warranty.

Extended, purchased coverage can only be added up to six (6) months from the date in service. Details on extended, purchased coverage are listed on the Autocar Warranty website, under the “VIN Profile” section. For a quote on extended, purchased coverage, complete the ***Extended Coverage Request Form on page 30*** (AC-F-000-0302-P14).

Criteria for Service under Warranty

Qualifying Criteria

1. The vehicle must be one that is offered with a warranty by Autocar.
2. The vehicle must be within the warranty period stated in the appropriate Operator’s Manual or Limited Warranty Statement.
3. The vehicle must be one that has received proper and complete maintenance and service after sale to the customer.
4. The problem with the vehicle in question must be one that is due to an identifiable defect in material or workmanship.

Customer Permission

For vehicles that are customer-owned, the customer must give permission for repair work to begin.

The customer’s permission must be given with the understanding that the limited Autocar Warranty provides for the repair of manufacturing defects only. The customer must also understand that he or she may be responsible for all diagnosis and repair costs if no warrantable defect is found.

Note: If a diagnosis determines that the failure was not caused by a warrantable defect, contact the customer before proceeding with repairs.

Accident Authorization Requirement

If a vehicle is involved in an accident or fire you suspect is a result of a warrantable defect in material or workmanship, a repair authorization must be obtained from the Autocar Service Department before repairs are begun.

This requirement also applies if a customer alleges that a defect on the vehicle was responsible for an accident. Do not perform any disassembly or begin to repair a defect which might have caused an accident without first getting a repair authorization from the Autocar Service Department.

To obtain the authorization, call the Autocar Service Department, and have the following information ready:

- Customer name
- Vehicle Identification Number (VIN)
- Miles and hours on the vehicle
- Description of the alleged defect
- Description of the accident
- Description of the damage to the vehicle
- Description of injury, if any
- Any other information, such as any law enforcement agency involved, that is pertinent to the situation

Based on this information, you will be advised how to proceed.

Verbal Authorization

Verbal Authorizations are not recognized by the Warranty Department of Autocar. Should an authorized representative of either Autocar or a vendor make a commitment for a repair, an authorization number should accompany the claim. A report number issued by the vendor or field representative must be included in the text of the invoice.

Secondary Vendor Warranty

Engine Warranties

All engine warranties are handled directly with the engine original equipment manufacturer (OEM) Dealer or distributor; see the engine manufacturer’s warranty certificate.

Transmissions

All transmission warranties are handled directly by the OEM Dealer or distributor; see the transmission manufacturer's warranty certificate.

Secondary Warranty

Parts including, but not limited to, tires, engines, batteries, etc., are as a general rule covered by the specific manufacturer's warranties, which may be subject to change at any time and are not covered by the Autocar Warranty.

Autocar reserves the right to cancel warranty coverage if a vehicle is damaged beyond reasonable repair, as determined by an authorized Autocar representative.

Warranty Coverage by Function Group

Function Group	Description	12 Months 100,000 Miles	24 Months 200,000 Miles	36 Months 300,000 Miles	60 Months 500,000 Miles
Service and Maintenance					
161	Greasing	Maintenance*			
162	Oil and Fluids	Maintenance*			
171	Pre-Delivery Inspection	Before delivery to customer			
177	Maintenance Service	Maintenance*			
200	Engine	Contact OEM for Warranty Coverage			
233	Fuel Filter	Maintenance*			
	Fuel Heater				
234	Fuel Tank Connections				
235	Fuel Lines				
263	Fan Blade				
	Fan Belt**	Maintenance*			
	Fan Hub and Clutch				
	Fan Shroud				
264	Radiator				
	Radiator Mounts				
	Radiator Hoses	Maintenance*			
	Heater Hoses**	Maintenance*			
265	Intercooler				
	Intercooler Piping				
271	Accelerator Pedal				
Electrical System					
311	Batteries & Cables				
313	Battery Box				
321	Alternator				
322	Regulator				
331	Starter Motor				
351	Bulbs**	Maintenance*			
352	Headlights**	Maintenance*			
353	Light Assemblies				
355	Lens, Seals, Gaskets	Maintenance*			
356	Auxiliary Lighting				
361	Turn Signals				
362	Horn				
363	Wiper Blades	Maintenance*			
	Wiper Motor, Linkage				
364	Relays & Contacts				
369	Fan, Electrical				
371	Cab Wiring Harness				
372	Electrical Center				
381	Instrument Cluster				
382	Instrument & Sending Units				
383	Speedo/Tachograph/Hubometer				
384	Warning Systems				
385	Pressure Gauges				

Function Group	Description	12 Months 100,000 Miles	24 Months 200,000 Miles	36 Months 300,000 Miles	60 Months 500,000 Miles
392	Radio				
Transmission, Drive Shaft					
422	Transmission	Contact OEM for Warranty Coverage			
424	Transmission Controls***				
451	Drive Shaft				
	U-Joints				
453	Center Bearing & Mounts				
460	Axle Assembly				
461	Rear Axle Housing				
465	Differential Assembly				
	Case				
	Gears				
	Pinion/Thru-Shaft Seals				
466	Axle Shafts				
467	Electric Shift, Rear Axle				
468	Differential Lock				
481	P.T.O. (Transmission)***				
482	P.T.O. (Crankshaft, Flywheel) ***				
491	Transmission Oil Cooler				
Brake Systems					
510	Brake Adjustment**	Maintenance*			
511	Front Wheel Brakes, Foundation ****				
512	Rear Wheel Brakes, Foundation ****				
514	Slack Adjuster				
524	Brake Pedal & Linkage				
562	Reservoir Air Tank				
563	Air Valves				
564	Brake Chamber Assembly				
565	Brake Air Line & Connections				
Front Suspension					
601	Front Axle Alignment	Maintenance*			
611	Front Springs				
612	Front Axle I-Beams				
613	Front Shock Absorbers				
614	Spring Hanger Brackets				
615	Shackles				
616	U-Bolts				
617	Anti-Roll Bar				
641	Steering Wheel/Column/Shaft				
642	Steering Gear				
643	Steering Arm/Tie Rod/Connect				
644	Steering KnuckleKing Pin				
645	Power Steering Pump				
651	Wheels				
652	Tire Tubes	Contact OEM for Warranty Coverage			
653	Hub/Bearings/Seals				
Frame Rail, Rear Suspension					
712	Frame Brackets				

Function Group	Description	12 Months 100,000 Miles	24 Months 200,000 Miles	36 Months 300,000 Miles	60 Months 500,000 Miles
714	Crossmembers				
715	Frame Rail				
721	Tandem Suspension				
722	Springs, Rear				
723	Torque Rods/Radius Rods				
725	U-Bolts				
726	Suspension/Air Systems				
727	Rebound Stop				
728	Tandem Alignment	Maintenance*			
761	Shock Absorber				
762	Anti-Roll Bar Rebush Rear				
771	Wheels				
772	Tire Tube	Contact OEM for Warranty Coverage			
773	Hubs/Bearings/Seals				
Body, Cab and Interior					
810	General Cab Framework				
811	Floor/Doghouse/Cowl	Corrosion where metal is perforated			
812	Roof/Windshield/Rear Window Frame	Corrosion where metal is perforated			
813	Body Side	Corrosion where metal is perforated			
815	Instrument Panel				
817	Rear Section, Cab	Corrosion where metal is perforated			
818	Cab Mounting				
823	Grille & Guard				
825	Front Fender/Mudguards*****				
826	Rear Fender*****				
827	Steps				
831	Doors	Corrosion where metal is perforated			
834	Lock				
835	Window Regulator				
836	Roof Hatch				
841	Emblem/Reflector/Mirrors				
843	Glass				
844	Glass Door				
845	Air Horn				
852	Seats				
855	Trim/Upholstery				
859	Misc. Interior				
861	Bumper				
863	Mudflap & Splash Plates	Maintenance*			
870	Heater Assembly				
872	Hoses/Ducts				
873	Heater				
874	Air Conditioning AC Sealed System	12 Months Unlimited Mileage			
881	Dash Covers				
882	Interior Equipment				
884	Seat Belts				

Function Group	Description	12 Months 100,000 Miles	24 Months 200,000 Miles	36 Months 300,000 Miles	60 Months 500,000 Miles
891	Visors/Shields/Fairings				
Miscellaneous					
921	Optional Equipment***				
992	Fire Extinguisher***				

* Required maintenance not covered by warranty.
** May be claimed during the first 30 days of customer use.
*** Only if installed by Autocar. Check the build record to verify.
**** Consumable parts not covered by warranty.
***** May be maintenance, depending on the cause of the failure.

Major Component Repair vs. Exchange

When Autocar is responsible for repairs due to a failure caused by a defect in material or workmanship in a major component and the parts and labor cost to repair the original major component exceeds 75% of the cost of a new replacement, the original component should be replaced.

Major components purchased over-the-counter are subject to Parts Warranty.

Transfer of Ownership

If a vehicle is sold to a second purchaser, the unexpired portion of the original warranty may be transferred. In this case, ***Warranty Registration Form on page 29*** (form AC-F-000-0210-P2) must be completed; indicate at the bottom the change of address and/or ownership.

Check the box indicating a transfer of ownership and send to the Autocar Warranty Department identifying the new owner information. A customer or Dealer signature is required.

30 Day Miscellaneous Repair and Adjustment

Autocar will accept adjustments, light bulbs and loose belts as a warranty repair for the first 30 days of customer vehicle use. Refer to ***Warranty Coverage by Function Group on page 15*** for additional covered adjustments.

New Vehicle Order Discrepancy (Mis-build)

Note: An order discrepancy must be reported within 60 days from the date the vehicle was received by the Dealer or the Dealer representative.

