



**Vendor Contact Information**

Marcus Hoffman  
8003262877 ext.  
biddepartment@creativebussales.com

**Commodity Information**

**Vendor Line #:** 1

**Vendor Name:** Creative Bus Sales, Inc.

**Commodity Line #:** 1

**Commodity Code:** 55600

**Commodity Description:** Accessible High Roof Conversion Van

**Commodity Specifications:** Original MA 18P 170815-011

**Commodity Extended Description:** Ford U4 X 350XL High Roof Mobility Trans ADA Van; 6 & 2 base price is \$62,314.00 and 8 & 2 base price is \$62,725.00

<b>Quantity</b>	<b>UOM</b>	<b>Unit Price</b>
0.00000		0.000000
<b>Delivery Days</b>	<b>Free On Board</b>	
0		
<b>Contract Amount</b>	<b>Service Start Date</b>	<b>Service End Date</b>
0.00	08/15/17	08/14/22
<b>Catalog Name</b>	<b>Discount</b>	
	0.0000 %	
	<b>Discount Start Date</b>	<b>Discount End Date</b>

**Terms and Conditions**

**Agreement Terms and Conditions**

**T&C #:** 165

**T&C Name:**

**T&C Details:** Net 30

Please see authorized signatures displayed on the next page

Each signatory below represents that the person has the requisite authority to enter into this Contract. The parties sign and cause this Contract to be executed.

State of Maine - Department of Administrative and Financial Services

DocuSigned by:  
*Jaime C. Schorr* 4/8/2022  
6D6437754DD0459...  
\_\_\_\_\_  
Signature Date

Jaime C. Schorr, Chief Procurement Officer

and

Creative Bus Sales, Inc

DocuSigned by:  
*Nick Corley* 4/11/2022  
920E8F62B65A4E3...  
\_\_\_\_\_  
Signature Date

Nick Corley, Sales Operations Manager

### RIDERS

<input checked="" type="checkbox"/>	The following riders are hereby incorporated into this Contract and made part of it by reference: (check all that apply)
<input checked="" type="checkbox"/>	Rider A – MA User Information and/or Specifications
<input checked="" type="checkbox"/>	Rider B – Terms and Conditions
<input type="checkbox"/>	Rider C - Exceptions
<input checked="" type="checkbox"/>	Bid Cover Page and Debarment Form
<input type="checkbox"/>	Other – Included at Department's Discretion
<input type="checkbox"/>	Other – Included at Department's Discretion
<input type="checkbox"/>	Other – Included at Department's Discretion

**RIDER A**  
**Master Agreement User Information and/or Specifications**  
**MA 220408-108**

**Commodity:** Accessible High Roof Conversion Van

**Master Agreement Competitive Bid RFQ:** 17A 170510-725

Bid originally was awarded to Alliance Bus Group, Inc (MA 18P 170815-011). Creative Bus Sales, Inc purchased Alliance Bus Group, Inc and has agreed to honor the original Master Agreement.

**Contract Period:** Through August 14, 2022.

**Prices:** Prices are with shipping terms of “Free on Board (FOB) – Destination”. The State intends for this to mean that all goods shall be priced to include shipping charges, if any, to the State’s desired location. The “FOB – Destination” shipping term is also intended to mean that the State shall not bear any responsibility for the goods in question until the State takes possession of them at the destination point of delivery.

The contract base price for the 6 & 2 is **\$62,314.00**

The contract base price for the 8 & 2 is **\$62,725.00**

# ALLIANCE BUS<sup>®</sup>

GROUP



## Standard Features

Transit Wagon XL 250, Long Wheelbase (148") EL, High Roof Height (77" interior), 107" overall height, 266" over all length, 3.7L Ti-VCT V6 Engine, 4.10 Regular Rear Axle, 6-Speed SelectShift<sup>®</sup> Automatic Transmission - O/D, Power Steering. 9,000 GVWR

## Exterior

- Oxford White
- Fixed All-Around Windows
- Heavy-Duty 220-Amp Alternator
- Spare Tire and Wheel
- Short-Arm Power Mirrors
- 16" Steel Road Wheels
- 195/75R16 BSW All-Season Tires
- Sliding Passenger-Side Cargo-Door
- Body Side Moldings - black
- Bumper, Rear - Black, molded-in-color with integral step
- 50/50 hinged rear doors, 237° opening
- Grille, Black

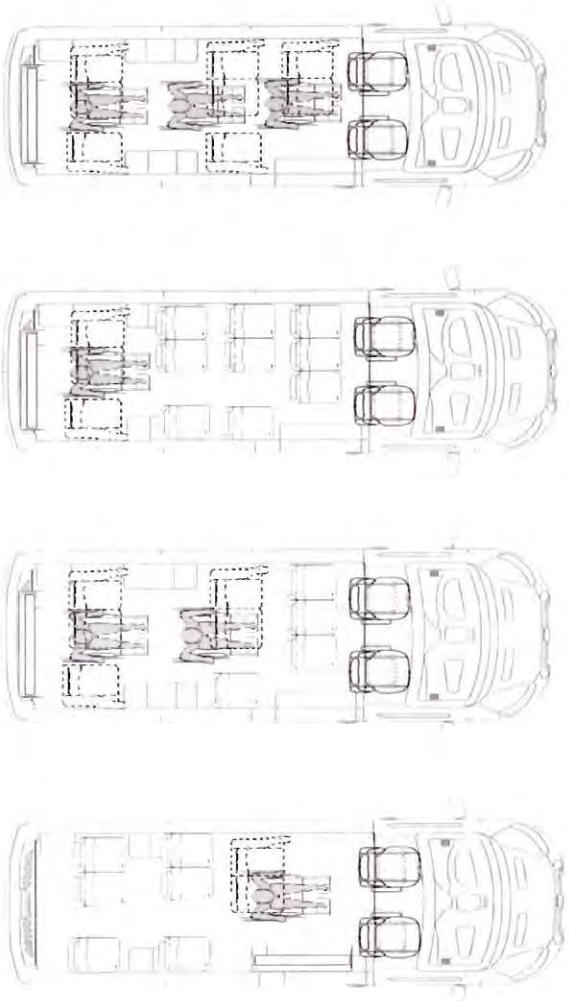
## Interior

- Pewter Grey Vinyl
- Air Conditioning Front/Rear
- Rear Heat
- ABS Headliner And Walls
- Powerpoint - 12V Rear
- Vinyl Floor Covering Front
- AM/FM Stereo with Audio Input Jack
- Pewter Grey Vinyl, 2-Way Manual Driver and Front-Passenger
- 77" height
- **Back up Camera with** Monitor in rear view mirror



# ALLIANCE **BUS**<sup>®</sup> GROUP

## Floor Plans



## Standard on Paratransit Van

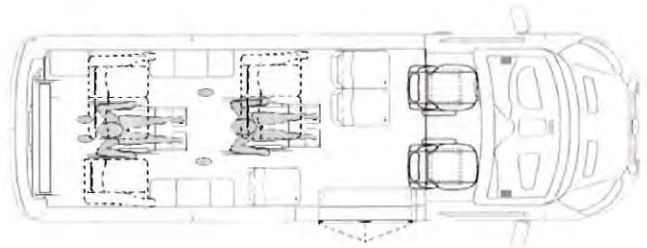
- Wood subfloor with one piece seamless grey Gerfloor
- Braun Century II lift , 800 lb. capacity, 34" X 51" platform
- In power interlock system
- 1 Set of Q-Straint QRT Deluxe Tie downs w/ 3pt restraints
- 4 Stainless steel L-Pods
- OEM walls and headliner

