WARRANTY ADMINISTRATION MANUAL

AUTOCAR ACX® - XPEDITOR®

Document Number: AWE 00151 ACX Warranty Manual

www.autocartruck.com

EFFECTIVE AS OF JANUARY 1, 2017

TABLE OF CONTENTS

INTRODUCTION & CONTACT INFORMATION 1
- Introduction 2
- Contact Information 2
- Copyright Information 3

WARRANTY COVERAGE 4
- Autocar Warranty Coverage 5
- Parts and Labor 5
- Warranty Coverage by Function Group 6
- Emissions Warranty 6
- Third Party Warranty Coverage 6
  - Axles Warranty (Meritor Only) 6
  - Axles Warranty (Other Manufacturers) 7
  - Engine Warranty 7
  - Transmission Warranty (Allison Only) 7
  - Hybrid Drive System Warranty (Parker Only) 7
  - Tires Warranty 7
  - Battery Warranty 7
- Items Not Covered Under Warranty 7
  - Damage Related to Failure to Maintain Stock Vehicles 8
- Effect of Intermediate and Final Stage Manufacturers on Warranty 8

WARRANTY POLICIES AND PROCEDURES 9
- Online Warranty Administration System 10
- Warranty Registration 10
  - Failure to Register 11
  - Warranty Start Change or Delay 11
- Pre-Delivery Inspection 11

Customer Permission 11
Transfer of Warranty; Rentals 11
Demonstration and Stock Vehicles 12
Reporting of Delivery Damage and Misuse 12
Reporting of Accidents 12
Sublet Warranty Repairs 13
Recalls 13
Service Programs 14
Service Bulletins 14
CLAIMS POLICIES AND PROCEDURES 15
Claim Authorization 16
Repair Order Requirements 16
Technician Time Keeping and Write-Up 17
Claimed Parts 17
Sublet Repair / Outside Purchase Parts 17
Photographic Evidence 17
Power Steering Data 18
Parts Replaced Under Warranty 18
Retention of Failed Parts 18
Return of Failed Parts Upon Autocar's Request 18
Core Charges 19
Service Parts Warranty Claims 19
Major Component Repair vs. Replacement 19
Warranty Labor 19
Payment of Warranty Claims 20
Warranty Claim Appeal Process 20
Warranty Document Retention and Requests for Documentation or Correction 20
Warranty Audit 21
APPENDIX A: CONTACT INFORMATION 22
APPENDIX B: WARRANTY COVERAGE BY FUNCTION GROUP 22

1

INTRODUCTION & CONTACT INFORMATION



INTRODUCTION

The information contained in this document is intended to assist Autocar® authorized distributors and service facilities (referred to in this manual as "Service Sites") in the policies and procedures for the proper administration of warranty coverage for Autocar vehicles. Autocar reserves the right to make changes to the information provided in this Manual after publication at any time and without notice.

CONTACT INFORMATION

See **Appendix A** for all warranty-related contact information, including contact information for the manufacturers who provide the warranties that cover the vehicle's axles, engine, transmission and tires.

Contact warranty@autocartruck.com or access **Warranty Management** on Autocar's website for information and assistance with the following:

- Vehicle Warranty
- Warranty Claims Administration
- Extended Warranties
- Safety Recalls
- Service Programs
- Service Bulletins

When contacting Autocar for assistance with a warranty question, please provide the last 6 digits of the VIN (not the unit number), the miles and the hours on the vehicle. This information is critical for Autocar to provide prompt and accurate assistance.

Address all warranty-related inquiries and correspondence to the **Warranty Department** at warranty@autocartruck.com.

To obtain warranty-related forms and documents, access **Warranty Management** on Autocar's website.

Return warranty parts as directed to the **Warranty Department** at the address provided on **Appendix A**.

The Autocar Solutions® network encompasses a growing range of support services to get vehicles back out on the road as soon as possible. Access **Autocar Solutions** on Autocar's website.

COPYRIGHT INFORMATION

All rights reserved. No part of this publication may be reproduced, stored in a retrieval system or transmitted in any form by any means - electronic, mechanical, photocopying, recording or otherwise - without the prior written permission of Autocar, LLC.

© 20165 Autocar, LLC

Hagerstown, Indiana, U.S.A.

877-973-3486

2

WARRANTY COVERAGE



AUTOCAR WARRANTY COVERAGE

The official Autocar **Limited Warranty Certificate** is included with the vehicle documentation at the time of sale and can be accessed through **Warranty Management** on Autocar's website. Service Sites perform covered warranty repairs at no charge to the vehicle owner and submit a claim for reimbursement for the cost of the repairs to Autocar.