Order discrepancy guidelines are as follows:

- An order discrepancy is defined as an ordered truck that was not built to the Dealer's order specifications.
- When a new truck is received from the factory, it is the Dealer's responsibility to carefully inspect each truck for compliance to the sales order. Use the applicable Truck Order Confirmation and Truck Specification Change Orders (TSCO), the order acknowledgement, and the truck claim as references for the inspection. If there is a discrepancy between how the actual truck is built and these documents, contact the Autocar Warranty Department.
- Order discrepancy claims must be validated by Autocar before repairs are started. Autocar will instruct the Dealer from where to order the parts, or will have the parts shipped directly from the factory.
- After the repairs are completed, process the order discrepancy claim using the online Autocar Warranty System.

Core Charges

The Autocar Parts Department will invoice the dealership at Dealer net plus the core charge. For claims purposes, Autocar will pay the Dealer net plus 30% if purchased from the Autocar Parts Department. The core charge will be added to the claim if the failed part must be returned to Autocar.

Currently, Dealers are required to hold replaced parts for 90 days. Any other parts purchased outside of Autocar Parts are treated as sublet and will be reimbursed at Dealer acquisition cost.

The core credit will come from the Autocar Parts Department after all replaced parts have been returned.

Autocar Parts exchange procedures:

1. Hold the part as a normal warranty repair.
2. Complete an Autocar Warranty claim and print a copy.
3. Attach envelope, with a copy of the printed claim inside, to the material being returned.
4. Return the core to the Autocar Parts Department for credit on the repair order.

Paint, Corrosion and Cab

Paint and cab repairs must be supported with photographs. Prior approval by Autocar Service is required on all paint and cab repairs.

Vehicle Demonstration Warranty

Autocar has a demonstration program which allows a “Dealer-stock” vehicle to be demonstrated to several customers. These units **MUST** be registered as a Dealer demo.

If it is necessary to submit a warranty claim during “demo service” and the vehicle is over 90 days old from build date, or has had more than four claims against it previously, contact the Warranty Department for an override that will allow the claim to complete the submission process.

The demo period is not to exceed one year. Demo vehicles are sold with a limited six-month warranty.

Government Sales

Warranties on vehicles sold to a government agency may be covered by individual sales contracts. Contact the Autocar Warranty Department for the specific terms and conditions of the warranty.

Warranty Recalls and Service Programs

Recalls

A warranty recall may be issued in the event Autocar product quality data indicates that a certain number of vehicles were built with a defect that might have adverse effects on their safe operation. In view of the urgency associated with this type of situation, a recall will be initiated. Autocar Dealers will be notified by a Recall Bulletin which contains the specific details of the rework required and the payment information.

Owners of any affected vehicles will receive a Recall Notice describing the campaign. For individual owners, the Notice requests that an appointment be made with the Dealer to bring the vehicle in for modification as soon as possible. For fleet owners, arrangements will be made through the distributor, Dealer or factory to complete the modification.

Dealers are required by Federal Law to perform any outstanding Safety Recall on all affected vehicles at no charge to the owner regardless of mileage, age of vehicle or ownership. Dealers must perform the Safety Recall before any vehicle is sold or released to the owner.

To determine if any Safety Recalls apply to a specific vehicle, enter the vehicle’s VIN on the VIN profile screen in the Online Warranty Administration System, available through Autocar’s website (www.autocartruck.com), in the Service & Warranty section. Any uncompleted Recalls will be listed.

All claims activity takes place in the online Autocar Warranty Administration System. Refer to ***Online Warranty Administration System on page 7*** for information about the online Autocar Warranty Administration System.

Note: NHTSA-mandated Recall repairs are eligible for reimbursement for the life of the vehicle.

Note: It is against Federal Law to sell a new or used vehicle that has an outstanding, uncompleted NHTSA-mandated recall.

Before performing a recall on a vehicle, the Autocar VIN profile screen should be checked to verify the recall is required. See ***Online VIN Identification Screen on page 46*** .

Service Programs

Autocar may issue a Service Program to make a change to a product. These programs have specific limits for the vehicles involved and for the time and/or mileage duration of the program. Autocar Dealers will be notified by a Service Program which contains the limits and the payment information.

Owners of any affected vehicles will receive a notice describing the campaign. For individual owners, the notice requests that an appointment be made with the Dealer to bring the vehicle in for modification as soon as possible. For fleet owners, arrangements will be made through the distributor, Dealer or factory to complete the modification.

Service Programs include a specific date at which time the product modification is no longer covered. Any work performed after the termination date will not be covered, and will not be eligible for warranty recovery.

In the case of stock trucks for which an outstanding Service Program has expired without having been completed, call the Autocar Warranty Administration Department at 1-877-973-3486 for more information.

Dealers are required by Federal Law to perform any outstanding Service Program on affected vehicles prior to the expiration date of the Service Program regardless of mileage, age of vehicle, or ownership. Dealers must perform the Service Program before the vehicle is sold or released to the owner.

To determine if any Service Programs apply to a specific vehicle, enter the vehicle's VIN on the VIN profile screen in the Online Warranty Administration System, available through Autocar's website (www.autocartruck.com), in the Service & Warranty section. Any uncompleted Service Programs will be listed.

All claims activity takes place in the online Autocar Warranty Administration System. Refer to ***Online Warranty Administration System on page 7*** for information about the online Autocar Warranty Administration System.

Customer Performed Recall Authorization

All recalls must be performed at an authorized Autocar Dealer or Service Center. Permission may be given on some recalls to allow a customer to perform the modification. In those instances, the customer must sign a letter releasing Autocar from responsibility due to damage resulting from incorrect modifications or repairs. Before performing any repairs, contact the Autocar Warranty Department to obtain a release letter.

Warranty Payments

Warranty Parts Allowance

Any non-stock parts needed to perform warranty repairs must be ordered from the Autocar Warranty Department. There will be no subsequent billing from the Autocar Parts Department. If the warranty parts shipped to the Dealership are not claimed as warranty parts within the 45-day claim submission deadline, a debit will be issued to the Dealership through the warranty process for the retail price of the part(s).

Establishing Labor Rate Allowance

To establish or change an approved warranty labor rate, prepare a ***Warranty Labor Rate Application Form on page 39*** (ACF-000-0301-P8) and a ***Competitive Labor Rate Survey Form on page 38*** (AC-F-000-0301-P7). Send these forms to the Autocar Warranty Department.

Additional guidelines are as follows:

- Warranty labor rates will not exceed the Dealer's regular daytime customer hourly rate.
- Labor rates must stay in effect for one (1) year; an annual increase in the labor rate is allowed.
- Start date is the date when Autocar Warranty Administration approves the request.
- Submit to Autocar Warranty Department 30 days prior to the requested effectivity date.

Warranty Labor Allowance

Labor charges are paid at the authorized facility's labor rate which has been approved by the Autocar Warranty Department (refer to ***Establishing Labor Rate Allowance on page 20*** for instructions). The following conditions apply:

- Labor used must be in the published Autocar Labor Operations, found on the Autocar website.
- When claiming repair time that is greater than the published labor times, use the “Straight time” box, located in the online Autocar Warranty System.
- Excessive labor claims for a warrantable repair due to installation of equipment or body by the customer is not covered, except if the Dealer sells the complete unit as a package.
- If a labor operation is found to be inadequate or incomplete, use the SRT ***Request for Appraisal of Time Schedules Form on page 31*** (AC-F-000-0302-P9).

Reimbursement

If the Dealer is on an ACH draft account, the Dealer is paid with a credit memo. Credit memos are issued twice a month.

If the Dealer is not on an ACH draft account, the Dealer is paid with a check.

All warranty claims submitted for reimbursement must be submitted in U.S. dollars, regardless of the country of origin. All warranty reimbursements made to the Dealer and fleet owners are distributed in U.S. dollars.

Items Not Covered Under Warranty

Over-the-Counter Parts

In the event a warranty claim is required for an over-the-counter part, contact the Autocar Parts Department at 1-899-878-5980 for process and approval guidelines.

Maintenance Requirements for Stock Vehicles

Vehicles stored either at the Dealer or the body builder must receive proper care and maintenance of items subject to deterioration such as batteries, chrome, paint, tires, oil seals and consumables.

Warranty does not cover conditions caused by storage-related deterioration. Records of proper maintenance for stock vehicles may be requested. For long-term storage guidelines, refer to the “Autocar Long-Term Storage Guidelines” manual (AC-SM-050-0612-P131).

Product Improvement

Product improvement or modification contrary to the vehicle Bill of Material records will not be considered under warranty.

If there is a failure caused by a defect in material or workmanship during the warranty period, the repairs should bring the vehicle to its original designed state, unless:

- Original part is superseded, or
- A Service Bulletin describes a repair for the specific failure.

Vehicle upgrades or product improvements are not acceptable unless specifically covered by a current Service Program.

Vehicles Transferred from Other Dealers

The Dealer must carefully inspect Dealer trades and vehicles received from other stock to recognize storage-deteriorated items when purchasing such vehicles. Reimbursement for storage-related issues must be resolved with the storage location.

Stored or Drop-Shipped Vehicles

When vehicles are delivered direct to Body Builders, the selling Dealer is responsible for arranging with the Body Builder to properly maintain the vehicle while in the Body Builder’s possession.

Non-Reimbursable Items

The following items are considered non-reimbursable on claim submissions:

- Shop supplies charged on a repair order
- Environmental charges
- Taxes of any kind

Sublet Warranty Repairs

Repair conditions covered by the Autocar Warranty should be performed at an authorized service facility. In the event that access to an authorized service facility is not possible, the customer can be reimbursed for his or her warranty expense.