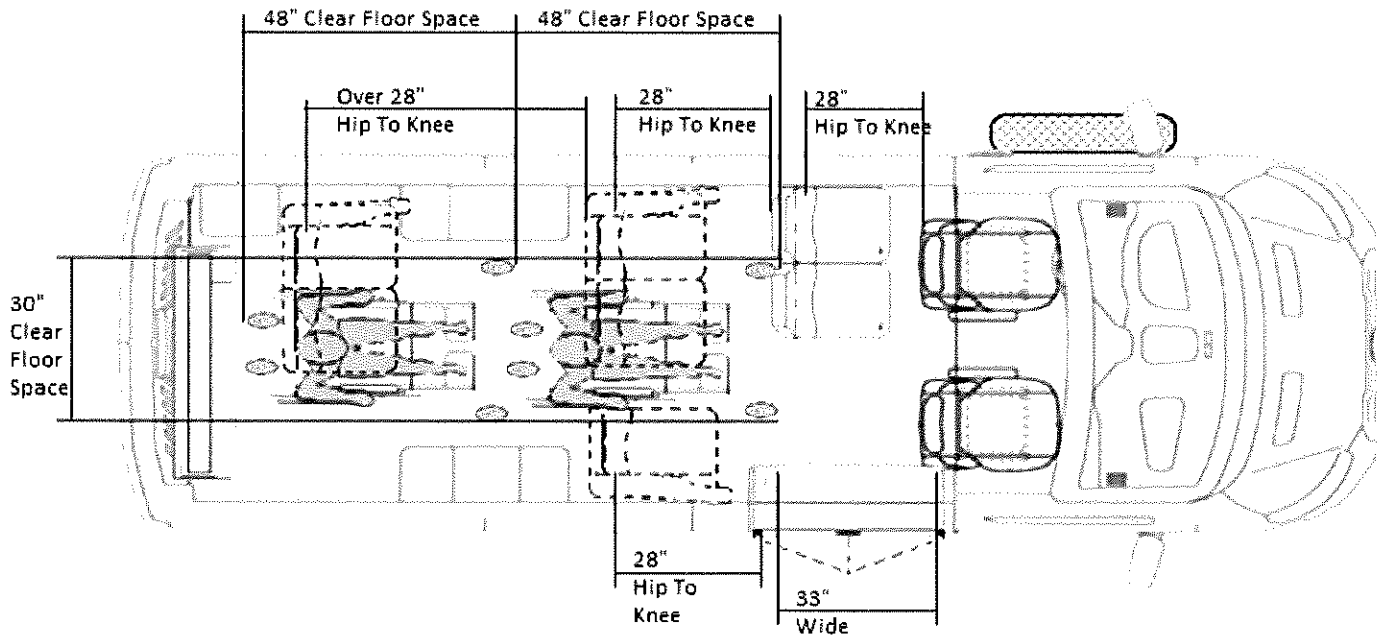
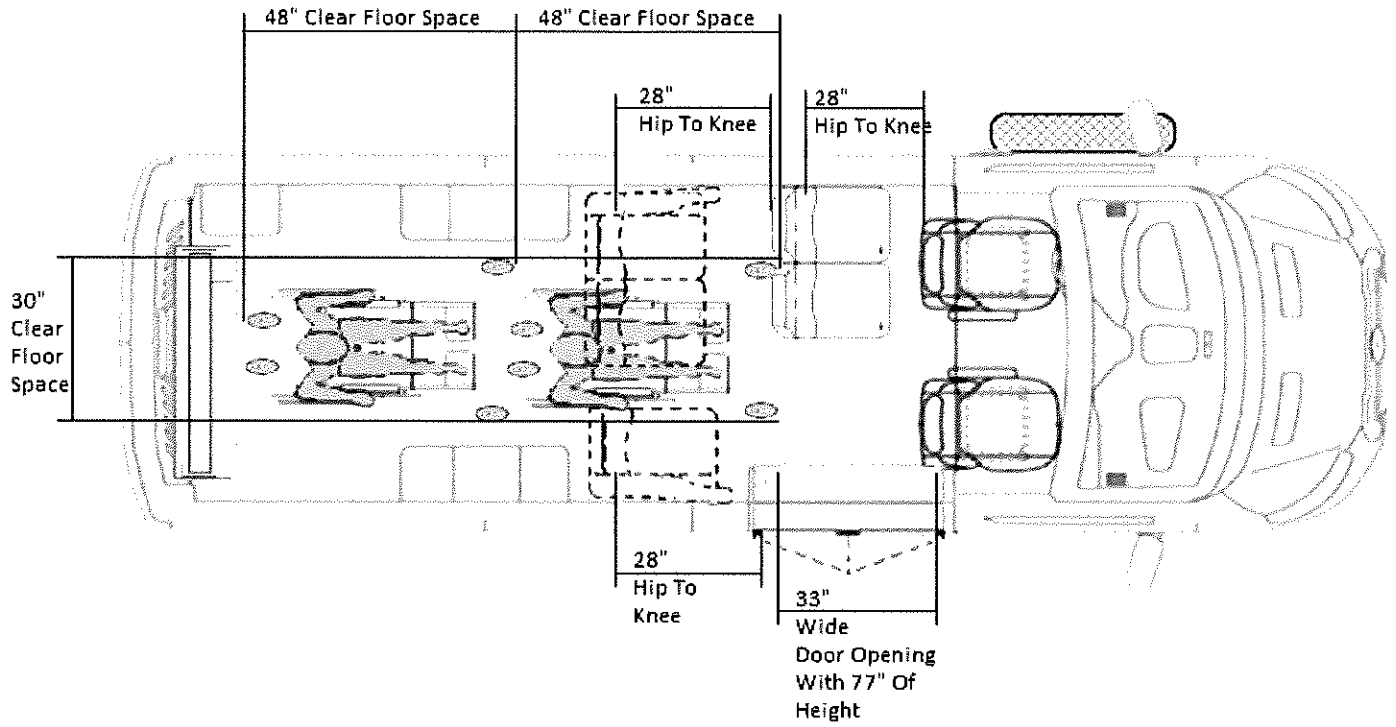
## Options for a Paratransit van

- Q-Straint Slide-N-click retractable tie downs
- Retractable shoulder harness w/ height adjustable
- Aluminum running boards
- Galvanized running boards
- L.E.D step well lights
- Bent Stainless steel assist pole
- Safety kit: 5lb. Fire ext., 1st aid kit, triangle reflectors
- Back up alarm
- Reverse sensor system
- Deep tint windows
- Re-route exhaust pipe to street side
- Oxygen tank holder
- Escape hatch

## Paratransit Vans with Bus Doors available

- 36" wide and 77 " high
- Standard 9" rise and 9" run steps
- LED Illuminated step well
- (2) Stainless steel assist rails
- No Rust Laser cut to match body Contour
- Non-Slip Commercial flooring





## WEIGHT ANALYSIS WORKSHEET (4-CORNER)

Enduser: Maine DOAS	Date: 6/22/2017
VIN: 1FDVU4XG3HKA67577	Performed By: Nick Brown

OEM Wheelbase	OEM GVWR	OEM FRT GAWR	OEM RR GAWR	Fuel Type	Engine Type	Current Gas Level	Payload Capacity
148	10360	4130	6230	Gas	3.5L Gas	1/8	3024.00

Max # Of Ambulatory Passengers

Max # Of Wheelchairs

	Lft-Frt (lbs)	Rt-Frt (lbs)	Lft-Rr (lbs)	Rt-Rr (lbs)	Total (lbs)
ACTUAL COMPLETED WEIGHT OF VEHICLE (UVW)	1393.84	1393.84	2347.52	2200.80	7336.00
WEIGHT OF THE OCCUPANTS (lbs)	299.00	299.00	364.00	338.00	1300.00
WEIGHT OF Full Tank Of Gas (Adjusted Or Current Tank Level)	38.08	28.56	39.44	29.92	136.00
ADJUSTED 4 CORNER WEIGHT	1730.92	1721.40	2750.96	2568.72	8772.00

TOTAL FRONT 3452.32    677.68    TOTAL REAR 5319.68    910.32  
IS THE FRONT GAWR OVER **NO**    IS THE REAR GAWR OVER **NO**

<b>PASS/FAIL Analysis</b>		Is Lft-Frt/2 Exceeded?	Is Rt-Frt/2 Exceeded?
Front GAWR (lbs.)	<input style="width: 50px; text-align: center;" type="text" value="4130.00"/> divided by 2= <input style="width: 50px; text-align: center;" type="text" value="2065.00"/>	<input style="width: 50px; text-align: center;" type="text" value="NO"/>	<input style="width: 50px; text-align: center;" type="text" value="NO"/>
Rear GAWR (lbs.)		Is Lft-Rr/2 Exceeded?	Is Rt-Rr/2 Exceeded?
<input style="width: 50px; text-align: center;" type="text" value="6230.00"/> divided by 2= <input style="width: 50px; text-align: center;" type="text" value="3115.00"/>		<input style="width: 50px; text-align: center;" type="text" value="NO"/>	<input style="width: 50px; text-align: center;" type="text" value="NO"/>
GVWR (lbs.)	<input style="width: 50px; text-align: center;" type="text" value="10360.00"/>	LOADED WEIGHT (lbs.)	<input style="width: 50px; text-align: center;" type="text" value="8772.00"/> <input style="width: 50px; text-align: center;" type="text" value="1588.00"/> Is GVWR Exceeded? <input style="width: 50px; text-align: center;" type="text" value="NO"/>
Maximum UVW from Tables A & B of the Incomplete Vehicle Manual (IVM) is (NOTE: UVW does not apply to certification of vehicles with a GVWR above 10,000 lbs.)		<input style="width: 50px; text-align: center;" type="text" value="N/A"/> lbs..	
The actual completed weight (UVW) of this vehicle is		Is Maximum UVW Exceeded?	
<input style="width: 50px; text-align: center;" type="text" value="7336.00"/> lbs.		<input style="width: 50px; text-align: center;" type="text" value="NO"/>	

**DEFINITIONS**

"UVW" - Completed weight of the vehicle with maximum capacity of all fluids necessary for operation of the vehicle, but without cargo, occupants or accessories that are normally removed when the vehicle is not in use.