Subject to the limitations and exclusions set forth in the **Limited Warranty Certificate**, Autocar warrants each new Autocar-manufactured vehicle to be free from defects in material and workmanship under normal use for the periods specified in the **Limited Warranty Certificate**, provided all Autocar maintenance requirements found in the Operator's Manual are followed. All warranty periods are calculated from the date the vehicle was placed in service (see the **Warranty Registration** section of this manual). All coverage is 100% for parts and labor, except as noted. For specific terms and conditions of the warranty, refer to the **Limited Warranty Certificate** by accessing **Warranty Management** on Autocar's website.

In addition to meeting the criteria for coverage set forth in the **Limited Warranty Certificate**, the following general criteria must be met in order for a repair to be covered by warranty:

- The vehicle must be warranty registered.
- The vehicle must be one that has received proper and complete maintenance and service after sale to the owner.
- The issue with the vehicle must be one that is due to identifiable defect in material or workmanship.

PARTS AND LABOR

Service Sites are encouraged to maintain a full stock of parts for use in warranty repairs. When parts are used from the Service Site's stock of parts ordered from Autocar for covered warranty repairs, Autocar reimburses the Service Site for its cost for the parts plus an agreed upon margin.

Service Sites must order non-stock parts needed to perform warranty repairs from the **Warranty Department**. Autocar will ship the parts to the Service Site at no cost. Any such parts shipped to the Service Site which are not the subject of a warranty claim within 45 days may be charged to the Service Site at retail price. For parts shipped overnight for emergency truck-down situations, the Service Site will be responsible for the expedited shipping costs if the parts are not used on an emergency truck-down basis.

Subject to pre-approval by the **Warranty Department**, Autocar will reimburse the Service Site for parts used for warrantable repairs which are purchased from a third party other than Autocar at the Service Site's acquisition cost.

Autocar reimburses the Service Site for labor at the applicable standard repair time (SRT) using the Service Site's labor rate approved by Autocar.

Certain exceptions apply (see **Appendix B** for details).

WARRANTY COVERAGE BY FUNCTION GROUP

See **Appendix B** for a chart of warranty coverage broken down by function group.

EMISSIONS WARRANTY

Certain components of the vehicle's emissions system are warranted by Cummins. Refer to the emissions warranty or contact Cummins for additional information. See **Appendix A** for Cummins' contact information.

Certain other components of the vehicle's emissions system are warranted by Autocar. The official Emission Control System Components Warranty Disclosure is included with the vehicle documentation at the time of sale and can be accessed through **Warranty Management** on Autocar's website.

THIRD PARTY WARRANTY COVERAGE

Axles Warranty (Meritor Only)

If the vehicle is equipped with axles supplied by Meritor, those components are warranted by Meritor and claims will be reimbursed by Meritor. Warranty claims must be pre-authorized by Meritor through its OnTrac system. Refer to the axles warranty or contact Meritor for additional information. See **Appendix A** for Meritor's contact information.

Axles Warranty (Other Manufacturers)
The manufacturer of the axles may provide warranty coverage in excess of Autocar's coverage. Refer to the manufacturer's warranty documentation or contact the manufacturer or warranty@autocartruck.com for additional information.

Engine Warranty
The engine is warranted by Cummins. Refer to the engine warranty or contact Cummins for additional information. See **Appendix A** for Cummins' contact information.

Transmission Warranty (Allison Only)
If the vehicle is equipped with a transmission supplied by Allison Transmission, the transmission is warranted by Allison Transmission. Refer to the transmission warranty or contact Allison for additional information. Please see **Appendix A** for Allison's contact information.

Hybrid Drive System Warranty (Parker Only)
If the vehicle is equipped with a hybrid drive system supplied by Parker, the system is warranted by Parker. Refer to the hybrid drive system warranty or contact Parker for additional information. Please see **Appendix A** for Parker's contact information.

Tires Warranty
The tires are warranted by their manufacturer or distributor. Refer to the tire warranty or contact the tire manufacturer for additional information. Please see **Appendix A** for the manufacturer's contact information.

Battery Warranty
The batteries are warranted by their manufacturer or distributor. Contact the battery manufacturer, as shown on the battery, for additional information.

ITEMS NOT COVERED UNDER WARRANTY

The **Limited Warranty Certificate** describes important coverage limitations and exclusions, including miscellaneous expenses that are not covered.

Under extraordinary circumstances, the following items may be considered for a one-time reimbursement by Autocar:

- Towing cost
- Rental/loaner unit cost
- Travel expense
- Sublet repair cost including body work and paint

- Parts cost if purchased from a third party other than Autocar
- Labor in excess of SRT
- Diagnostic time in excess of 1.0 hour

The above items are not covered by the standard warranty and will not be reimbursed by Autocar unless pre-approved by the Warranty Department or through Autocar Solutions.