Dealer

Dealer sublet repairs are subject to the same customer guidelines as stated below. Examples of Dealer sublets include upholstery, radiator and paint repairs.

Customer

The repair expense will be reimbursed at the face value of the sublet invoice. An original copy of the invoice must be given to the Dealer submitting the claim. Sublet invoice costs must be fair and customary for the given repair. If costs exceed fair and customary charges, the repair may be subject to the following reimbursement:

- Labor will be paid at the applicable standard replacement time (SRT) using the claiming Dealer's current, approved labor rate.
- Parts will be paid at the published Autocar pricing following the warranty guidelines.

Parts Replaced Under Warranty

All material used in a warranty repair must be either purchased from Autocar or must be a genuine vendor replacement part. The use of non-genuine Autocar parts or non-genuine vendor replacement parts will void the remaining warranty on the part or component being repaired.

Handling Replacement Parts

All warranty claims involving over-the-counter parts used in the repair of trucks which are purchased through Autocar will be covered by the Autocar Parts Department.

Warranty Part Return Procedure

You are required to retain parts replaced under warranty for a period of 90 days from the date the claim is filed.

If the Warranty Invoice is pending for "return parts," ship all parts, freight prepaid to:

Attn: Warranty Department
Autocar, LLC
551 South Washington Street
Hagerstown, IN 47346

Call the Warranty Department to obtain a return authorization number (RA #). Label your package or part with the RA #, claim number and the vehicle's VIN. Please include any shipping tracking information in your claim.

Note: ALL FAILED PARTS AND/OR ASSEMBLIES RETURNED MUST BE PROPERLY CLEANED AND DRY. ALL PARTS MUST BE FREE FROM ANY CLEANING SOLVENT, OIL, GREASE OR FUEL. ALL PARTS MUST BE CONTAINED WITHIN A CLEAR PLASTIC BAG AND PACKAGED IN A MANNER TO PREVENT THEM FROM BEING DAMAGED DURING SHIPMENT. ALL LUBRICANTS MUST BE DRAINED AND FLUSHED DRY FROM ALL COMPONENTS i.e., STEERING GEARS, POWER STEERING PUMPS, ETC.

Clearly mark the problem area for identification purposes, i.e., cracks in differential housings, sand holes, etc. Do not paint the actual defect; simply indicate the area of failure.

Material for each invoice must be packaged individually, but parts for several repairs may be included in one large container.

Note: Do not mix fragile instruments and parts with heavier, bulky parts.

If material is returned for more than one invoice and is in the same container, a packing list must be enclosed listing the invoice number, part number and part description. A copy of the packing list should be retained by the facility's Warranty Department.

Supporting information for single item shipment documentation should include a tracking number with the written inquiry.

Multiple item shipment documentation should include a tracking number, a copy of the packing list and the written inquiry.

If the returned material does not support the Warranty Invoice, the invoice will be denied and the material will be scrapped or returned C.O.D. at the dealer's option or instruction. If the claim line exceeds $500 USD, the Dealer will be contacted by Autocar Warranty Administration with instructions for the return of the part(s).

Warranty Invoices for replacement of a major component which are determined to be repairable will be denied and the component will be scrapped or returned C.O.D. per the instructions on the return envelope.

Note: Warranty Invoices suspended for return parts will be denied for lack of Dealer response if the parts are not received within 90 days.

- All failed parts removed during a claimed repair must be held for a period of 90 days from the date the claim appears on the credit memo.
- Parts are to be cleaned and tagged traceable to the repair order prior to storage.
- Parts used in making the repair are to be stored in a secure location.
- All failed parts are to be stored and shelved in a way to allow ease of inspection by an Autocar representative.
- A system should be designed for the periodic clean-out of parts beyond the material retention time limits.

Core Returns

Autocar Exchange Procedures:

1. Hold and tag the part as a normal warranty repair.
2. Attach an envelope, with a copy of the printed claim inside, to the material.
3. Return the core to the Autocar Parts Department for credit on the repair order.

Warranty Audit

Review Process

As an ongoing procedure, various warranty claims will be selected at random for audit. The audit will involve your customers. We will inquire about the warranty service you provided and request a candid reply.

There may also be a visit to your facility to review the supporting documentation (repair orders, parts invoices, sublets invoices, etc.) for submitted warranty claims.

Other Helpful Information

Power Steering Data

Proper power steering diagnosis requires both "pump pressure" and "flow" readings. Use the ***Power Steering Data Form on page 40*** (AC-F-000-0302-P11) for all power steering diagnoses and repairs. The readings obtained must be recorded and retained with the repair order.

Note: For complete diagnostic procedures and specifications, see the appropriate service manual.

If the Warranty Invoice is suspended for return of material, a copy of the readings must accompany the Warranty Invoice copy and be attached to the failed material.

Customer Goodwill

Autocar will sometimes choose to participate in repair costs outside of the warranty coverage. This is to promote product acceptance and customer goodwill. Participation is based on circumstances surrounding the individual condition and the age and mileage of the vehicle or part. This participation is not usually 100% of the repair cost. Note that parts markup does not apply in Goodwill adjustments.

Dealers must submit the ***Goodwill Authorization Request Form on page 36*** (AC-F-000-0302-P10) for assistance in goodwill claims.

Contact the Autocar Service or Warranty departments to request a pre-authorization goodwill number. Retain this number, as it will be required to complete the claim submission process. To request a goodwill authorization number, complete the request form, or call your authorized Autocar field representative for further assistance.

Warranty Claim Appeal Process

If not satisfied with a warranty claim settlement, an appeal may be filed. Guidelines are as follows:

- Dealer has 60 days to file, from time of adjustment or claims denial.
- Appeals should provide additional information to justify Autocar reprocessing.
- Once Autocar responds to an appeal, the claim is closed and the appeal process is ended.
- All appeals should be e-mailed to the Autocar Warranty Department.

60 Days	All invoices can be appealed for up to 60 days after the invoice is paid on a credit memo (two credit cycles).
Over 60 Days	Autocar WILL NOT ACCEPT appeals if postmarked more than 60 days after the credit memo date.

Dealer Forms

Ordering Forms

Each form is assigned with a document number (for example, AC-F-000-0210-P1 is the Pre-Delivery Inspection Form). Use this form number to identify forms as found on the Autocar website. Forms can be downloaded and printed from the Autocar website.

Copies of the following forms have been provided on the following pages:

- AC-F-000–0210–P1:
  Pre-Delivery Inspection Form (See page ***32***)
- AC-F-000–0210–P2:
  Warranty Registration Form (See page ***29***)
- AC-WA-000–0210–P3:
  Autocar Warranty Certificate for vehicles built before 01 January 2007 (See page ***25***)
- AC-WA-000-0612-P132
  Autocar Warranty Certificate for vehicles built 01 January 2007 and later (See page ***27***)
- AC-F-000–0301–P7:
  Competitive Labor Rate Survey Form
  (See page ***38***)
- AC-F-000–0301–P8:
  Warranty Labor Rate Application Form
  (See page ***39***)
- AC-F-000–0302–P9:
  Request for Appraisal of Time Schedules Form
  (See page ***31***)
- AC-F-000–0302–P10:
  Goodwill Authorization Request Form
  (See page ***36***)
- AC-F-000–0302–P11:
  Power Steering Data Form (See page ***40***)
- AC-F-000–0302–P12:
  Multiple Registration Addendum Form
  (See page ***42***)
- AC-F-000–0302–P13:
  Application for Delayed Warranty Service Form
  (See page ***41***)
- AC-F-000–0302–P14:
  Extended Coverage Request Form
  (See page ***30***)
- AC-F-000–0303–P16:
  Dealer-Sponsored Fleet Warranty Administration Agreement Form (See page ***43***)

Autocar Warranty Certificate

Autocar, LLC

LIMITED WARRANTY CERTIFICATE

(This warranty certificate is applicable only to vehicles manufactured prior to 01 January 2007. For vehicles built after the above-stated date, refer to document: AC-WA-000-0612-P132)

Autocar, LLC (Autocar), warrants the chassis of each new Autocar vehicle operated exclusively in the United States and Canada and placed in service after December 2001, specifically excluding the body installed on the chassis (Autocar Chassis), to be free from material defects in materials and workmanship upon the conditions, as limited and as otherwise set forth below (Limited Warranty).