"GAWR" and "GVWR" are found on the label affixed to the cover of the Incomplete Vehicle Manual (IVM).

"LOADED VEHICLE WEIGHT" - Completed weight of the vehicle with maximum capacities of all fluids necessary for operation of the vehicle plus 150 lbs. (or 70 kg.) for each designated seating position and appropriate allowance for cargo. Vehicles with tanks for water and/or LP gas must also account for the weight of these fluids in the cargo calculations.

## WEIGHT ANALYSIS WORKSHEET (4-CORNER)

Enduser: <b>Maine DOAS</b>	Date: <b>6/22/2017</b>
VIN: <b>1FDVU4XG3HKA67577</b>	Performed By: <b>Nick Brown</b>

OEM Wheelbase	OEM GVWR	OEM FRT GAWR	OEM RR GAWR	Fuel Type	Engine Type	Current Gas Level	Payload Capacity
148	10360	4130	6230	Gas	3.5L Gas	1/8	3024.00

Max # Of Ambulatory Passengers

Max # Of Wheelchairs

	Lft-Frt (lbs)	Rt-Frt (lbs)	Lft-Rr (lbs)	Rt-Rr (lbs)	Total (lbs)
ACTUAL COMPLETED WEIGHT OF VEHICLE (UVW)	1393.84	1393.84	2347.52	2200.80	7336.00
WEIGHT OF THE OCCUPANTS (lbs)	310.50	310.50	378.00	351.00	1350.00
WEIGHT OF Full Tank Of Gas (Adjusted Or Current Tank Level)	38.08	28.56	39.44	29.92	136.00
ADJUSTED 4 CORNER WEIGHT	1742.42	1732.90	2764.96	2581.72	8822.00

TOTAL FRONT 3475.32    654.68    TOTAL REAR 5346.68    883.32  
 IS THE FRONT GAWR OVER **NO**    IS THE REAR GAWR OVER **NO**

<b>PASS/FAIL Analysis</b>		Is Lft-Frt/2 Exceeded?	Is Rt-Frt/2 Exceeded?
Front GAWR (lbs.)	<input style="width: 50px; text-align: center;" type="text" value="4130.00"/> divided by 2= <input style="width: 50px; text-align: center;" type="text" value="2065.00"/>	<input style="width: 50px; text-align: center;" type="text" value="NO"/>	<input style="width: 50px; text-align: center;" type="text" value="NO"/>
Rear GAWR (lbs.)		Is Lft-Rr/2 Exceeded?	Is Rt-Rr/2 Exceeded?
<input style="width: 50px; text-align: center;" type="text" value="6230.00"/> divided by 2= <input style="width: 50px; text-align: center;" type="text" value="3115.00"/>		<input style="width: 50px; text-align: center;" type="text" value="NO"/>	<input style="width: 50px; text-align: center;" type="text" value="NO"/>
GVWR (lbs.)	<input style="width: 50px; text-align: center;" type="text" value="10360.00"/>	LOADED WEIGHT (lbs.)	<input style="width: 50px; text-align: center;" type="text" value="8822.00"/> Is GVWR Exceeded? <input style="width: 50px; text-align: center;" type="text" value="NO"/>
		1538.00	
Maximum UVW from Tables A & B of the Incomplete Vehicle Manual (IVM) is (NOTE: UVW does not apply to certification of vehicles with a GVWR above 10,000 lbs.)		<input style="width: 50px; text-align: center;" type="text" value="NA"/> lbs..	
The actual completed weight (UVW) of this vehicle is		<input style="width: 50px; text-align: center;" type="text" value="7336.00"/> lbs.    Is Maximum UVW Exceeded? <input style="width: 50px; text-align: center;" type="text" value="NO"/>	

**DEFINITIONS**

"UVW" - Completed weight of the vehicle with maximum capacity of all fluids necessary for operation of the vehicle, but without cargo, occupants or accessories that are normally removed when the vehicle is not in use.

"GAWR" and "GVWR" are found on the label affixed to the cover of the Incomplete Vehicle Manual (IVM).

"LOADED VEHICLE WEIGHT" - Completed weight of the vehicle with maximum capacities of all fluids necessary for operation of the vehicle plus 150 lbs. (or 70 kg.) for each designated seating position and appropriate allowance for cargo. Vehicles with tanks for water and/or LP gas must also account for the weight of these fluids in the cargo calculations.

### Chassis

Oxford White Ford Transit U4X - 350 XL High Roof 148EL Sliding Door GVWR 10,360# GVWR
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#### Mechanical

3.7L Ti-VCT V6 engine
6-speed SelectShift <sup>®</sup> automatic transmission
4.10 Axle Ratio
Alternator – Heavy-duty 220 amp
Battery – Dual heavy-duty absorbed glass mat (AGM)
Engine block heater
Wheels – Full-size spare tire and wheel, 4-ton jack and tool kit
Auxiliary fuel port
Brakes – Power 4-wheel disc with Anti-Lock Brake System (ABS)
Fuel tank – 25-gallon
Hill start assist
Horn – Dual-note electric
Stationary elevated idle control (SEIC)
Steering – Power-assisted rack-and-pinion
Suspension – Front: independent MacPherson-strut and stabilizer bar; rear: leaf springs and heavy-duty gas shock absorbers
Tires – 195/75R16 BSW all-season (DRW)

#### Seating

Pewter cloth, 10-way power heated driver and 2-way manual front-passenger seats with inboard armrests
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#### Interior

Center stack console with integrated gear shifter
Driver/front-passenger sun visors – Vinyl-trimmed
Front overhead console
Locking Glove compartment
Grab handle on passenger-side A-pillar
Instrumentation – Speedometer (mph/kph), tachometer, coolant temperature and fuel level
Lighting – Accessory delay
Lighting – Cargo area LED load compartment lighting
Lighting – Front dome light with map lights and theater-dimming feature
Locks – Power door (includes autolocking-on-drive feature)
Mirror – Rearview
Remote Keyless Entry System with 2 key fobs
Steering column – Tilt/telescoping
Steering wheel – 4-spoke polyurethane
Windows – Power front
AM/FM stereo/single-CD player with 4" multifunction display
Air conditioning – Front and rear
Cruise control with message center including full trip computer and engine-hour meter
Rear dome light with map lights and theater-dimming feature

#### Exterior

Antenna – Front fender-mounted
Bumper – Black-molded front with lower valance
Center high-mounted stop lamp
Easy Fuel <sup>®</sup> capless fuel filler
Glass – Solar-tinted
Rear view camera with trailer hitch assist
Roof marker lamps

Windows All Around With 4th Row Flip Open
Windshield wipers – Variable-intermittent
Doors – 237° rear cargo
Doors – Side, sliding passenger-side
Front license plate bracket
Glass – Privacy (includes rear-window defroster)
Grille – Black with black surround
Headlamps – Halogen with black trim
Mirrors – Short-arm, power sideview
Mirrors – Short-arm, power folding, heated sideview with integrated turn signal indicators
Rear bumper – Black, molded-in-color without integral step
Reverse Sensing System
Wheels – 16" white steel with mini-cap and lug nut covers

### **Safety & Security**

AdvanceTrac® with RSC® (Roll Stability Control™)
Airbags – Driver and front passenger
Airbags – Front-seats side
Airbags – Safety Canopy® System with side-curtains for all rows
Safety belts – 3-point for all seating positions
Backup alarm

### **Optional Packages**

Builder's Prep Package
Modified Vehicle Wiring System

### **Available Fleet-Only Options**

Daytime running lamps
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# **Mobility**TRANS


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## **Commercial Passenger Vans**

To Whom It May Concern,

MobilityTRANS is a second stage vehicle manufacturer specializing in Paratransit and Ambulatory passenger transportation vehicles. MobilityTRANS is Ford QVM and TVM certified for our upfits and modifications along with our own standards for quality control and production conformity. We will upfit both wagon chassis and cargo van chassis. We are the final assembly point for all of our products. MobilityTRANS strictly follows all applicable NHTSA and FMVSS guidelines including, but not limited to, FMVSS 207, 208, 209, 210, 201U, and 302 . All conversion and installations are done at our location at 42000 Koppernick, Canton, MI. For further information please visit our website at [www.mobilitytrans.com](http://www.mobilitytrans.com) or call us at 800-496-4280.