Damage Related to Failure to Maintain Stock Vehicles

For stock vehicles and other Autocar vehicles stored by the Service Site, the Service Site must provide proper care and maintenance of items subject to deterioration such as batteries, chrome, paint, tires, oil seals and consumables. Damage caused by storage-related deterioration will not be covered by Autocar's warranty. Proper records of maintenance must be provided to Autocar upon request. Access **Warranty Management** on Autocar's website to obtain long-term storage guidelines.

EFFECT OF INTERMEDIATE AND FINAL STAGE MANUFACTURERS ON WARRANTY

Autocar's limited warranty on the chassis to the purchaser of the complete vehicle is subject to and conditioned upon each intermediate stage (upfitter) and final stage manufacturer (body builder), if applicable (1) not making any alterations or modifications to the chassis which did not conform to any applicable laws, regulations or standards; and (2) complying with the Incomplete Vehicle Document (IVD) issued with the chassis and the Body Builder's Installation Manual (BB Manual) with respect to alteration and completion of the vehicle. If an intermediate or final stage manufacturer (a) modifies or removes a component in violation of applicable laws, regulations or standards, the IVD or the BB Manual, (b) otherwise alters or converts the vehicle in any manner prohibited or not contemplated by the IVD or the BB Manual, or (c) fails to follow the instructions and requirements of the IVD and the BB Manual, such intermediate or final stage manufacturer will be responsible for all resulting liabilities, costs and expenses, including warranty claims, product liability claims and recall actions.

Autocar may require information and assistance from Service Site in administering claims that may not be covered due to upfitter or body builder actions. Contact warranty@autocartruck.com immediately if damage appears to have been caused by or repairs necessitated by upfitter or body builder alterations or installations.

3

WARRANTY POLICIES AND PROCEDURES



ONLINE WARRANTY ADMINISTRATION SYSTEM

Autocar provides an online warranty administration system where Service Sites can submit claims, view submitted claims, view vehicle identification number (VIN) repair history and view VIN profiles. Access **Warranty Management** on Autocar's website.

In order to use the online warranty administration system, the Service Site must have the following:

- PC with Internet access
- Microsoft Internet Explorer version 11.0 (or higher)
- Username and password (contact warranty@autocartruck.com to obtain)
- Document scanner for scanning invoices and forms
- Digital camera

For training on the online warranty administration system, contact warranty@autocartruck.com.

To obtain warranty-related forms and documents, access Warranty Management on Autocar's website.

WARRANTY REGISTRATION

The vehicle warranty starts on the date the vehicle is placed in service as reflected on the **Warranty Registration Form**. Autocar reserves the right to verify in-service dates.

Autocar vehicles may be warranty registered on-line through **Warranty Management** on Autocar's website, or by completing and submitting a **Warranty Registration Form** to warranty@autocartruck.com or by completing and mailing the form included with the vehicle documentation at the time of sale.

For vehicles delivered through Autocar Service Sites, the Service Site must review the **Limited Warranty Certificate** with the customer and complete and submit the warranty registration on-line or by submitting the form.

Fleet owners who take delivery directly from Autocar or the body builder must warranty register such vehicles by completing and mailing or emailing the form included with the vehicle documentation at the time of sale, or by submitting the warranty registration on-line if the fleet has access through **Warranty Management**.

Before performing work on an Autocar vehicle, a Service Site must warranty register any Autocar vehicle not previously warranty registered, whether or not the Service Site sold the vehicle.

Failure to Register

Vehicles will not be covered by Autocar's warranty unless and until they are warranty registered. Unregistered vehicles may or may not be covered by the separate component manufacturers' warranties.

Warranty Start Change or Delay

Under extraordinary circumstances, Autocar may permit a delay or a change in warranty start date. To request such a delay or change, contact warranty@autocartruck.com. For information on warranty start dates and coverage for rental, demonstration and stock vehicles, see the **Transfer of Warranty; Rentals** and **Demonstration and Stock Vehicles** sections of this manual.

PRE-DELIVERY INSPECTION

Autocar or the vehicle owner may request that a Service Site perform a pre-delivery inspection (PDI) on a vehicle. If the Service Site is authorized by Autocar or the vehicle owner to perform a PDI, necessary repairs identified during the PDI must be pre-approved for coverage or reimbursement by the **Warranty Department**. See the **Pre-Delivery Inspection Checklist** accessible at **Warranty Management** on Autocar's website.

CUSTOMER PERMISSION

The Service Site must obtain the vehicle owner's permission before repair work may begin. The Service Site must inform the owner that the Autocar warranty provides for the repair or replacement of defective components only. The owner will be responsible for diagnosis and repair costs if no warrantable defect is found. If it is determined that a failure was not caused by a warrantable defect, the Service Site must contact the owner to inform them of their financial responsibility before proceeding with repair.

TRANSFER OF WARRANTY; RENTALS

If a vehicle is sold to a second owner, the unexpired portion of Autocar's and/or the component manufacturers' original warranties may be transferable to the new owner. Contact warranty@autocartruck.com to request a review of the transfer.