1. Warranty Periods (subject to Exclusions below)
   - All warranty periods begin on the date and at the mileage when the Autocar Chassis is placed in service.
   - BASIC WARRANTY TERM: 12 months or 100,000 miles/161,000 kilometers, whichever occurs first. No mileage limitation on sealed air conditioning systems (12-month term only applies).
   - ENGINE WARRANTY TERM: Engine not covered by this Limited Warranty (see Exclusions below).
   - DRIVELINE (CARRIER BEARINGS, HANGERS AND SHAFTS) AND REAR AXLE (DIFFERENTIAL CARRIER ASSEMBLY AND AXLE HOUSING) WARRANTY TERM: 36 months or 300,000 miles/483,000 kilometers, whichever occurs first. Automatic transmission not covered by this Limited Warranty; it is covered by Allison Transmission's warranty terms (see Exclusions below).
   - CAB CORROSION WARRANTY TERM: The cab structural warranty period is 60 months or 500,000 miles/805,000 kilometers, whichever occurs first. The cab corrosion warranty period is for 36 months or 300,000 miles/483,000 kilometers, whichever occurs first. Coverage by the cab corrosion warranty is limited to metal perforation; surface corrosion is not covered (see Exclusions below).
   - FRAME, CROSS MEMBERS AND FRAME BRACKETS FOR ENGINE/SUSPENSION MOUNTING WARRANTY TERM: 36 months or 300,000 miles/483,000 kilometers, whichever occurs first.
2. Autocar's Obligations and Discretion
   - Autocar's obligations are limited to, at its sole option, the repair or replacement of parts or components of the Autocar Chassis which are determined by Autocar in its sole discretion to be defective. At Autocar's obligation, parts or components may be replaced with factory rebuilds. Replaced parts or components are the property of Autocar.
   - Warranty repairs and replacements performed by an authorized Autocar dealer in accordance with the terms of this Limited Warranty are free of charge to the owner of the Autocar Chassis.
3. Limitations
   - This Limited Warranty is not extended for any time out of service for warranty repairs.
   - This Limited Warranty covers only defects which are brought to the attention of an authorized Autocar dealer immediately upon discovery.
   - THIS LIMITED WARRANTY IS THE ONLYEXPRESS WARRANTY PROVIDED BY AUTOCAR FOR YOUR AUTOCAR CHASSIS. AUTOCAR ASSUMES NO OTHER OBLIGATION OR LIABILITY IN CONNECTION WITH YOUR AUTOCAR CHASSIS OR YOUR VEHICLE. AUTOCAR DOES NOT AUTHORIZE YOUR SELLING DEALER, YOUR BODY MANUFACTURER OR ANY OTHER PERSON OR ENTITY TO ALTER, AMEND OR OTHERWISE CHANGE THIS LIMITED WARRANTY IN ANY MANNER.
   - AUTOCAR IS NOT RESPONSIBLE FOR ANY SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES OR EXPENSES YOU MAY CLAIM AS A RESULT OF YOUR USE OF YOUR AUTOCAR CHASSIS, INCLUDING BUT NOT LIMITED TO LOSS OF INCOME, DOWNTIME EXPENSES AND ANY OTHER COMMERCIAL LOSSES.

Trucks bought before 01 JAN 2007

Autocar Warranty Certificate (Continued)

- YOU MAY HAVE SOME IMPLIED WARRANTIES ON YOUR AUTOCAR CHASSIS, SUCH AS AN IMPLIED WARRANTY OF MERCHANTABILITY OR AN IMPLIED WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE. THESE IMPLIED WARRANTIES ARE LIMITED, TO THE EXTENT ALLOWED BY LAW, TO THE TIME PERIOD COVERED BY THIS LIMITED WARRANTY.

4. Exclusions (NOT covered by this Limited Warranty)

- DAMAGE: Damage due to accidents, misuse, negligence, improper operation, storage or transport, operation at excessive speeds, loading beyond the factory rated load capacity and improper or insufficient maintenance services.
- APPLICATION: Problems with vehicle application, including but not limited to incorrect axle or transmission gear ratios, failures caused by vehicle operation in excess of factory rated load capacities or failures caused by vehicle use for a purpose for which it was not intended.
- ENVIRONMENTAL DAMAGE: Damage to parts made out of cloth, leather, wood, rubber, synthetics, paint or chrome which have been exposed to the elements or chemicals, including but not limited to road salts, industrial fall-out or the improper cleaners, polishes or waxes.
- GLASS:Glass breakage and scratches (unless proof of material defect is established to Autocar's reasonable satisfaction).
- SEVERE SERVICE: Failure due to severe service of suspension parts, including but not limited to rubber bushings, torque rod bushings, spring pins and bushings.
- ALTERATIONS: Any Autocar Chassis repaired, maintained or altered in any manner inconsistent with Autocar service policies and procedures or by a third party other than an authorized Autocar dealer.
- OPTIONAL EQUIPMENT: Failure caused by improper conversion or installation of bodies or equipment by third party manufacturers, body builders, converters or suppliers.
- ROUTINE MAINTENANCE: Routine maintenance, including but not limited to replacement of oil filters, adjustments of the engine, injection pump, transmission, brakes and linkages, and all adjustments, diagnoses and tests. Parts normally consumed or worn out during a vehicle's normal service life and customarily replaced during routine maintenance, including but not limited to bulbs, brake and clutch linings, bushings, belts and wiper blades, are not covered after the first 30 days from the date in service as listed on the warranty registration form.
- ALIGNMENT: Alignment of axles and balancing of tires, including but not limited to changing of axle camber, caster, toe and thrust angle settings.
- NON-GENUINE PARTS: Any Autocar Chassis repaired by use of parts, accessories assemblies and exchange units which are not genuine Autocar replacement parts.
- CAB STRUCTURE AND CORROSION: Structural defects or corrosion that occur in areas of the cab that have been previously damaged, repaired, altered or modified.
- TIRES, ENGINE AND AUTOMATIC TRANSMISSION: The tires, engine and automatic transmission are not covered by this Limited Warranty and are warranted by their respective manufacturers.
- ALTERED ODOMETER READING: Any Autocar Chassis on which the odometer has been disconnected or the mileage reading has been altered.
- CERTAIN LABOR: Premium for overtime labor and shift differential and additional labor for an otherwise warrantable repair due to conversion or installation of bodies or equipment by third party manufacturers, body builders, converters or suppliers.
- MISCELLANEOUS EXPENSE: Road service, towing, meals, lodging, telephone calls, travel time, loss of cargo, downtime, shop supplies, lube oil, lubricants, sealers, anti-freeze, filter elements and labor performed by parties other than an authorized Autocar dealer.
- ADDITIONAL COMPONENTS: Components or parts that are not installed by an authorized Autocar dealer.

AC-WA-000-0210-P3-R001

Trucks bought before 01 JAN 2007

Autocar Warranty Certificate (Continued)

Autocar, LLC

LIMITED WARRANTY CERTIFICATE

(This warranty certificate is applicable only to vehicles manufactured 01 January 2007 and later. For vehicles built prior to the above-stated date, refer to document: AC-WA-000-0210-P3-R001).

Autocar, LLC (Autocar), warrants the chassis of each new Autocar vehicle operated exclusively in the United States and Canada and placed in service after December 2006, specifically excluding the body installed on the chassis (Autocar Chassis), to be free from material defects in materials and workmanship up on the conditions, as limited and as otherwise set forth below (Limited Warranty).

1. Warranty Periods (subject to Exclusions below)
   - All warranty periods begin on the date and at the mileage when the Autocar Chassis is placed in service.
   - BASIC WARRANTY TERM: 12months or 100,000miles/161,000 kilometers, whichever occurs first. No mileage limitation on sealed air conditioning systems (12-month term only applies).
   - ENGINE WARRANTY TERM: Engine not covered by this Limited Warranty (see Exclusions below).
   - DRIVELINE (CARRIER BEARINGS, HANGERS AND SHAFTS) AND REAR AXLE (DIFFERENTIAL CARRIER ASSEMBLY AND AXLE HOUSING) WARRANTY TERM: 36 months or 300,000 miles/483,000 kilometers, whichever occurs first. Automatic transmission not covered by this Limited Warranty; it is covered by Allison Transmission's warranty terms (see Exclusions below).
   - CAB CORROSION WARRANTY TERM: The cab structural warranty period is 60 months or 500,000 miles/805,000 kilometers, whichever occurs first. The cab corrosion warranty period is for 36 months or 300,000 miles/483,000 kilometers, whichever occurs first. Coverage by the cab corrosion warranty is limited to metal perforation; surface corrosion is not covered (see Exclusions below).
   - FRAME, CROSSMEMBERS AND FRAME BRACKETS FOR ENGINE/SUSPENSION MOUNTING WARRANTY TERM: 60 months or 500,000 miles/805,000 kilometers, whichever occurs first.
2. Autocar's Obligations and Discretion
   - Autocar's obligations are limited to, at its sole option, the repair or replacement of parts or components of the Autocar Chassis which are determined by Autocar in its sole discretion to be defective. At Autocar's obligation, parts or components may be replaced with factory rebuilds. Replaced parts or components are the property of Autocar.
   - Warranty repairs and replacements performed by an authorized Autocar dealer in accordance with the terms of this Limited Warranty are free of charge to the owner of the Autocar Chassis.
3. Limitations
   - This Limited Warranty is not extended for any time out of service for warranty repairs.
   - This Limited Warranty covers only defects which are brought to the attention of an authorized Autocar dealer immediately upon discovery.
   - THIS LIMITED WARRANTY IS THE ONLY EXPRESS WARRANTY PROVIDED BY AUTOCAR FOR YOUR AUTOCAR CHASSIS. AUTOCAR ASSUMES NO OTHER OBLIGATION OR LIABILITY IN CONNECTION WITH YOUR AUTOCAR CHASSIS OR YOUR VEHICLE. AUTOCAR DOES NOT AUTHORIZE YOUR SELLING DEALER, YOUR BODY MANUFACTURER OR ANY OTHER PERSON OR ENTITY TO ALTER, AMEND OR OTHERWISE CHANGE THIS LIMITED WARRANTY IN ANY MANNER.
   - AUTOCAR IS NOT RESPONSIBLE FOR ANY SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES OR EXPENSES YOU MAY CLAIM AS A RESULT OF YOUR USE OF YOUR AUTOCAR CHASSIS, INCLUDING BUT NOT LIMITED TO LOSS OF INCOME, DOWNTIME EXPENSES AND ANY OTHER COMMERCIAL LOSSES.

Trucks built 01 JAN 2007 and later

Autocar Warranty Certificate (Continued)

- YOU MAY HAVE SOME IMPLIED WARRANTIES ON YOUR AUTOCAR CHASSIS, SUCH AS AN IMPLIED WARRANTY OF MERCHANT ABILITY OR AN IMPLIED WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE. THESE IMPLIED WARRANTIES ARE LIMITED, TO THE EXTENT ALLOWED BY LAW, TO THE TIME PERIOD COVERED BY THIS LIMITED WARRANTY.