Sincerely,



Dave Brown,  
President, MobilityTRANS

**7.5 DISADVANTAGED BUSINESS/WOMEN OWNED BUSINESS ENTERPRISE GOALS**

The undersigned hereby certifies that its Disadvantaged Business Enterprise/Women Owned Business Enterprise Goals have not been disapproved by the U.S. Department of Transportation Federal Transit Administration pursuant to 49 CFR, Part 26.49.

6/26/17  
Date

Alliance Bus Group, Inc.  
Printed Name of Person Bidding

  
Signature

Regional Vice President  
Title

**TRANSIT VEHICLE MANUFACTURERS (TVM)**

**Certification of Compliance with Disadvantaged Business Regulations**

This procurement is subject to the provisions of 49 CFR Section 26.49. Accordingly, the following certification must be completed and submitted with the bid, as a condition of bidding. A bid which does not include the certification will not be considered.

**TVM Certification**

The bidder if a transit vehicle manufacturer, hereby certifies that it has complied with the requirements of 49 CFR Section 26.49 by submitting an annual DBE/WBE goal to the Federal Transit Administration (FTA). The goal has either been approved or not disapproved by FTA.

The bidder, if a non-manufacturer supplier, hereby certifies that the manufacturer of the transit vehicle to be supplied has complied with the above referenced requirement of 49 CFR Section 26.49.

6/26/17  
Date

Alliance Bus Group, Inc.  
Printed Name of Person Bidding

  
Signature

Regional Vice President  
Title

**2.6 BUY AMERICA:**

The successful bidder agrees to comply with 49 U.S.C. 5323(j) and 49 C.F.R. Part 661, which provide that Federal funds may not be obligated unless steel, iron, and manufactured products used in FTA-funded projects are produced in the United States, unless a waiver has been granted by FTA or the product is subject to a general waiver. General waivers are listed in 49 C.F.R. 661.7. Separate requirements for rolling stock are set out at 49 U.S.C. 5323(j)(2)(C) and 49 C.F.R. 661.11. :

Rolling stock must be assembled in the United States and have a 60 percent domestic content.  
Certification requirement for procurement of buses, other rolling stock and associated equipment:  
Certificate of Compliance with 49 U.S.C. 5323(j)(2)(C).

The bidder or offeror hereby certifies that it will comply with the requirements of 49 U.S.C. 5323(j)(2)(C) and the regulations at 49 C.F.R. Part 661.11.

Date 6/26/17

Signature John Savage

Company Name Alliance Bus Group, Inc.

Title Regional Vice President

Certificate of Non-Compliance with 49 U.S.C. 5323(j)(2)(C)

The bidder or offeror hereby certifies that it cannot comply with the requirements of 49 U.S.C. 5323(j)(2)(C) and 49 C.F.R. 661.11, but may qualify for an exception pursuant to 49 U.S.C. 5323(j)(2)(A), 5323(j)(2)(B), or 5323(j)(2)(D), and 49 C.F.R. 661.7.

Date \_\_\_\_\_

Signature \_\_\_\_\_

Company Name \_\_\_\_\_

Title \_\_\_\_\_

\_\_\_\_\_

**2.7 BUS TESTING PROVISION**

The Bidder and Manufacturer agree to comply with 49 U.S.C. A 5323(c) and FTA's implementing regulation at 49 CFR Part 665 and shall perform the following:

- 1) A manufacturer of a new bus model or a bus produced with a major change in components or configuration shall provide a copy of the final test report to the recipient at a point in the procurement process specified by the recipient which will be prior to the recipient's final acceptance of the first vehicle.
- 2) A manufacturer who releases a report under paragraph 1 above shall provide notice to the operator of the testing facility that the report is available to the public.
- 3) If the manufacturer represents that the vehicle was previously tested, the vehicle being sold should have the identical configuration and major components as the vehicle in the test report, which must be provided to the recipient prior to recipient's final acceptance of the first vehicle. If the configuration or components are not identical, the manufacturer shall provide a description of the change and the manufacturer's basis for concluding that it is not a major change requiring additional testing.
- 4) If the manufacturer represents that the vehicle is "grandfathered" (has been used in mass transit service in the United States before October 1, 1988, and is currently being produced without a major change in configuration or components), the manufacturer shall provide the name and address of the recipient of such a vehicle and the details of that vehicle's configuration and major components.

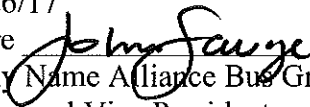
**CERTIFICATION OF COMPLIANCE WITH FTA'S BUS TESTING REQUIREMENTS**

The undersigned [Bidder/Manufacturer] certifies that the vehicle offered in this procurement complies with 49 U.S.C. A 5323(c) and FTA's implementing regulation at 49 CFR Part 665.

The undersigned understands that misrepresenting the testing status of a vehicle acquired with Federal financial assistance may subject the undersigned to civil penalties as outlined in the Department of Transportation's regulation on Program Fraud Civil Remedies, 49 CFR Part 31. In addition, the undersigned understands that FTA may suspend or debar a manufacturer under the procedures in 49 CFR Part 29.

Date 6/26/17

Signature



Company Name Alliance Bus Group, Inc.

Title Regional Vice President

**BIDDERS MUST INCLUDE THE ALTOONA TEST REPORT WITH THEIR BID FOR VEHICLE BEING PROPOSED.**

FEDERAL TRANSIT ADMINISTRATION

BUS TESTING PROGRAM

PHASE-IN OF TESTING OF SMALL VEHICLES

Subcategories of Five and Four Year Buses

1. Unmodified Mass-Produced Vans

This subcategory consists of vehicles that are manufactured as complete, fully assembled vehicles as provided by the original equipment manufacturer (OEM). The subcategory includes vans with raised roofs, and/or wheelchair lifts or ramps that are installed by the OEM, or by a party other than the OEM, provided that the installation of these components is completed in strict conformance with the OEM modification guidelines.



Vehicles in this subcategory are not subject to the bus testing requirements.

2. Vehicles Built from Unmodified Mass-Produced Chassis

This subcategory consists of vehicles that are manufactured from incomplete partially assembled chassis as provided by an OEM to a secondary small bus manufacturer. This subcategory includes vehicles whose chassis structure either has not been modified or has been modified in strict conformance with the OEM's modification guidelines. The addition of a tandem or tag axle would exclude a bus model from this subcategory.

Vehicles in this subcategory are subject to the bus testing requirements.

3. Vehicles Manufactured from Modified Mass-Produced Chassis or Vans

This subcategory consists of vehicles that are manufactured from incomplete partially assembled chassis or vans as provided by an OEM to a secondary small bus manufacturer. This subcategory includes vehicles whose chassis structure has been modified to include the addition of a tandem or tag axle; the installation of a drop or lowered floor, changes to the GVWR from the OEM rating or other modifications that are not made in strict conformance with the OEM's modifications guidelines.

Vehicles in this subcategory are subject to the bus testing requirements.

F. T. A.  
WASHINGTON D.C.  
  
TIM JOHNSON  
PH 202-3660212  
FAX 202-3663765

# Interpretations of Definitions

The Bus Testing Regulation provides several definitions at [49 CFR Part 665.5](#) for the purpose of administering the Bus Testing Program. While most of them are self-explanatory, some have required further interpretation. Below are the definitions from the regulation, with FTA's interpretative guidance in italicized text.