If the Service Site uses a vehicle as a rental unit, the vehicle must be warranty registered with an in-service date corresponding to the first commercial use. If the vehicle is subsequently sold, the unexpired portion of Autocar's and/or the component manufacturers' original warranties may be transferable to the new owner. Contact warranty@autocartruck.com to request a review of the transfer.

DEMONSTRATION AND STOCK VEHICLES

Prior to being used as a demonstration vehicle or otherwise (not including single, limited test drives), a Service Site's demonstration and stock vehicles must either (a) be warranty registered or (b) be issued a temporary and limited-hours/limited-mileage demo vehicle warranty.

Contact warranty@autocartruck.com to request demo or stock unit warranty coverage.

REPORTING OF DELIVERY DAMAGE AND MISUSE

Report new vehicle damage which occurs prior to or during delivery from the body builder. The Service Site must work with the body builder and/or the transport company to determine which party is responsible for the damage.

Photograph and report to warranty@autocartruck.com any improper use or maintenance of the vehicle noted by the Service Site. The Service Site must explain the proper use and maintenance of the vehicle to the owner. Reports should include a description of the explanation to the owner of the proper use or maintenance of the vehicle.

REPORTING OF ACCIDENTS

Report to warranty@autocartruck.com any accident or other incident involving an Autocar vehicle where personal injury and/or property damage has occurred. Inform the **Warranty Department** if an owner or third party alleges that an accident or incident resulted from a defect on the vehicle.

A repair authorization must be obtained from the **Warranty Department** before repairs may begin on a vehicle involved in an accident or other incident. Do not perform any disassembly or begin to repair a vehicle involved in an accident or other incident without first getting a repair authorization from the **Warranty Department**. To obtain the authorization, contact warranty@autocartruck.com and provide the following information:

- Owner 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

Autocar reserves the right to cancel warranty coverage if a vehicle is damaged beyond reasonable repair, as determined by the **Warranty Department**.

SUBLET WARRANTY REPAIRS

Warrantable repairs should be performed by the Service Site. In the event that access to the Service Site is not possible, the Service Site may sublet the repairs with the prior written approval of the **Warranty Department**. Submit a request for sublet repairs to warranty@autocartruck.com. The Service Site can submit a warranty claim on behalf of an owner for reimbursement of pre-approved sublet repair cost. A copy of the sublet invoice must be provided with the claim. Sublet invoice costs must be fair and customary for the given repair. If actual costs exceed fair and customary charges, labor may be paid at the applicable standard repair time (SRT) using the Service Site's current, approved labor rate, and parts will be reimbursed at the Service Site's cost for the parts plus its agreed upon or statutory margin.

RECALLS

Autocar may conduct safety recalls for its vehicles. A Safety Recall Bulletin will be posted at **Warranty Management** on the Autocar website, which contains the specific details of the repairs required and the warranty claim information.

Owners of any affected vehicles will receive an Owner Notice describing the recall campaign. For individual owners, the notice requests that an appointment be made with the Service Site to bring the vehicle in for repair as soon as possible. For fleet owners, arrangements for repairs may be made through Autocar.

Service Sites are required by Federal law to perform any open (not completed) safety recall on affected vehicles at no charge to the owner, regardless of mileage, age of vehicle or ownership. Service Sites must perform the recall before any vehicle is sold or released to the owner.

To determine if a recall applies to a specific vehicle, enter the vehicle's VIN on the VIN profile screen at **Warranty Management** on Autocar's website. Open and completed recalls will be listed.

Claims for reimbursement of recall parts and labor must be submitted through **Warranty Management** on Autocar's website.

SERVICE PROGRAMS

Autocar may issue a Service Program to make a change or improvement to the vehicle at no cost or reduced cost to the owner. Service Programs have specific eligibility requirements for the affected vehicles and for the time, running hours and/or mileage duration of the Service Program. A Service Program will be posted at **Warranty Management** on the Autocar website, which contains the repairs required, the claim information and the time, running hours, and/or mileage limits. Work performed on a **Service Program** after the termination date will not be eligible for reimbursement.

To determine if a Service Program applies to a specific vehicle, enter the vehicle's VIN on the VIN profile screen at **Warranty Management** on Autocar's website. Open and completed Service Programs will be listed.

Claims for reimbursement of Service Program parts and labor must be submitted through **Warranty Management** on Autocar's website.

Autocar reserves the right to pay a lower labor rate and restrict the repair time on Recall and Service Program repairs.

SERVICE BULLETINS

Service Bulletins are published by Autocar to provide updates or information regarding Autocar vehicles' parts and service. Access Service Bulletins through **Warranty Management** on Autocar's website.

4

CLAIMS POLICIES AND PROCEDURES



All warranty claims must be submitted through **Warranty Management** on the Autocar website unless the **Warranty Department** authorizes the submission of a claim by other means.