4. Exclusions (NOT covered by this Limited Warranty)

- DAMAGE: Damage due to accidents, misuse, negligence, improper operation, storage or transport, operation at excessive speeds, loading beyond the factory rated load capacity and improper or insufficient maintenance services.
- APPLICATION: Problems with vehicle application, including but not limited to incorrect axle or transmission gear ratios, failures caused by vehicle operation in excess of factory rated load capacities or failures caused by vehicle use for a purpose for which it was not intended.
- ENVIRONMENTAL DAMAGE: Damage to parts made out of cloth, leather, wood, rubber, synthetics, paint or chrome which have been exposed to the elements or chemicals, including but not limited to road salts, industrial fall-out or the improper cleaners, polishes or waxes.
- GLASS: Glass breakage and scratches (unless proof of material defect is established to Autocar's reasonable satisfaction).
- SEVERE SERVICE: Failure due to severe service of suspension parts, including but not limited to rubber bushings, torque rod bushings, spring pins and bushings.
- ALTERATIONS: Any Autocar Chassis repaired, maintained or altered in any manner inconsistent with Autocar service policies and procedures or by a third party other than an authorized Autocar dealer.
- OPTIONAL EQUIPMENT: Failure caused by improper conversion or installation of bodies or equipment by third party manufacturers, body builders, converters or suppliers.
- ROUTINE MAINTENANCE: Routine maintenance, including but not limited to replacement of oil filters, adjustments of the engine, injection pump, transmission, brakes and linkages, and all adjustments, diagnoses and tests. Parts normally consumed or worn out during a vehicle's normal service life and customarily replaced during routine maintenance, including but not limited to bulbs, brake and clutch linings, bushings, belts and wiper blades, are not covered after the first 30 days from the date in service as listed on the warranty registration form.
- ALIGNMENT: Alignment of axles and balancing of tires, including but not limited to changing of axle camber, caster, toe and thrust angle settings.
- NON-GENUINE PARTS: Any Autocar Chassis repaired by use of parts, accessories assemblies and exchange units which are not genuine Autocar replacement parts.
- CAB STRUCTURE AND CORROSION: Structural defects or corrosion that occur in areas of the cab that have been previously damaged, repaired, altered or modified.
- TIRES, ENGINE AND AUTOMATIC TRANSMISSION: The tires, engine and automatic transmission are not covered by this Limited Warranty and are warranted by their respective manufacturers.
- ALTERED ODOMETER READING: Any Autocar Chassis on which the odometer has been disconnected or the mileage reading has been altered.
- CERTAIN LABOR: Premium for overtime labor and shift differential and additional labor for an otherwise warrantable repair due to conversion or installation of bodies or equipment by third party manufacturers, body builders, converters or suppliers.
- MISCELLANEOUS EXPENSE: Road service, towing, meals, lodging, telephone calls, travel time, loss of cargo, downtime, shop supplies, lube oil, lubricants, sealers, anti-freeze, filter elements and labor performed by parties other than an authorized Autocar dealer.
- ADDITIONAL COMPONENTS: Components or parts that are not installed by an authorized Autocar dealer.

AC-WA-000-0612-P132

Trucks built 01 JAN 2007 and later

Warranty Registration Form

Autocar, LLC
Warranty Registration

This warranty contained in the Autocar Warranty Certificate is an agreement between the Purchaser, Autocar, LLC, (Autocar) and the selling authorized Autocar Dealer. Warranty protection is an essential part of offer to sell. We urge every prospective purchaser of an Autocar vehicle to carefully read the warranty terms and conditions set forth on the Autocar Warranty Certificate.

LIMITATION OF REMEDIES

NO OTHER WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, ARE GIVEN BEYOND THOSE SET FORTH THEREIN. IN NO EVENT SHALL AUTOCAR, IT'S PARENTS, SUBSIDIARIES OR DEALERS BE LIABLE FOR SPECIAL OR CONSEQUENTIAL DAMAGES, INCLUDING LOSS OF INCOME, DOWNTIME EXPENSES AND ANY OTHER COMMERCIAL LOSSES. PURCHASER'S SOLE REMEDY IS LIMITED TO REPAIR OR REPLACEMENT OF THE PART OR COMPONENT WHICH IS DETERMINED DEFECTIVE IN NORMAL USE. THE VEHICLE WARRANTY CERTIFICATE CONTAINS THE SOLE AND EXCLUSIVE WARRANTY FOR AUTOCAR VEHICLES.

DEALER DECLARATION

The vehicle referenced below has been inspected and serviced in accordance with Autocar Pre-delivery Inspection Procedures and is fit for delivery in accordance with Autocar Authorized Dealer Agreement. The vehicle is fully registered for Autocar warranty coverage as described in the Autocar Warranty Certificate with a date in service shown below.

Dealer Signature _____ Date _____

PURCHASER ACKNOWLEDGEMENT

By its signature below, Purchaser acknowledges that it has received and read the warranty certificate and understands and accepts the terms contained therein. By its signature below, Purchaser also acknowledges receipt of the vehicle herein described and accepts the dealer declaration as valid. Purchaser further acknowledges that all required state and Federal safety standards and emission stickers are affixed to the driver's door or pillar post. Purchaser also certifies that it has received an Operator's Manual applicable to the model vehicle purchased.

Purchaser Name _____ Date _____

Signature _____ Title _____

ADDRESS _____

CITY _____ STATE _____ ZIP _____

PRE-DELIVERY & REGISTRATION DETAIL

(DEALER MUST COMPLETE AT TIME OF DELIVERY)

<table>
<tr><td colspan="3">Vehicle Identification No.</td><td colspan="2">Date in Service</td><td colspan="2">In Service Mileage</td></tr>
<tr><td colspan="3">Registered Owner</td><td colspan="2">Contact Name</td><td colspan="2">Contact Phone</td></tr>
<tr><td>Address</td><td>City</td><td>State</td><td>Zip</td><td>County</td><td colspan="2"></td></tr>
<tr><td rowspan="2">Registration Type
☐ First Owner
☐ Change of Address / Ownership
☐ Demonstrator</td><td colspan="2">Demo-In Date</td><td colspan="3">Demo-Out Date</td></tr>
<tr><td>Selling Dealer</td><td>Servicing Dealer</td><td colspan="2">Sales I.D. Number</td></tr>
</table>

AC-F-000-0210-P2

WARRANTY DEPT.

Extended Coverage Request Form

Autocar, LLC

Extended Coverage Request

This form should be used to add purchased coverage for all Autocar Trucks that were not included in the vehicle order.
Additional coverage may be purchased within six (6) months after the Date in Service.
Directions:
Step 1: Complete extended coverage information, vehicle detail, and dealer information and FAX to (765) 489-5236.
Step 2: Coverage approval will be faxed back with a quote number and coverage price.
Step 3: Upon receipt of quote number and coverage price, mail this form, along with a check in US dollars for the complete price to:

Autocar, LLC
Attn: Warranty Department
P.O. Box 190
551 South Washington Street
Hagerstown, IN 47346

Additional purchased coverage is valid only after payment has been received by Autocar, LLC.

STEP 1: REQUESTED COVERAGE

The Stated Coverage On This Quote Includes The Term Of The New Truck Limited Warranty

☐ Extended Basic Coverage
☐ Specific Components, Please List: _____

Coverage of _____ months or _____ miles or operating hours, whichever comes first.

NOTE: These coverage plans may require special vehicle options for approval.

Vehicle Detail

NOTE: False and/or misleading information will cause coverage to revert to the lowest level and/or void any additional purchased coverage.

Operation Class: ☐ Normal Duty ☐ Heavy Duty ☐ Severe Duty	**GCWR (tractor) or GVWR (truck):**	**Specific Vehicle Application:** ☐ Refuse ☐ Other _____ ☐ Off-Road ☐ Construction	
VIN:	**Vocation:**	**Engine:**	**Engine HP Rating:**
Model:	**Transmission:**	**Rear Axle:**	**Front Axle:**
Number of Trucks:	**Front Suspension:**	**Rear Suspension:**	**Special Equipment:**

Dealer Information

Dealer Code: _____ Date:_____ Dealer City and State: _____

Sales Rep:_____ Phone: _____ Fax: _____

Customer Name: _____ Customer Maintenance in-house? _____

STEP 2: APPROVAL

For Autocar, LLC Use Only

Months: _____ Notes: _____

Miles: _____ _____

Hours: _____ _____

Quote #:_____ Price: US$ _____Date: _____ Initials: _____

NOTE: Quote is valid for 30 days from this approval date

STEP 3: PAYMENT INFORMATION

Check #: _____ Amount: US$ _____Date: _____

NOTE: Payment must be received within 30 days of the vehicle(s) Date In Service or the quote in Step 2

Extended Coverage Plan **AC-F-000-0302-P14**

Request for Appraisal of Time Schedules Form

Autocar, LLC

Standard Times Manual
Request for Appraisal of Time Schedules

Reported by: _____ Vehicle Serial: _____

Dealer Code: _____ Model Year: _____

Date: _____ Model: _____

Name of Operation: _____ Oper. No. _____ Oper. Hrs. _____

Actual time in minutes: (_____) required in our shop to perform this operation.

Were all special tools specified in SRO available? _____

Has technician been trained for this type of repair? Yes ☐ No ☐

Date training attended: _____ Technician's name: _____

Describe in detail your repair procedure: _____

AC-F-000-0302-P9

Pre-Delivery Inspection Form

Autocar, LLC
Pre-Delivery Inspection

Customer: _____ Inspection Date: _____ Mileage: _____
Truck Model: _____ VIN: _____
Engine Model: _____ S/N: _____
Trans. Model: _____ S/N: _____
F-R Axle Model: _____ S/N: _____
R-R Axle Model: _____ S/N: _____
Repair Order No.: _____

The Pre-Delivery Inspection Checklist is the method used to verify that the vehicle has been delivered in accordance with the high standards Autocar sets for each and every vehicle that leaves the Autocar facility.