If you have comments, suggestions, or feedback on these interpretations, please [contact us](#).

**Administrator** means the Administrator of the Federal Transit Administration or the Administrator's designee.

**Automotive** means that the bus is not continuously dependent on external power or guidance for normal operation. Intermittent use of external power or guidance shall not automatically relieve a bus of its automotive character or requirement for bus testing.

*For example, a bus carrying an on-board engine or batteries with sufficient power and energy to operate the bus normally during revenue service would be an automotive vehicle. A vehicle powered solely by overhead electrical wires would not be considered automotive because it is dependent on an external power source for normal operation, and would therefore not meet the definition of a bus and would not be required to complete FTA Bus Testing. Similarly, a rubber-tired self-powered vehicle that followed a track and therefore had no steering wheel would not meet the definition of a bus.*

*Manufacturers or grantees may contact FTA for case-by-case guidance regarding otherwise bus-like vehicles that don't clearly fall into or out of the term automotive; for example, a bus-like vehicle normally powered by overhead wires but also equipped with an on-board auxiliary power unit, or a vehicle with a steering wheel that operates some of the time on a guideway.*

**Bus** means a rubber-tired automotive vehicle used for the provision of public transportation service by or for a recipient.

**Bus model** means a bus design or variation of a bus design usually designated by the manufacturer by a specific name and/or model number.

**Bus testing facility** means the bus testing facility established by the Secretary of Transportation, and includes test track facilities operated in connection with the facility.

**Bus testing report**, also full bus testing report, means a complete test report for a bus model, documenting the results of performing the complete set of bus tests on that bus model.

**Curb weight** means the weight of the empty, ready-to-operate bus plus driver and fuel.

**Emissions** means the components of the engine tailpipe exhaust that are regulated by the United States Environmental Protection Agency (EPA), plus carbon dioxide (CO<sub>2</sub>) and methane (CH<sub>4</sub>).

**Emissions control system** means the components on a bus whose primary purpose is to minimize regulated emissions before they reach the tailpipe exit. This definition does not include components that contribute to low emissions as a side effect of the manner in which they perform their primary function (e.g., fuel injectors or combustion chambers).

**Final acceptance** means that a recipient has released the FTA-provided funds to a bus manufacturer or dealer in connection with bus procurement.

**Gross weight**, also **gross vehicle weight**, means the curb weight of the bus plus passengers simulated by adding 150 pounds of ballast to each seating position and 150 pounds for each standing position (assumed to be each 1.5 square feet of free floor space).

**Hybrid** means a propulsion system that combines two power sources, at least one of which is capable of capturing, storing, and re-using energy.

**Major change in chassis design** means, for vehicles manufactured on a third-party chassis, a change in frame structure, material or configuration, or a change in chassis suspension type.

**Major change in components** means: (1) For those vehicles that are not manufactured on a third-party chassis, a change in a vehicle's engine, axle, transmission, suspension, or steering components; (2) For those that are manufactured on a third-party chassis, a change in the vehicle's chassis from one major design to another.

**Major change in configuration** means a change that is expected to have a significant impact on vehicle handling and stability or structural integrity.

**Modified third-party chassis or van** means a vehicle that is manufactured from an incomplete, partially assembled third-party chassis or van as provided by an OEM to a small bus manufacturer. This includes vehicles whose chassis structure has been modified to include: a tandem or tag axle; a drop or lowered floor; changes to the GVWR from the OEM rating; or other modifications that are not made in strict conformance with the OEM's modifications guidelines.

*If a bus manufacturer can demonstrate that a modification to a third-party chassis or van is made in strict conformance with the OEM's modifications guidelines, then FTA will generally treat that chassis or van as unmodified.*

**New bus model** means a bus model that— (1) Has not been used in public transportation service in the United States before October 1, 1988; or (2) Has been used in such service but which after September 30, 1988, is being produced with a major change in configuration or a major change in components.

**Operator** means the operator of the bus testing facility.

**Original equipment manufacturer (OEM)** means the original manufacturer of a chassis or van supplied as a complete or incomplete vehicle to a bus manufacturer.

**Parking brake** means a system that prevents the bus from moving when parked by preventing the wheels from rotating.

**Partial testing** means the performance of only that subset of the complete set of bus tests in which significantly different data would reasonably be expected compared to the data obtained in previous full testing of the baseline bus model at the bus testing facility.

*FTA generally considers a change that may reasonably be expected to have an adverse effect on the data that would be collected from additional testing to be more significant than a change that might reasonably be expected to result in a favorable effect. For example, moving weight from low in the bus to the roof or vice versa would both affect the stability of the bus (as measured by the Safety test), however moving the weight higher would adversely affect stability and would likely require repeating the Safety test, while moving the weight lower would favorably affect stability and probably would not require repeating the Safety test.*

**Partial testing report**, also **partial test report**, means a report documenting, for a previously-tested bus model that is produced with major changes, the results of performing only that subset of the complete set of bus tests in which significantly different data would reasonably be expected as a result of the changes made to the bus from the configuration documented in the original full bus testing report. A partial testing report is not valid unless accompanied by the full bus testing report for the corresponding baseline bus configuration.

**Public transportation service** means the operation of a vehicle that provides general or special service to the public on a regular and continuing basis.

*“Public transportation [service]” has replaced the obsolete term, “mass transportation [service]”. FTA has interpreted this term to include any transportation service provided using vehicles purchased with FTA capital assistance.*

**Recipient** means an entity that receives funds under 49 U.S.C. Chapter 53, either directly from FTA or through a State administering agency.

*The term “grantee” is often used interchangeably with the term, “recipient.”*

**Regenerative braking system** means a system that decelerates a bus by recovering its kinetic energy for onboard storage and subsequent use.

**Retarder** means a system other than the service brakes that slows a bus by dissipating kinetic energy

**Seated load weight** means the weight of the bus plus driver, fuel, and seated passengers simulated by adding 150 pounds of ballast to each seating position.

**Service brake(s)** means the primary system used by the driver during normal operation to reduce the speed of a moving bus and to allow the driver to bring the bus to a controlled stop and hold it there. Service brakes may be supplemented by retarders or by regenerative braking systems.

***Small bus manufacturer*** means a secondary market assembler that acquires a chassis or van from an original equipment manufacturer for subsequent modification or assembly and sale as 5-year/150,000-mile or 4-year/100,000-mile minimum service life vehicle.

***Tailpipe emissions*** means the exhaust constituents actually emitted to the atmosphere at the exit of the vehicle tailpipe or corresponding system.

***Third party chassis*** means a commercially available chassis whose design, manufacturing, and quality control are performed by an entity independent of the bus manufacturer.

***Unmodified mass-produced van*** means a van that is mass-produced, complete and fully assembled as provided by an OEM. This shall include vans with raised roofs, and/or wheelchair lifts, or ramps that are installed by the OEM, or by a party other than **the OEM provided that the installation of these components is completed in strict conformance with the OEM modification guidelines.**

*FTA wishes to clarify that this exemption historically assumed that unmodified mass-produced vans would only be offered in the 4-year, 100,000-mile service life category. **Unmodified mass-produced vans are categorically exempted from testing** by the Bus Testing Regulation only in the 4-year, 100,000-mile service life category; unmodified mass-produced vans offered in the 5-year, 150,000-mile (or higher) service life category are subject to testing.*

***Unmodified third-party chassis*** means a third-party chassis that either has not been modified, or has been modified in strict conformance with the OEM's modification guidelines.

Updated: Wednesday, March 16, 2016

<https://www.transit.dot.gov/research-innovation/interpretations-definitions>

**2.8 SPECIFICATION COMPLIANCE**

The bidder hereby certifies that the vehicle(s) being bid in response to this invitation meet or exceed these specifications and that where a deviation from the specifications exists, the bidder has obtained written approval of those exceptions, in accordance with paragraph (1.13 (d)), prior to submitting this bid.

If a conflict exists between these specifications and Federal and/or State laws, the Federal and/or State laws shall prevail and the bidder must alert the purchaser to any such conflicts.