A claim must be submitted within 45 days of completion of the repair. Any claim submitted more than 45 days after the repair will be rejected.

CLAIM AUTHORIZATION

In some cases an "authorization number" is required for a claim. Contact warranty@autocartruck.com to obtain an authorization number. The authorization number allows the claim to be submitted but does not ensure that the claim will be accepted.

All authorizations required by this manual must be documented or confirmed in writing by Autocar. Without such documentation or confirmation, Autocar may not honor the claim.

Paint, corrosion and cab repairs must be pre-approved and supported with photographs.

REPAIR ORDER REQUIREMENTS

Each warranty claim submitted to Autocar must be documented by the Service Site by a Repair Order (RO). Service Sites may use either a paper RO system or an electronic RO system. The RO must contain the following:

- 17-digit VIN and make/model
- Date of RO, when the owner requested service
- Vehicle mileage and running hours on date of RO
- Owner's complaint(s)
- Owner's authorization of performance of the repair
- The clearly defined cause of the failure and correction recorded by the technician during the repair. The technician must clearly describe the repairs performed and all diagnosis or research.
- Repairs added after the original RO is issued must be authorized and initialed by the Service Manager.

If an RO is not available or incomplete, the warranty claim will be denied, or reclaimed if already paid.

TECHNICIAN TIME KEEPING AND WRITE-UP

Each warranty claim must accurately reflect the technician's description of the repairs on the RO.

Technicians must clock on and off of each repair to record the actual time used to perform the repair. Clock-on and clock-off must consistently show the beginning and ending time per repair.

Acceptable methods of timekeeping include bar-coded time, time clocks and electronic time recording. Each time entry must reflect the repair being performed, the RO number and technician identification.

CLAIMED PARTS

Each warranty claim must indicate the part numbers and source of all parts used in the repair (from Service Site inventory, shipped from Autocar, etc.) Each part used must be applied to a specific repair.

SUBLET REPAIR / OUTSIDE PURCHASE PARTS

Sublet repairs and parts obtained from sources other than Service Site inventory or Autocar must be pre-approved in order to be eligible for warranty reimbursement.

A copy of all invoices for sublet repairs or services and outside purchased parts used during a warranty repair must be submitted with the RO. The sublet invoice must be detailed with parts and labor and vehicle information for the services performed. Scan the sublet invoice and attach the image to the claim.

PHOTOGRAPHIC EVIDENCE

Certain repairs must be supported by "before" and "after" photographs. These requirements will be posted with certain labor codes at **Warranty Management** on the Autocar website. Generally, photographs will be required for repairs and replacements that are visually verifiable (such as body work and accessory replacements or installations), or that are required by Autocar's component suppliers. Warranty claims for the designated repairs may not be submitted without

attached photographs that clearly show before and after repair states. Paint, corrosion and cab repairs must be pre-approved and supported with photographs.

POWER STEERING DATA

Proper power steering diagnosis requires both “pump pressure” and “flow” readings. Use a **Power Steering Data Form** for all power steering diagnoses and repairs. The readings obtained must be recorded and retained with the RO and with all returned parts. The Power Steering Data Form must be attached to the claim.

PARTS REPLACED UNDER WARRANTY

All parts used in a warranty repair must be ordered from Autocar or Autocar’s approved vendors. The use of non-genuine Autocar parts or non-genuine Autocar- authorized vendor replacement parts will void the warranty on the part or component being repaired.

Service Sites must order non-stock parts needed to perform warranty repairs from the **Warranty Department**. Autocar will ship the parts to the Service Site at no cost. Any such parts shipped to the Service Site which are not the subject of a warranty claim within 45 days may be charged to the Service Site at retail price. For parts shipped overnight for emergency truck-down situations, the Service Site will be responsible for the expedited shipping costs if the parts are not used on an emergency truck-down basis.

Retention of Failed Parts

All failed parts removed during a warrantable repair must be held for at least 90 days from the date the warranty claim is submitted to Autocar. Retained parts should be stored as follows, unless otherwise directed by the **Warranty Department**:

- Clean and tag the parts ensuring traceability to RO.
- Store the parts in a secure area.
- Store and shelve the parts to allow ease of inspection by an Autocar representative.
- Systematically clean out parts which are beyond the 90-day retention period.

Return of Failed Parts Upon Autocar’s Request

All failed parts removed during a warrantable repair must be returned to Autocar within 14 days of request as follows:

1. Contact warranty@autocartruck.com for a Return Goods Authorization (RGA) number and a packing slip.
2. Print a copy of the packing slip.
3. Attach an envelope, with the copy of packing slip inside, to the parts being returned.
4. Return the parts to Autocar.

If failed parts are not returned within 14 days of Autocar's request, the related claim for reimbursement will be denied.