Unexpected downtime due to breakdowns can be costly and irritating. A great deal of expense can be avoided if problems with the vehicle can be detected before delivery. This checklist is designed to help detect any problems with the vehicle prior to delivery **and is to be used in conjunction with the PDI Manual (AC-SM-171-0612-P128)** that provides more in-depth coverage of many of the PDI Checklist items.

Following these guidelines will also help ensure the vehicle meets Federal Motor Vehicle Safety Standards (FMVSS) compliance which is the responsibility of the owner.

Major vehicle components such as engine, transmission and axles may have their own Pre-Delivery Inspection procedures, and Autocar, LLC recommends that the customer review each component's documentation for procedures prior to putting the vehicle into use.

PRE-DELIVERY INSPECTION CHECKLIST			STATUS		
WALK AROUND INSPECTION			**OK**	**N/C**	**COMPLETE**
1		Under the vehicle's left and right sides, and front and rear check for evidence of fluid leaks			
EXTERIOR INSPECTION					
2		Walk around the vehicle checking for the following:			
3		Paint and chrome for corrosion, pitting, chipping			
4		Dings/Dents around the cab and cab doors			
5		Damage to cab glass - all sides			
6		Missing or damaged reflectors			
7		Secure mirror brackets			
8		Check condition of wiper blades			
9		At rear of cab check the following fluid levels:			
10		Cab tilt pump oil level			
11		Engine oil level			
12		Transmission fluid level			
13		Perform "cold check" on transmission fluid			
14		Engine coolant level			
15		Engine coolant concentration			
16		Power steering fluid level			
17		Windshield washer fluid level			
18		Check the fuel/water separator			
19		Remove battery box cover and check the following:			
20		Tight battery terminals			
21		Corrosion inhibitor on terminals			
22		Battery hold-down hardware			

Continued on next page

Pre-Delivery Inspection Form (Continued)

Autocar, LLC
Pre-Delivery Inspection

EXTERIOR INSPECTION (Continued)			OK	N/C	COMPLETE
23		Check tire pressure/presence of lug nuts/verify mudguards and flaps are present			
24		Check door alignments/hinge adjustments/exterior door locks function properly			
25		Operate cab tilt mechanism and check for the following:			
26		Proper operation of cab tilt cylinders/mechanisms			
27		All cab mounts secured to frame properly			
28		Check for contact between cab and CAC piping and other interference			
29		Check that all air lines are routed and clipped properly			
30		Check that all fuel lines are routed and clipped properly			
31		Check that all power steering hoses are routed and clipped properly			
32		Check that all coolant hoses are routed and clipped properly			
33		Check that all electrical harnesses are routed and clipped properly			
34		Check serpentine belt and all belt-driven accessories for proper alignment			
35		Check all air conditioning switch wires for proper stress relief loops			
36		Check correct routing and clipping of all air conditioning lines			
37		Check correct routing and clipping of alternator, starter and battery wiring			
38		Verify correct routing of transmission oil cooler hoses/check oil cooler and connections for leaks			
39		Check for proper routing and clipping of Telma Retarder wiring (if equipped)			
40		Check engine and transmission mounts and mounting fasteners			
41		Check all fasteners on the frame for secure installation			
42		Check all steering system components, bolts, castle nuts and cotter pins for secure installation			
43		Verify exhaust system clamps are installed correctly and tightly			
44		Verify correct routing and clamping of engine intake hoses			
45		Lubricate the chassis as outlined in the Preventative Maintenance Manual (AC-SM-177-0606-P112)			
46		Lower cab and verify cab is hydraulically locked			
47		Perform the raise/lower cycle once more to verify proper operation			
48		Check the oil level on front axle hubs			
49		Check the oil level on lift axles (if equipped)			
50		Check the oil level of each rear axle			
51		Clean wheel and axle ends if necessary			
INTERIOR INSPECTION					
52		Check interior for dirt and debris			
53		Verify the literature package is present			
54		Verify front wheels are straight when steering wheel is centered			
55		Check the steering wheel/column for secure mounting			
56		Inspect the seat upholstery condition			
57		Check for safety equipment			
58		Turn key to ON, verify gauge sweep on all dashboard instruments			
59		Start engine and observe for unusual noise, vibration or smoke			

Continued on next page

Pre-Delivery Inspection Form (Continued)

Autocar, LLC
Pre-Delivery Inspection

INTERIOR INSPECTION (Continued)			OK	N/C	COMPLETE
NOTE: With the engine running, place transmission in neutral and set parking brake. Check for the following (Asterisk * indicates assistance is required):					
60		Any malfunction indicator lamp (MIL)			
61		ABS malfunction indicator lights			
62		Check for proper instrumentation lighting/accuracy of gauges			
63		Check interior courtesy lights			
64		Check and verify windshield wash and wiper function			
65		Check and verify air/electric horn operation			
66		Check high-beam and low-beam headlight operation *			
67		Check fog/work lights (if equipped) *			
68		Check all marker lights *			
69		Check turn signals, hazard lights and brake light operation *			
70		Check lift axle(s) for proper operation (if equipped) *			
71		Check for cold air from vents when A/C compressor is switched to “ON”			
72		Check for hot air from vents when temperature control is set to “HOT” (with A/C compressor switched “OFF”)			
73		Check window operation (manual and electric windows must be cycled through the full range of travel)			
74		Check that the on-board camera system is functional (if equipped)			
75		Check and verify the the Driver Control Transfer Switch transfers authority to the right side driver station (if equipped) and repeat steps 63, 69 and 73 from the right side driver station			
76		Air pressure brake test			
77		Verify proper service brake chamber/slack adjuster operation *			
78		Verify proper spring brake chamber/slack adjuster operation *			
79		Check cotter keys are installed in all brake chamber push rod clevis pins			
80		Check brake dust shields for contact with brake drums			
TEST DRIVE					
81		Start engine and verify all gauges are normal			
82		Listen for unusual noise, surging, vibration or misfiring and look for excessive smoke coming from engine			
83		Verify that the parking brake is working			
84		Begin driving and apply brakes. Verify proper brake operation			
85		Shift transmission into reverse and check operation of back-up alarm			
86		Check steering for proper operation			
87		Verify proper operation of transmission			
88		Check differential lock operation (if equipped)			
89		Verify operation of the Telma Retarder (if equipped)			
90		Check operation of the engine brake (if equipped)			
91		Check operation of the interlock axle (if equipped)			
92		If vehicle is equipped with dual drive, repeat steps 83-87 from the right side of the cab			

Continued on next page

Pre-Delivery Inspection Form (Continued)

Autocar, LLC
Pre-Delivery Inspection

TEST DRIVE (Continued)			OK	N/C	COMPLETE
93		Perform “hot check” on transmission fluid			
94		After road test is complete check the following components for leaks:			
95		Engine			
96		Transmission			
97		Cooling System			
98		Fuel System			
99		Power Steering System			
100		Rear axles			
101		Record any problem areas and corrective action taken			
102		Check for any open recalls or service programs against the vehicle			
103		Take a digital photograph of the vehicle and file it with this form			
104		Scan the completed and signed PDI checklist and attach it to the PDI claim			

COMMENTS:

This vehicle has been properly inspected and any corrections or repairs have been made, and is considered roadworthy and ready for delivery to the purchaser. Dealer represents and warrants to Autocar, LLC that the information contained above is true and correct and acknowledges that any intentional or material misstatement of that information shall constitute a material breach of the Autocar Authorized Dealer Agreement.

Dealer Signature_____ Date_____

AC-F-000-0701-P149-R001 4

Goodwill Authorization Request Form

Autocar, LLC

Goodwill Authorization Request

Owner	Dealer	Date
Type / Number (Office Use Only)	Originator	

Description of Failure

Start Date	End Date	Amount	Units (hits)
Mileage Limit	Age Limit	Module	Casual Part No.

Model	Maximum Amounts Per Invoice Line			
	Repair Hours	Parts Cost	Other Cost	Fleet Parts

Corrective Action

Additional Information

VIN(s)

Labor Total/Unit _____ (Hours) @ _____ (Labor Rate) Per Hour = _____ X _____ (Units) = Labor $ _____ Total

Parts Cost/Unit $ _____ X _____ (Units) = Parts $ _____ Total

Other Cost/Unit $ _____ X _____ (Units) = Other $ _____ Total

% Participation: Customer _____ Dealer _____ Autocar _____ Labor/Parts/Other $ _____ Total

Approvals

Field Service Representative	Service
Engineering	Sales & Marketing
Controller	Executive Approval

AC-F-000-0302-P10

Goodwill Authorization Request Form (Continued)

Material - Parts

Qty/Unit	Part Number	Description	Dealer	Total
		Total Parts Cost/Unit		

Other Cost

		Total Other Cost/Unit		

Competitive Labor Rate Survey Form

Autocar, LLC

Competitive Labor Rate Survey

NOTE: This form must be completed and submitted to Autocar when requesting a new warranty labor rate.

The survey should reflect all service outlets, which are recognized in the community as a major source of customer service and competition. This includes other competing truck dealers and independent service outlets. Direct inquiries concerning rates should be made to any independent or franchised outlet. (Minimum of four surveys) Autocar reserves the right to confirm data provided on this Competitive Labor Rate Survey.