6/26/17  
Date

Alliance Bus Group, Inc.  
Printed Name of Person Bidding

  
Signature

Regional Vice President  
Title

**2.9 LOBBYING:**

Byrd Anti-Lobbying Amendment, 31 U.S.C. 1352, as amended by the Lobbying Disclosure Act of 1995, P.L. 104-65 [to be codified at 2 U.S.C. § 1601, et seq.] - Bidders who apply or bid for an award of \$100,000 or more shall file the certification required by 49 CFR part 20, "New Restrictions on Lobbying." Each tier certifies to the tier above that it will not and has not used Federal appropriated funds to pay any person or organization for influencing or attempting to influence an officer or employee of any agency, a member of Congress, officer or employee of Congress, or an employee of a member of Congress in connection with obtaining any Federal contract, grant or any other award covered by 31 U.S.C. 1352. Each tier shall also disclose the name of any registrant under the Lobbying Disclosure Act of 1995 who has made lobbying contacts on its behalf with non-Federal funds with respect to that Federal contract, grant or award covered by 31 U.S.C. 1352. Such disclosures are forwarded from tier to tier up to the recipient.

**APPENDIX A, 49 CFR PART 20--CERTIFICATION REGARDING LOBBYING**

**Certification for Contracts, Grants, Loans, and Cooperative Agreements**

(To be submitted with each bid or offer exceeding \$100,000)

The undersigned [Bidder] certifies, to the best of his or her knowledge and belief, that:

- (1) No Federal appropriated funds have been paid or will be paid, by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of an agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of any Federal contract, the making of any Federal grant, the making of any Federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any Federal contract, grant, loan, or cooperative agreement.
- (2) If any funds other than Federal appropriated funds have been paid or will be paid to any person for making lobbying contacts to an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this Federal contract, grant, loan, or cooperative agreement, the undersigned shall complete and submit Standard Form--LLL, "Disclosure Form to Report Lobbying," in accordance with its instructions [as amended by "Government wide Guidance for New Restrictions on Lobbying," 61 Fed. Reg. 1413 (1/19/96). Note: Language in paragraph (2) herein has been modified in accordance with Section 10 of the Lobbying Disclosure Act of 1995 (P.L. 104-65, to be codified at 2 U.S.C. 1601, et seq.)]
- (3) The undersigned shall require that the language of this certification be included in the award documents for all subawards at all tiers (including subcontracts, subgrants, and contracts under grants, loans, and cooperative agreements) and that all subrecipients shall certify and disclose accordingly.

This certification is a material representation of fact upon which reliance was placed when this transaction was made or entered into. Submission of this certification is a prerequisite for making or entering into this transaction imposed by 31, U.S.C. § 1352 (as amended by the Lobbying Disclosure Act of 1995). Any person who fails to file the required certification shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such failure.

[Note: Pursuant to 31 U.S.C. § 1352(c)(1)-(2)(A), any person who makes a prohibited expenditure or fails to file or amend a required certification or disclosure form shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such expenditure or failure.]

The Bidder, Alliance Bus Group, Inc, certifies or affirms the truthfulness and accuracy of each statement of its certification and disclosure, if any. In addition, the Bidder understands and agrees that the provisions of 31 U.S.C. A 3801, et seq., apply to this certification and disclosure, if any.

Date 6/26/17

Signature



Company Name Alliance Bus Group, Inc.

Title Regional Vice President

**2.10 RECYCLED PRODUCTS:**

(42 U.S.C. 6962; 40 CFR Part 247; Executive Order 12873)

The successful bidder agrees to comply with all the requirements of Section 6002 of the Resource Conservation and Recovery Act (RCRA), as amended (42 U.S.C. 6962), including but not limited to the regulatory provisions of 40 CFR Part 247, and Executive Order 12873, as they apply to the procurement of the items designated in Subpart B of 40 CFR Part 247.

Signature  \_\_\_\_\_

Title Regional Vice President

Company Name Alliance Bus Group, Inc.

Date 6/26/17

	<b>SEC. 38.0 Requirements</b>	<b>Abbreviation</b>	<b>Notes</b>
<b>38.1</b>	The following is a check list of information required for this bid to assist in assuring that the bid is complete. This information is in addition to and all documentation found within the specifications.		
	Warranty Descriptions on Chassis, Body and all Sub-Components	X	
	Complete informational document on chassis	X	
	Extended Warranty on Chassis and Body	X	
	Bus body electrical system diagram	X	3 Wiring Diagrams
	FMVSS Certifications	X	
	A weight analysis worksheet exhibiting individual wheel and axle weights	X	
	Bus Body manufacturer's Quality Assurance procedures "in Plant"	X	
	Altoona Test on the bid vehicle if applicable	NA	Explanation Included
	QVM certification from chassis manufacturer	X	
	References of bidder's customers currently using same type of vehicle bid. Include contact information.	X	
	Recommended service and maintenance schedule for the vehicle and components	X	Ford Only
	Literature shall be provided for any component: Wheelchair Securement System, Wheelchair Lift, Air Conditioning, Heaters, Seating, Seat belts, Doors, Etc.	X	
	A fully dimensioned floor plan portraying the arrangement of seats, wheelchair positions, passenger assists wheelchair lift, modesty panels and doorways.	X	
	<b>SEC 39.0 TRAINING</b>	<b>Abbreviation</b>	<b>Notes</b>
<b>39.1</b>	Vehicle operators training shall be provided within the first year of the agency receiving the vehicle(s). Training will be requested by the end user agencies. Training shall cover the functional operation of the Body, chassis, and low floor units (if appropriate) and shall be conducted for appropriate staff members and at their facility.	X	Priced as an Option (not included in base price) \$1000 per day

# **Mobility**TRANS

---

## **Commercial Passenger Vans**

Congratulations on the purchase of your MobilityTRANS converted vehicle. You have taken ownership of one of the highest quality built conversion vehicles in the industry. We are committed to excellence not only on the build of your product, but in the customer service after you have taken delivery. Please know that if any problems do arise on any of the parts or materials fabricated, converted, and installed by MobilityTRANS you are covered for the first year from the date you took ownership with no mileage restriction. Please refer to the information below for specifics on your coverage and claim procedures. Thank you for choosing MobilityTRANS

### **Warranty Description:**

**Warranty Period:** One (1) Year from date of delivery, Unlimited Mileage

**Coverage:** The original owner is covered for any defects in the workmanship and/or materials used to convert your vehicle. This is limited to materials fabricated and installed by MobilityTRANS (Heir in known as the "Manufacturer").

**Coverage Limitations:** Only the first original owner is covered. This warranty is non-transferable to subsequent owners. The manufacturer will not cover items we determine have been damaged by neglect, misuse, accidents, unauthorized alterations, or error to provide reasonable maintenance. The manufacturer is not responsible for any lost revenue while the vehicle is out of service for repairs. The manufacturer will also not be responsible for any mileage reimbursement for travel to and from the repair facility.

**Claim Procedure:** The original owner must provide MobilityTRANS (see contact information below) a written notice of any defects they believe are covered under the limited warranty. After a notice is received, a written estimate of parts and labor necessary to perform the defected material's correction must be sent to the manufacturer by a mutually agreed upon repair facility. The manufacturer will then determine the best course of action for the repair and provide payment to the repair facility directly.

**Additional Warranty Coverage:** The manufacturer will not warranty components not manufactured, fabricated, and installed by MobilityTRANS. These components may be, but not limited to, the vehicle chassis, engine, drive train, wheelchair lift, wheelchair tiedowns, aftermarket electronic components, seats, and lights. These items, and/or additional items not listed, are covered by separate warranties from their manufacturer. Warranty registration and claims procedures for these items are provided to the original owner in a delivery packet.

### **MobilityTRANS Contact Information:**

42000 Koppernick Ste A-3  
Canton, MI 48187  
Phone#: 800-496-4280  
Fax#: 734-453-6708



## Drive On for Miles.

There's nothing like buying a new vehicle. It looks good. It runs great. And, of course, it has that new vehicle smell. We want you to have that feeling with your new Ford vehicle for many miles to come. That's why we've created the Ford Protect BaseCARE Extended Service Plan. So you can drive on with confidence, long after that new vehicle smell has faded away.

## The Ford Protect BaseCARE Extended Service Plan is 100% transferable.

Your Ford Protect BaseCARE Extended Service Plan is transferable, so if you ever decide to sell your vehicle, the new owner can take advantage of the same great coverage. This added benefit may help attract potential buyers, plus it could bring an increased resale value for you. Transfer fee and restrictions apply.