In the event that Autocar or the parts supplier determines that the returned parts were not failed or were not warrantable, the related claim for reimbursement will be denied.

Core Charges

Parts with core charges are invoiced to the Service Site at a price which includes the core charge. For parts used in warranty repairs, Autocar will reimburse the Service Site for the core charge, provided that the core part is returned to Autocar (as set forth above under Return of Failed Parts) and the core charge is included on the warranty claim.

SERVICE PARTS WARRANTY CLAIMS

Service parts are warranted by GVW Parts for replacement cost (not labor) for one year. For detailed warranty coverage information, contact GVW Parts (see **Appendix A**).

MAJOR COMPONENT REPAIR VS. REPLACEMENT

For warrantable repairs to a major component, if 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, rather than repaired.

WARRANTY LABOR

Autocar reimburses the Service Site for labor at the applicable standard repair time (SRT) using the Service Site's approved labor rate.

Each operation on an RO and/or on a warranty claim must have an associated labor code as published at **Warranty Management** on the Autocar website.

Labor in excess of SRT must be pre-approved by **Autocar Solutions** or by contacting warranty@autocartruck.com, and the written pre-approval must be attached to the warranty claim in order to be considered for reimbursement.

PAYMENT OF WARRANTY CLAIMS

All Service Sites are paid by check for warranty claims.

Autocar reimburses all warranty claims in U.S. dollars, regardless of the country of origin. Non-U.S. claims should be entered in the Service Site's local currency and will be converted to U.S. dollars based on the currency exchange rate as of the repair date entered on the claim.

WARRANTY CLAIM APPEAL PROCESS

The Service Site may file an appeal of any Autocar warranty determination as follows:

- The Service Site has 60 days from the date of payment, adjustment or denial of a claim to file an appeal. Autocar WILL NOT ACCEPT appeals sent more than 60 days after such date.
- The appeal must be sent to warranty@autocartruck.com and must provide sufficient information for Autocar to consider the appeal.
- Once Autocar responds to an appeal, the claim is closed and the appeal process is complete.

WARRANTY DOCUMENT RETENTION AND REQUESTS FOR DOCUMENTATION OR CORRECTION

The Service Site must retain all records used as the basis for submission of a warranty claim for three years from the date of the RO.

Autocar may request additional information or supporting documentation or provide instructions to correct and resubmit any original or appealed warranty claim. The Service Site has two weeks to respond to such request or instruction. If the Service Site fails to respond within such two-week period, the claim will be denied and no appeal will be considered.

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

- Original RO
- Time documentation

- Written description of work performed
- Parts tickets charging parts to the RO
- Before and after photographs, particularly for repairs which do not require replacement of parts
- Sublet repair invoices
- Parts warranty documentation
- Record of reimbursement to owner
- Parts tickets and/or invoices

WARRANTY AUDIT

Autocar will select warranty claims for periodic audit. The audit will involve Autocar contacting the Service Site's customers. Autocar will inquire about the warranty service provided and request a candid reply. Autocar may visit the Service Site's facility to review the supporting documentation (listed above) for submitted warranty claims. Autocar may deny or reverse the payment of any warranty claims found to be insufficient, inaccurate or improper.

5

APPENDIX A: CONTACT INFORMATION



CONTACT INFORMATION

AUTOCAR CONTACT INFORMATION		
Mailing Address	Autocar, LLC 551 South Washington Street Hagerstown, IN 47346	
Web Address	www.autocartruck.com	
General Email Address	info@autocartruck.com	
General Phone Number	877-973-3486	
General Fax Number	765-489-5230	
Departments	Email	Phone
Warranty	warranty@autocartruck.com	877-973-3486
Service / Solutions	Click the green diamond for Autocar Solutions at www.autocartruck.com	888-218-3611
GVW Parts (service parts)	info@gvwparts.com	866-878-5980

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

COMPONENT MANUFACTURER CONTACT INFORMATION			
Feature	Contact	Phone	Web Address
Engines	Cummins	800-343-7357	www.cummins.com
Transmissions	Allison Transmissions	Contact local Allison dealer	www.allisontransmission.com

Axles	Meritor	248-435-1000	www.meritor.com
	Dana	877-777-5360	www.dana.com
Tires	Bridgestone Tires	800-523-6366	www.bridgestonevehicletires.com
	Continental Tires	704-583-3900	www.conti-online.com
	Goodyear Tires	866-353-3847	www.goodyear.com/vehicle
	Michelin Tires	888-622-2306	www.michelinvehicle.com
Parker Hybrid Drive System	Parker	800-272-7537	www.parker.com

6

APPENDIX B: WARRANTY COVERAGE BY FUNCTION GROUP



Coverage is subject to the limitations, exclusions and other terms in the vehicle's Limited Warranty Certificate.

(A) Maintenance items not covered by warranty.