Dealership Name: _____ Dealer Code: _____

Requested Labor Rate: _____

Firm Name	Location	Phone Number	Type of Business	Retail Rate

Date Survey Completed: _____

Prepared By: _____

AC-F-000-0301-P7

Warranty Labor Rate Application Form

Autocar, LLC

Warranty Labor Rate Application

This form should be completed by Autocar dealers when making a request to establish or change a warranty labor rate. This application is not effective unless submitted with a completed Competitive Labor Rate Survey Form. The completed Warranty Labor Rate Application and supporting documentation should be mailed to Autocar, LLC.

REQUIRED

Dealer Name: _____ Dealer Code: _____

Address: _____

City: _____ State: _____ Zip Code: _____

Current Authorized Labor Rate: ---------- $ _____

Current Stated Retail Rate: ---------- $ _____

Requested Labor Rate: ---------- $ _____

Dealer requests a new warranty labor rate to be established for the Dealers as outlined in the current Autocar, LLC Warranty Manual.

Dealer understands and has complied with the requirements necessary to qualify for this requested warranty labor rate, and understands Dealer's continuing compliance is subject to verification by Autocar, LLC. Dealer understands that failure to comply may result in any approved authorized warranty labor rate being reduced or adjusted accordingly.

This document and any terms contained herein, including, but not limited to the above listed "Requested Labor Rate" shall not be binding on Autocar,LLC until approved in writing.

The data required to support the above is enclosed for evaluation. Detailed documentation supporting this data is available upon request. I fully understand that if the data I submit is questionable or in error, a delay or denial of my request may result. Also, I understand that if my request is approved it may be subject to periodic verification by Autocar, LLC. If verification indicates the data submitted to substantiate this request is false or in error, debit action may be initiated.

Signed: _____ Dated: _____

Dealer Signature

COMPANY USE

Check One: ☐ New Dealer ☐ Labor Rate Change

Date Application Received from Dealer: _____

Date Retail Labor Rate Verified: _____

Approved Labor Rate
_____
Effective Date
_____

Signed: _____ Date: _____

AC-F-000-0301-P8

Power Steering Data Form

Autocar, LLC

Power Steering Data

Checksheet

Pump Make_____Model_____Belt Drive_____or Direct Drive_____

Hydraulic Oil
Operating Temperature_____ (Run 30 minutes to stabilize system)

(NOTE: If the nature of the problem in the steering gear is obvious, such as external leak, the following questions need not be answered.)

What was the flow rate and minimum / maximum pressure available to the steering gear prior to removing the gear when the engine speed was at:

RPM	Flow (Load Valve Open) (GPM/LPM)	Min. Pressure (Load Valve Open) (PSI/BAR)	Max. Pressure (Load Valve Closed) (PSI/BAR)
Idle (600 - 700)			
Approx. 1200			
Governed Speed			

NOTE: If flow pressure data is within specification proceed to next section.

What was the steering system pressure when the front axle was steered to the full left and right turn positions:

RPM	Normal Contact Between Stops		Spacer Block Contact Between Axle Stops			
	Pressure (PSI/BAR)		Pressure (PSI/BAR)			
	Left	Right	Left	Internal Leakage	Right	Internal Leakage
Idle (600 - 700)						
Approx. 1200						

NOTE: For complete diagnostic procedures and specifications, see the appropriate service manual.

If the failed material is requested for return, a copy of the reading must accompany the warranty claim copy and be attached to the failed material.

AC-F-000-0302-P11

Application for Delayed Warranty Service Form

Autocar, LLC

Application For Delayed Warranty Service

This application is to be used by the new owner when a revision to the original in-service date or mileage is requested because one of the following conditions exist:

- The vehicle was purchased from a company other than a Autocar, LLC authorized dealer.
- The vehicle was not immediately put into service due to the installation of a body or special equipment.
- The owner wishes to correct the original miles on the vehicle for a reason deemed valid by Autocar, LLC.
- The vehicle was not immediately put into service for some reason other than the above.

Explain: _____

_____

Include a copy of the state or province vehicle registration, sales contract from the body/equipment company showing the registration or sale date, a letter on the body/equipment company's letterhead including the sales date, or proof of actual mileage you wish validated.

Owner Acknowledgement

I, the undersigned do hereby make application for delayed warranty service. I agree, that if such application is accepted, I will be bound by the terms and conditions of the Basic Truck Warranty Certificate. I further agree that failure to apply for a change in the original warranty registration date or mileage may result in reduced warranty coverage. Items subject to deterioration will **NOT** be covered if the truck(s) are stored more than six months. These items include, but are not limited to chrome, paint, seals, rubber parts, and batteries.

Registered Owner: _____ Contact Name: _____

Address: _____ City: _____

State: _____ Zip: _____ Country: _____ Phone: _____

Date: _____ E-Mail: _____

Signature: _____ Printed Name: _____

Delayed Warranty Registration Detail

<table>
<tr><td rowspan="2">Operation Class (code):
☐ Normal Duty
☐ Heavy Duty
☐ Severe Duty</td><td colspan="2">Specific Vehicle Application:</td></tr>
<tr><td rowspan="3">Vocation
☐ Line Haul or Long Haul Service
☐ Pick-up & Delivery or Short Haul Service
☐ Fire and Rescue Service
☐ Construction
☐ Refuse
☐ Off-Road, Heavy Haul or Mining
☐ Logging or Oil Field</td><td>GCWR (tractor / GVWR (truck):</td><td>GAWR:</td></tr>
<tr><td>Actual Date In Service:</td><td>Actual Mileage When Placed In Service:</td></tr>
<tr><td colspan="2">17 Digit Vehicle Identification Number:
☐ Or Attached Multiple Registration Addendum</td></tr>
</table>

AC-F-000-0302-P13

Multiple Registration Addendum Form

Autocar, LLC

Multiple Registration Addendum

To simplify the registration of multiple units to one customer, only the registration certificate for the lead VIN needs to be completed. List all other trucks in numerical order. The complete 17-digit VINs, including mileage, PDI-RO # and date-in-service for each vehicle should be attached to the completed registration certificate.

Note:

VIN's (17-digits) must be in sequential order and the customer address must rema in the same for all vehicles listed on the attachment.

Multiple Truck Registration

VIN # (17 digits)	Date-in-service	PDI-RO#	Mileage

AC-F-000-0302-P12

Dealer-Sponsored Fleet Warranty Administration Agreement Form

Autocar, LLC

Dealer-Sponsored Fleet Warranty Administration Agreement

THIS FLEET WARRANTY ADMINISTRATION AGREEMENT ("Agreement"), entered into on the date written below, between the undersigned dealer (Dealer") and Dealer's undersigned customer ("Fleet").

1. Purpose. The purpose of this Agreement is to set forth the terms and conditions upon which Fleet may (a) perform repairs to Autocar Products sold by Dealer to Fleet at Fleet's own service locations and (b) submit related repair orders and related failed Autocar Products for warranty reimbursement from Dealer.
2. Definitions.
   A. "Autocar Products" means all Autocar products, including Autocar low cab over engine, and low-low cab over engine Class 8trucks ("LCOEs"), parts and accessories, authorized by Autocar for sale by Dealer and sold by Dealer to Fleet.
   B. "Autocar service policies and procedures" means the policies and procedures issued from time to time, in writing, by Autocar including, but not limited to the Autocar service operations manual, warranty-related service bulletins, policy and procedure bulletins, and other informational and directional bulletins issued by Autocar through Dealer.
3. Fleet Obligations. Fleet obligations will have the following duties and obligations under this Agreement.
   A. Repair Facility. Have and maintainarepair and service facility that is approved by Dealer.
   B. Unauthorized Modification, Installation. Fleet shall not modify any Autocar Product or install any equipment, accessory or part for use in LCOEs purchased from Dealer not authorized by Autocar. Fleet agrees to use only genuine Autocar or Autocar approved parts and accessories in performing warranty repairs and any other repairs of Autocar Products paid for by Dealer hereunder, all in accordance with the applicable provisions of Autocar service and procedures.
   C. Trained Personnel.Maintain competent, trained service personnel and require such personnel to attend training provided from time to time by Autocar. Fleet will perform only those repairs that Fleet is trained and qualified to perform.
   D. Service Policies&Procedures. Comply with Autocar service policies and procedures.
   E. Repair Orders. Submit to Sponsoring Dealer itemized, numbered repair orders and failed materials for what Fleet believes are warrant able repairs, within thirty (30) days of date of failure.
   F. Records. Maintain repair orders and related records foraminimum of three (3) years from the date of submission to Dealer.
   G. Dealer Inspections. Allow Dealer access to Fleet's repair and service facilities, during normal business hours and with advance notice, Fleet's records, time-tickets, and work orders for warranty payments related to this Agreement.
   H. Indemnification. Hold Dealer harmless from any indemnify Dealer against any liability, loss, damage or claims that result from faulty or negligent modification, installation or repair performed by Fleet, or any breach of this Agreement.
4. Dealer Obligations. Dealer will have the following obligations under this agreement:
   A. Credit for Repairs. Dealer will issueacredit to Fleet for the parts and other materials required for Fleet's performance of authorized warranty repairs and pay Fleet an amount for labor in accordance with the service rates and policies set forth below.
   B. Claim Submission. Submit to Autocar authorized warranty repair claims for work of Fleet in accordance with Autocar service policies and within thirty (30) days Dealer receipt ofacomplete repair order and related materials from Fleet. Fleet understands that this Agreement is between Dealer and Fleet only and Autocar is not bound here under to approve, reimburse, or issue credit in connection with any repair order submitted by Fleet.
   C. Issue Service Information. Issue to Fleet warranty-related service bulletins, policy and procedure bulletins and other informational and directive bulletins.
5. Labor Rate. Dealer shall pay Fleet for authorized warranty repairs at the rate of $_____per hour.
6. Parts Pricing Compensation. Dealer will issue credits to Fleet.
7. Coverage. This Agreement shall apply only to authorized repairs made to the vehicles identified in the attached Exhibit A.