## Drive On with First-Class Service.

The Ford Protect BaseCARE Extended Service Plan is 100% backed by Ford Motor Company.

- Ford-authorized parts are used for repairs
- Factory-trained and certified technicians
- Service provided at authorized Ford or Lincoln dealerships in the U.S., Canada and Mexico

## Drive On with Peace of Mind.

The Ford Protect BaseCARE Extended Service Plan is there with 24-hour Roadside Assistance when the unexpected happens.

- Towing Assistance (up to \$100 per occurrence)
- Emergency Travel Expense (up to \$500 within the first 3 days per occurrence)
- Destination Assistance (up to \$75)
- Rental Vehicle Benefits includes up to 10 days of rental coverage for a covered repair

## Drive On with Savings.

The Ford Protect BaseCARE Extended Service Plan is the affordable way to limit your out-of-pocket expenses and protect yourself from high vehicle repair costs.

- Pay only the deductible amount you selected when it comes time to make a covered repair
- May increase the resale value of your vehicle if you ever decide to sell, because this coverage is 100% transferable (Transfer fee and restrictions apply)
- 0% APR interest-free Installment Payment Plan with flexible payment options is available when the extended service plan is not included in the vehicle financing; everyone qualifies, making it the smart choice



## Drive On with Key Services Option.

The Ford Protect BaseCARE Extended Service Plan offers a Key Services Option that protects you against lost, stolen and destroyed keys or key fobs.

- If your key and/or fob are ...
  - Misplaced
  - Damaged and will not work
  - Locked in your vehicle
- Your plan will ...
  - Replace your key and/or fob
  - Reprogram your key and/or fob

Not available in all states.



## For New Plans:

- Coverage begins with the original in-service date (New Vehicle Limited Warranty start date) and zero miles. Your selected coverage expires upon reaching the earliest of time, mileage or actual hours.

## For Used Plans:

### Vehicles within the New Vehicle Limited Warranty

- Eligible Ford, Lincoln and Mercury vehicles that have New Vehicle Limited Warranty remaining at the time of purchase – coverage begins at the signature date and current mileage. Coverage ends at the earlier of the number of months purchased or the number of miles purchased from the expiration of the New Vehicle Limited Warranty.

### Vehicles outside the New Vehicle Limited Warranty

- Coverage for Ford, Lincoln and Mercury vehicles beyond the New Vehicle Limited Warranty and all competitive-make vehicles begins at the signature date and current mileage. Your selected coverage expires upon reaching the earliest of time, mileage or actual hours.

## For Cab and Chassis/Incomplete Vehicles:

- A variety of unique time/mileage/hour options and deductibles are available within 5 years or 100,000 miles/4,000 hours of the original in-service date.
- Coverage begins with the original in-service date (New Vehicle Limited Warranty start date) and zero miles/hours. Your selected coverage expires upon reaching the earliest of time, mileage or actual hours.



This brochure is intended to provide general information about Ford Protect. Prices and plans may vary, but purchased plans are not subject to change. Plan availability, benefits, coverage and provider may vary by state. For use only with October 2015 contract.

In Florida, Ford Protect on Ford vehicles is a Service Contract from Ford Motor Company (License #12118). Ford Protect on competitive-make vehicles is a Service Contract from The American Road Insurance Company, Dearborn, MI 48126 (Certificate of Authority #09079).

In Texas, Ford Protect is a Service Contract from Ford Motor Service Company (License #SCP-165).

FORD PROTECT

# BaseCARE

Extended Service Plan



Go Further

# BaseCARE

# 84

# Key Covered Component Parts

Enjoy your vehicle worry-free, long after your New Vehicle Limited Warranty expires.

- With 84 key component parts covered, you're protected for covered repairs down the road
- Customize a plan that's right for you based on your driving needs

With the Ford Protect BaseCARE Extended Service Plan, you can protect your vehicle for up to the earlier of 8 years or 150,000 miles.

That's well beyond the New Vehicle Limited Warranty that comes with your vehicle. With the high cost of parts and unexpected repairs that come with owning a vehicle, it just makes sense to protect your investment with a Ford Protect BaseCARE Extended Service Plan.

**The numbers speak for themselves:** Choose the \$0 deductible option with a Ford Protect BaseCARE Extended Service Plan.

Engine ~~\$5,443~~ \$0      Steering Gear ~~\$1,492~~ \$0      Transmission ~~\$5,336~~ \$0



Rear Differential ~~\$1,563~~ \$0      A/C Evaporator Core ~~\$1,489~~ \$0

*These examples are based on an average estimated U.S. retail repair cost for 2011-2015 Explorer. Actual repair costs will vary by vehicle and dealer location.*



## ENGINE

- All Internally Lubricated Parts
- Cylinder Block
- Cylinder Heads
- Diesel Injector Pump
- Flywheel
- Harmonic Balancer and Bolt
- Manifold Intake and Bolts
- Manifold (Exhaust and Bolts)
- Metal Fuel Lines
- Oil Pan
- Oil Pump
- Seals and Gaskets
- Thermostat
- Thermostat Housing
- Timing Chain Cover
- Timing Chain (Gears or Belt)
- Turbocharger/Supercharger Unit (Factory-Installed)
- Valve Covers
- Water Pump



## TRANSMISSION

- All Internally Lubricated Parts
- Seats and Gaskets
- Torque Converter
- Transfer Case (Including All Internal Parts)
- Transmission Case



## ELECTRICAL

- Alternator
- Electronic Ignition Module
- Fuel Pump
- Heated Backglass (Electrical Only - Not Glass Damage or Breakage)
- Ignition Switch
- Radiator Fan Relay
- Speedometer/Odometer (Electrical and Mechanical)
- Starter Motor
- Starter Motor Solenoid
- Switches (Manually Operated Electrical)
- Voltage Regulator
- Wiper Motors
- Wiring Harnesses (Excluding Spark Plug Wires)



## BRAKES

- Backing Plates
- Brake Booster (Power)
- Callipers
- Combination Valve
- Master Cylinder
- Metal Lines and Fittings
- Parking Brake Linkage and Cables
- Retainers and Clips
- Self-Adjusters
- Shaft (Brake Pedal)
- Springs
- Wheel Cylinders



## FRONT SUSPENSION

- Ball Joints (Upper and Lower)
- Control Arms (Upper and Lower)
- Control Arm Shafts and Bushings
- Kingpins and Bushings
- Linkage and Bushings
- MacPherson Struts
- Spindle and Spindle Supports
- Stabilizer Bar
- Tie Rods



## REAR/FRONT-WHEEL-DRIVE AXLE

- Axle Shafts
- Rear Drive Axle Housing and Front Axle Housing for 4x4 (Including All Internal Parts)
- Front Final Drive Housing and Rear Axle Housing for AWD (Including All Internal Parts)
- Driveshaft
- Hubs, Automatic Front Locking (Four-Wheel Drive)
- Locking Rings (Four-Wheel Drive)
- Seals and Gaskets
- Universal and Constant Velocity Joints



## STEERING

- Column Lock (Tilt Wheel)
- Control Valve
- Cooler and Metal Lines
- Idler Arm
- Power Steering Pump/Electric Power Steering Actuator
- Pulley Assembly
- Seals and Gaskets
- Steering Gear Housing, Manual and Power (Including All Internal Parts)
- Underbody Linkages and Couplings



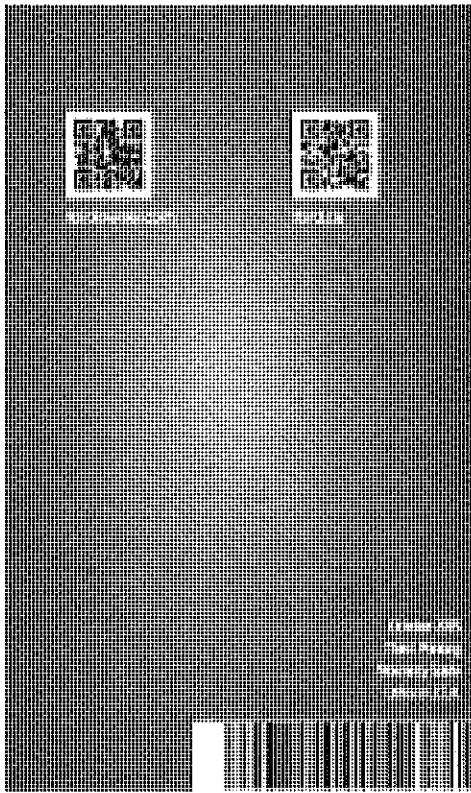
## AIR CONDITIONING AND HEATING

- A/C Clutch
- A/C Clutch Bearings
- A/C Compressor
- A/C Compressor Clutch Switch
- A/C Compressor Head
- A/C Compressor Seals
- A/C Condenser
- Evaporator
- Field Coil
- Pulley

DRIVE ON WITH THE ONE PLAN THAT COVERS 84 KEY COMPONENT PARTS.