(B) May be claimed during the first 30 days of customer use.

(C) Only if installed by Autocar.

(D) Consumable parts not covered by warranty.

(E) See Limited Warranty Certificate for cab structure, corrosion and paint coverage and exclusions.

Autocar Xpeditor® (ACX®) – Warranty Coverage by Function Group						
		Maintenance	1 Year	2 Years	3 Years	5 Years
Function Group	Description	Item (A)	100,000 Miles or 3,000 Hours-in-Service	200,000 Miles or 6,000 Hours-in-Service	300,000 Miles or 9,000 Hours-in-Service	500,000 Miles or 15,000 Hours-in-Service
Service and Maintenance						
161	Greasing	X				
162	Oil and Fluids	X				
171	Pre-Delivery Inspection	*Before Delivery to Customer*				
177	Maintenance Service	X				
200	Engine	*Contact Manufacturer for Warranty Coverage*				
233	Fuel Filter	X				
	Fuel Heater		X			

Autocar Xpeditor® (ACX®) – Warranty Coverage by Function Group						
		Maintenance	1 Year	2 Years	3 Years	5 Years
Function Group	Description	Item (A)	100,000 Miles or 3,000 Hours-in-Service	200,000 Miles or 6,000 Hours-in-Service	300,000 Miles or 9,000 Hours-in-Service	500,000 Miles or 15,000 Hours-in-Service
234	Fuel Tank Connections		X			
235	Fuel Lines		X			
263	Fan Blade		X			
	Fan Belt	X (B)				
	Fan Hub		X			
	Fan Clutch	X (A)				
	Fan Shroud		X			
264	Radiator		X			
	Radiator Mounts	X (B)				
	Radiator Hoses	X				
	Heater Hoses	X (B)				
265	Intercooler		X			
	Intercooler Piping		X			
271	Accelerator Pedal		X			

Autocar Xpeditor® (ACX®) – Warranty Coverage by Function Group						
		Maintenance	1 Year	2 Years	3 Years	5 Years
Function Group	Description	Item (A)	100,000 Miles or 3,000 Hours-in-Service	200,000 Miles or 6,000 Hours-in-Service	300,000 Miles or 9,000 Hours-in-Service	500,000 Miles or 15,000 Hours-in-Service
Electrical System						
311	Batteries and Cables	*Contact Manufacturer for Warranty Coverage*				
313	Battery Box		X			
321	Alternator		X (C)			
322	Regulator	NA	NA	NA	NA	NA
331	Starter Motor		X			
351	Bulbs	X (B)				
352	Headlights	X (B)				
355	Lens, Seals, Gaskets	X (B)				
361	Turn Signals	X (B)				
362	Horn		X			
363	Wiper Blades	X				
	Wiper Motor, Linkage		X			
364	Relays & Contacts		X			
369	Fan, Electrical		X			

Autocar Xpeditor® (ACX®) – Warranty Coverage by Function Group						
		Maintenance	1 Year	2 Years	3 Years	5 Years
Function Group	Description	Item (A)	100,000 Miles or 3,000 Hours-in-Service	200,000 Miles or 6,000 Hours-in-Service	300,000 Miles or 9,000 Hours-in-Service	500,000 Miles or 15,000 Hours-in-Service
371	Cab Wiring Harness		X			
381	Instrument Cluster		X			
382	Instrument & Sending Units		X			
383	Speedometer, Tachograph, Hubometer		X			
384	Warning Systems		X			
385	Pressure Gauges		X			
Transmission, Drive Shaft						
422	Transmission	*Contact Manufacturer for Warranty Coverage*				
424	Transmission Controls	*Contact Manufacturer for Warranty Coverage*				
451	Drive Shaft		X			
	U-Joints		X			
453	Center Bearing Mounts		X			
460	Axle Assembly	*Contact Manufacturer for Warranty Coverage*				

Autocar Xpeditor® (ACX®) – Warranty Coverage by Function Group						
		Maintenance	1 Year	2 Years	3 Years	5 Years
Function Group	Description	Item (A)	100,000 Miles or 3,000 Hours-in-Service	200,000 Miles or 6,000 Hours-in-Service	300,000 Miles or 9,000 Hours-in-Service	500,000 Miles or 15,000 Hours-in-Service
465	Differential Assembly	*Contact Manufacturer for Warranty Coverage*				
	Case	*Contact Manufacturer for Warranty Coverage*				
	Gears	*Contact Manufacturer for Warranty Coverage*				
	Pinion, Thru-Shaft Seals	*Contact Manufacturer for Warranty Coverage*				
466	Axle Shafts	*Contact Manufacturer for Warranty Coverage*				
481	P.T.O. (Transmission)		X (C)			
491	Transmission Oil Cooler		X			
Brake Systems						
510	Brake Adjustment	X (B)				
511	Front Wheel Brakes, Foundation		X (D)			
512	Rear Wheel Brakes, Foundation		X (D)			
514	Slack Adjuster		X (C)			
524	Brake Pedal & Linkage		X			