DEALER:

_____
Dealer Name

_____
Dealership Representative (signature) Title Date

FLEET: Name

_____
Fleet Phone Number

_____
Fleet Address City State Zip

_____
Fleet Representative (signature) Title Date

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Dealer-Sponsored Fleet Warranty Administration Agreement Form (Continued)

Autocar, LLC

EXHIBIT A
DEALER-SPONSORED FLEET
WARRANTY ADMINISTRATION AGREEMENT
Fleet VIN list covered by Dealer-Sponsored Fleet Warranty Administration Agreement

Vehicle Identification Number (VIN)	Description

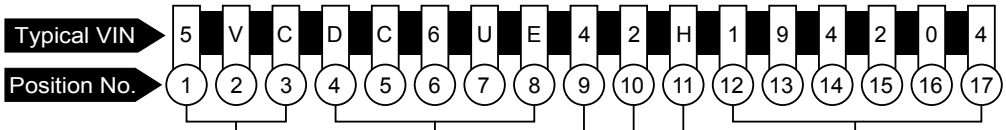
Dealer Representative Date

Fleet Representative Date

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VIN Identification

Appendix A - VIN Identification Chart



Digits 1-3: World Manufacturer Identifier

Digit 1 ..... Nation of Origin

Code	*Nation of Origin*
5	USA

Digit 2&3 ... Manufacturer & Vehicle Type

Code	*Manufacturer & Vehicle Type*
V4	Autocar, LLC - Truck-Tractor
VC	Autocar, LLC - Chassis Cab

Digit 12-17: Vehicle Production Sequence Number

Sequence number as assigned by the manufacturer

Digits 4-8: Vehicle Attribute Identifier

Digit 4 ... *Model*	*2006*	*2007*	*2008*	*2009*	*2010*
WX	D	D	D	D	-
Xpeditor	-	A	A	A	A
Conventional	-	C	C	C	C
WXLL	H	H	H	H	-

Digit 5 ... Chassis, GVWR (Class), Brake System

Code	*Chassis*	*GVWR*	*Brake System*
1	4x2	Class 7	Air Brakes
2	4x2 T	Class 7	Air Brakes
3	4x2	Class 8	Air Brakes
4	4x2 T	Class 8	Air Brakes
C	6x4	Class 8	Air Brakes
6	6x4 T	Class 8	Air Brakes
D	6x6 T	Class 8	Air Brakes
E	8x4 T	Class 8	Air Brakes
9	Other	Class 8	Air Brakes
Z	Glider	Class 8	Air Brakes

Note: "T" denotes Tractor

Digit 6 ... *Cab Type*	*2006*	*2007*	*2008*	*2009*	*2010*
Low COE (pre-AX)	6	6	6	6	-
Single drive, L sit	-	-	L	L	L
Single drive, R sit	-	-	R	R	R
Dual drive, L & R sit	-	-	D	D	D
Dual drive, L sit, R stand	-	-	S	S	S
Single drive, L sit, R stand	-	-	A	A	A
Single drive, L stand	-	-	B	B	B
Single drive, L & R stand	-	-	C	C	C
Dual drive, L & R stand	-	-	E	E	E
Single drive, R stand	-	-	F	F	F

Digit 7 ... Engine

Manufacturer	*Series*	*Fuel*	*Cylinders*	*Displacement*	*2006*	*2007*	*2008*	*2009*	*2010*
Cummins	Westport Euro	Gas +	6	8.3L	-	-	C	C	C
Cummins	C 8.3	CNG	6	8.6L	F	F	F	F	F
Cummins	ISC EGR/DPF	Diesel	6	8.3L	H	H	H	H	H
Cummins	ISL EGR/DPF	Diesel	6	8.9L	J	J	J	J	J
Cummins	ISM EGR/DPF	Diesel	6	10.8L	K	K	K	K	K
Cummins	Westport ISL-G	Gas	6	8.9L	-	-	L	L	L
Cummins	ISL HPCR	Diesel	6	8.9L	M	M	M	M	M
Cummins	ISC HPCR	Diesel	6	8.3L	P	P	P	P	P
Cummins	L GAS +	CNG	6	8.9L	R	R	R	R	R
NONE (glider)	-	-	-	-	Z	Z	Z	Z	Z

Digit 8 ... Engine Horsepower Rating

Code	*HP*	*Code*	*HP*
D	225-274	J	475-524
E	275-324	K	525-574
F	325-374	L	575-624
G	375-424	Z	None (glider)
H	425-474		

Digit 11: Assembly Plant Code

Code	**Plant**
H	Autocar - Hagerstown, IN

Digit 10: Model Year Code

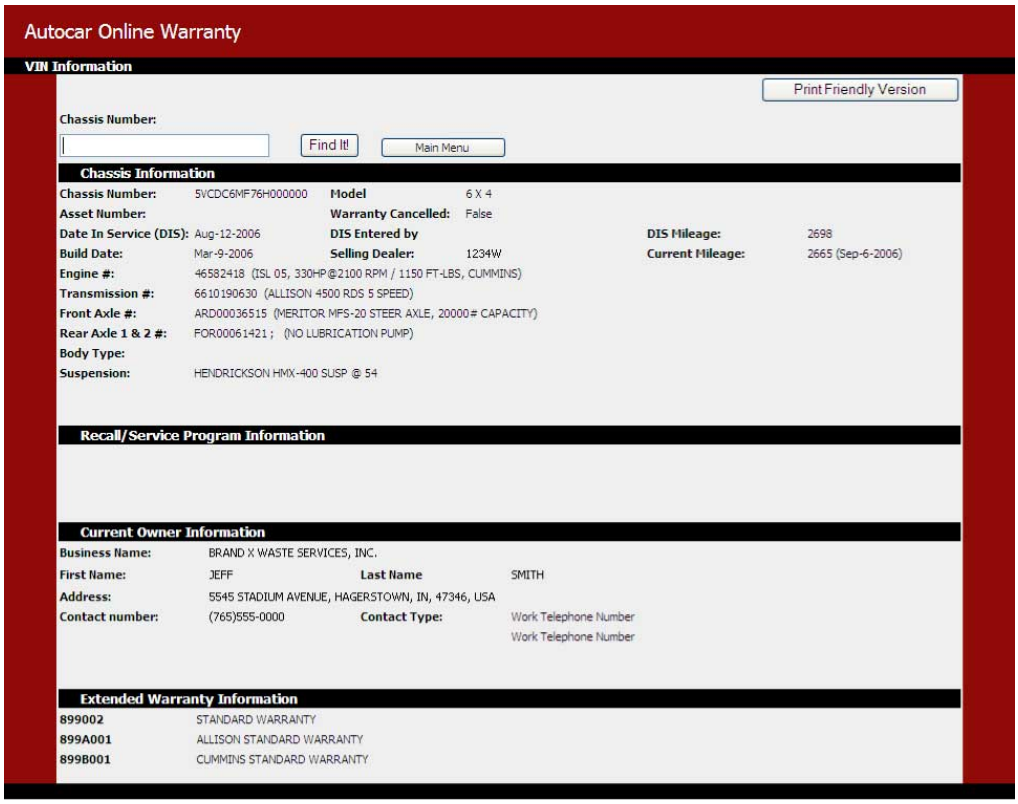
Code	**Year**	**Code**	**Year**
1	2001	6	2006
2	2002	7	2007
3	2003	8	2008
4	2004	9	2009
5	2005	A	2010

Digit 9: Check Digit

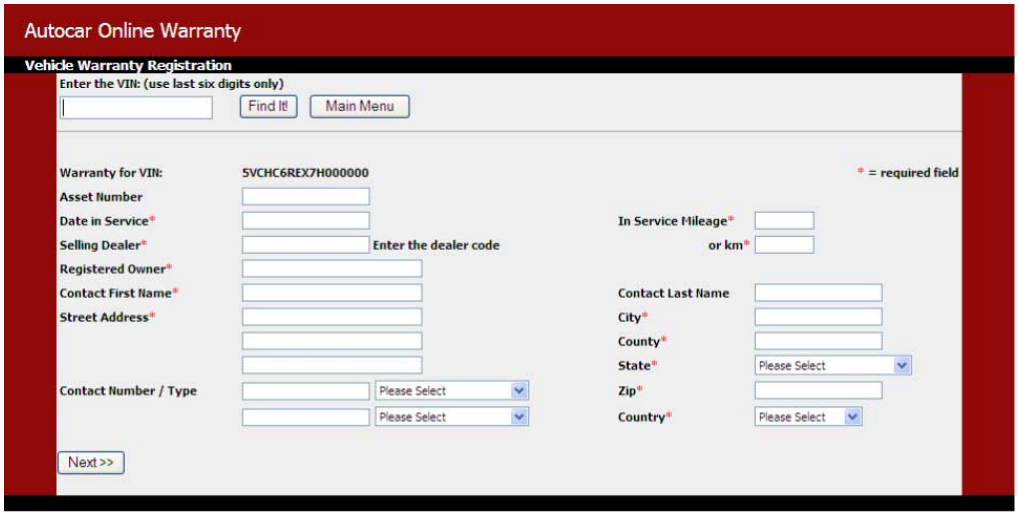
Check digit as calculated by the manufacturer

AC-MISC-000-0210-P4-R004 AEW00010 Rev 004

Online VIN Identification Screen



Online Warranty Registration Screen





Autocar, LLC
P.O. Box 190
551 South Washington Street
Hagerstown, IN 47346
www.autocartruck.com

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