Autocar Xpeditor® (ACX®) – Warranty Coverage by Function Group						
		Maintenance	1 Year	2 Years	3 Years	5 Years
Function Group	Description	Item (A)	100,000 Miles or 3,000 Hours-in-Service	200,000 Miles or 6,000 Hours-in-Service	300,000 Miles or 9,000 Hours-in-Service	500,000 Miles or 15,000 Hours-in-Service
562	Reservoir Air Tank		X			
563	Air Valves		X			
564	Brake Chamber Assembly		X (C)			
565	Brake Air Line, Connections		X			
Front Suspension						
601	Front Axle Alignment	X				
611	Front Springs		X (C)			
612	Front Axle I-Beams		X			
614	Spring Hanger Brackets		X			
615	Shackles		X			
617	Anti-Roll Bar	NA	NA	NA	NA	NA
641	Steering Wheel, Column, Shaft		X			
642	Steering Gear		X			

Autocar Xpeditor® (ACX®) – Warranty Coverage by Function Group						
		Maintenance	1 Year	2 Years	3 Years	5 Years
Function Group	Description	Item (A)	100,000 Miles or 3,000 Hours-in-Service	200,000 Miles or 6,000 Hours-in-Service	300,000 Miles or 9,000 Hours-in-Service	500,000 Miles or 15,000 Hours-in-Service
643	Steering Arm, Tie Rod, Connect		X			
644	Steering Knuckle King Pin		X			
645	Power Steering Pump		X			
	Hydraulic Tank	NA	NA	NA	NA	NA
653	Hubs, Bearings, Seals		X			
Frame Rail, Rear Suspension						
712	Frame Brackets					X
714	Cross members					X
715	Frame Rail					X
721	Tandem Suspension		X			
722	Springs, Rear		X			
723	Torque Rods, Radius Rods		X			
725	U-Bolts		X			
727	Rebound Stop		X			

Autocar Xpeditor® (ACX®) – Warranty Coverage by Function Group						
		Maintenance	1 Year	2 Years	3 Years	5 Years
Function Group	Description	Item (A)	100,000 Miles or 3,000 Hours-in-Service	200,000 Miles or 6,000 Hours-in-Service	300,000 Miles or 9,000 Hours-in-Service	500,000 Miles or 15,000 Hours-in-Service
728	Tandem Alignment	X				
762	Anti-Roll Bar Rebush Rear		X			
771	Wheels	*Contact Manufacturer for Warranty Coverage*				
773	Hubs, Bearings, Seals		X			
Body, Cab and Interior						
811	Floor, Doghouse, Cowl			X (E)		X (E)
812	Roof, Windshield, Rear Window Frame			X (E)		X (E)
813	Body Side			X (E)		X (E)
815	Instrument Panel		X			
817	Rear Section, Cab			X (E)		X (E)
818	Cab Mounting		X			
823	Grille & Guard		X			
825	Front Fenders		X			
826	Rear Fenders		X			

Autocar Xpeditor® (ACX®) – Warranty Coverage by Function Group						
		Maintenance	1 Year	2 Years	3 Years	5 Years
Function Group	Description	Item (A)	100,000 Miles or 3,000 Hours-in-Service	200,000 Miles or 6,000 Hours-in-Service	300,000 Miles or 9,000 Hours-in-Service	500,000 Miles or 15,000 Hours-in-Service
827	Steps		X			
831	Doors			X (E)		X (E)
834	Lock		X			
835	Window Regulator		X			
836	Roof Hatch		X			
841	Emblem, Reflector, Mirrors		X			
843	Glass		X			
844	Glass Door		X			
845	Air Horn		X			
852	Seats		X			
855	Trim, Upholstery		X			
861	Bumper		X			
870	Heater Assembly		X			
872	Hoses, Ducts		X			
873	Heater		X			

Autocar Xpeditor® (ACX®) – Warranty Coverage by Function Group						
		Maintenance	1 Year	2 Years	3 Years	5 Years
Function Group	Description	Item (A)	100,000 Miles or 3,000 Hours-in-Service	200,000 Miles or 6,000 Hours-in-Service	300,000 Miles or 9,000 Hours-in-Service	500,000 Miles or 15,000 Hours-in-Service
873	Air Conditioning, A/C Sealed System		X (C)			
881	Dash Covers		X			
884	Seat Belts		X			
891	Visors, Shields, Fairings		X			
Miscellaneous						
921	Optional Equipment		X (C)			
922	Fifth Wheel, Fifth Wheel Cylinders, Hydraulic Control, Trailer Air System, Boom	NA	NA	NA	NA	NA
992	Fire Extinguisher		X (C)			