2016 Model Year **Ford Warranty Guide**



GW119T201CA





Your satisfaction is our #1 goal. If you have any questions or concerns, or are unsatisfied with the service you are receiving, follow these steps:

1. Contact your Sales Representative or Service Advisor at your selling/servicing dealership.
2. If your inquiry or concern remains unresolved, contact the Sales Manager, Service Manager or Customer Relations Manager.
3. If you require assistance or clarification on Ford Motor Company policies or procedures, please contact the Ford Customer Relationship Center.

<b>In the United States:</b>	<b>In Canada:</b>
Ford Motor Company Customer Relationship Center P.O. Box 8248 Dearborn, MI 48121 1-800-992-9673 (FORD) (TDD) for the hearing impaired: 1-800-232-5892 <a href="http://www.customersaskford.com">www.customersaskford.com</a>	Customer Relationship Centre Ford Motor Company of Canada, Limited P.O. Box 2800 Oakville, Ontario L4J 5E4 1-800-565-9673 (FORD) <a href="http://www.ford.ca">www.ford.ca</a>
<b>In Asia-Pacific Region, Sub-Saharan Africa, U.S. Virgin Islands, Central America, the Caribbean, and Israel:</b>	<b>In Puerto Rico:</b>
Ford Motor Company Ford Export Operations Attention: Customer Relations 1555 Fairlane Drive Fairlane Business Park #1 Allen Park, MI 48101 Telephone: (313) 591-4557 For customers in Guam, the Commonwealth of the Northern Mariana Islands (CNMI), America Samoa, and the U.S. Virgin Islands, please feel free to call our Toll Free Number: (800) 841-FORD (3673) Fax: (313) 390-8804 E-mail: <a href="mailto:expriac@ford.com">expriac@ford.com</a>	Ford International Business Development, Inc. P.O. Box 11057 Caparra Heights Station San Juan, PR 00923-1057 Telephone: (800) 841-FORD (3673) Fax: (313) 390-8804 E-mail: <a href="mailto:priac@ford.com">priac@ford.com</a> <a href="http://www.ford.com/pr">www.ford.com/pr</a>
<b>In Middle East:</b>	
Ford Middle East Customer Relationship Center P.O. Box 21479 Dubai, United Arab Emirates Telephone: 971-4-3329084 Toll-free Number for the Kingdom of Saudi Arabia: 800-8971409 Local Telephone Number for Kuwait: 24919575 Fax: 971-4-3327200 E-mail: <a href="mailto:meusac@ford.com">meusac@ford.com</a> <a href="http://www.me.ford.com">www.me.ford.com</a>	

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## 1. Introduction

**Ford Motor Company** and your selling dealer thank you for selecting one of our quality products. Our commitment to you and your vehicle begins with quality protection and service.

When you need warranty repairs, your selling dealer would like you to return to it for that service, but you may also take your vehicle to another Ford Motor Company dealership authorized for warranty repairs. Certain warranty repairs require special training though, so not all dealers are authorized to perform all warranty repairs. That means that, depending on the warranty repair needed, the vehicle may need to be taken to another dealer. If a particular dealership cannot assist you, then contact the Customer Relationship Center at 1-800-392-3673.

This booklet explains in detail the warranty coverages that apply to your 2016-model car or light truck. If you bought a previously owned 2016-model vehicle, you are eligible for any remaining warranty coverages.

Ford Motor Company provides the **Emissions Defect Warranties** and **Emissions Performance Warranties** which cover your emissions control systems, and **Noise Emissions Warranty** which applies only to medium/heavy duty trucks over 10,000 pounds Gross Vehicle Weight Rating (pages 17-32).

## **2. Important information you should know**

### **IF YOU NEED CUSTOMER ASSISTANCE**

Your Ford Motor Company dealer is available to assist you with all your automotive needs. Please follow the procedures outlined on the front page of this booklet.

In addition, if you are an eligible U.S. owner, you may use - at no cost - the services of the BBB AUTO LINE program. For details, see Better Business Bureau (BBB) AUTO LINE program, page 34 or call 1-800-955-5100.

### **KNOW WHEN YOUR WARRANTY BEGINS**

Your **Warranty Start Date** is the day you take delivery of your new vehicle or the day it is first put into service (for example, as a dealer demonstrator), whichever occurs first.

### **CHECK YOUR VEHICLE**

We try to check vehicles carefully at the assembly plant and the dealership, and we usually correct any damage to paint, sheet metal, upholstery, or other appearance items. But occasionally something may slip past us, and a customer may find that a vehicle was damaged before he or she took delivery. If you see any damage when you receive your vehicle, notify your dealership within one week.

### **MAINTAIN YOUR VEHICLE PROPERLY**

Your glove compartment contains an **Owner's Manual** which indicates the scheduled maintenance required for your vehicle. Proper maintenance guards against major repair expenses resulting from neglect or inadequate maintenance, may help increase the value you receive when you sell or trade your vehicle, and is important in allowing your vehicle to comply with applicable emissions standards.

It is your responsibility to make sure that all of the scheduled maintenance is performed and that the materials used meet Ford engineering specifications. Failure to perform scheduled maintenance as specified in the Owner's Manual will invalidate warranty coverage on

parts affected by the lack of maintenance. Make sure that receipts for completed maintenance work are retained with the vehicle and confirmation of maintenance work is always entered in your **Owner's Manual**.

Your Ford or Lincoln dealership, or Ford or Lincoln Auto Care Service Center, has factory-trained technicians who can perform the required maintenance using genuine Ford parts. The dealership looks forward to meeting your every service need to maximize your satisfaction with your vehicle.

#### **WHO PAYS FOR WARRANTY REPAIRS?**

You will not be charged for repairs covered by any applicable warranty during the stated coverage periods, unless specifically stated elsewhere in this guide.

Some states have mandated alternate time coverage periods for parts of your vehicle (e.g. seatbelts).

Some states and/or local governments may require a tax on a portion of warranty repairs. Where applicable law allows, the tax must be paid by you, the owner of the vehicle.

During the Bumper to Bumper Warranty period, dealers may receive instructions to provide no-cost, service-type improvements - not originally included in your Owner's Manual - intended to increase your overall satisfaction with your vehicle.

Sometimes Ford may offer a special adjustment program to pay all or part of the cost of certain repairs beyond the terms of the applicable warranty. Check with your dealer or call 1-800-392-3673 to learn whether any adjustment program is applicable to your vehicle. Please have your vehicle identification number available.

#### **DO WARRANTIES APPLY IN OTHER COUNTRIES?**

The **New Vehicle Limited Warranty** and the **Emissions Warranties** described in this booklet apply to your vehicle if:

- it was originally purchased through the Ford Export Operations Military Sales Program; or
- it was originally sold or leased by Ford Motor Company or one of its dealers in the United States or U.S. Federalized Territories, and it was originally registered/licensed and operated in the United States, U.S. Federalized Territories, or Canada.

If you meet either of these two requirements, you do have warranty coverage when you travel with this vehicle outside the United States, U.S. Federalized Territories, or Canada. In some cases, however, you may have to pay the servicing Ford dealer in a foreign country or U.S. Federalized Territory for a repair that is covered under the U.S. warranty. If this happens, be sure to save the paid repair order or invoice. You should present this document to a U.S. Ford Motor Company dealer for warranty refund consideration. Refer to [www.Ford.com](http://www.Ford.com) for additional customer assistance reference information.

### **3. The New Vehicle Limited Warranty for your 2016-model vehicle**

#### **LIMITATIONS AND DISCLAIMERS**

All of the warranties in this booklet are subject to the following limitations and disclaimers:

The warranties in this booklet are the only express warranties applicable to your vehicle. Ford does not assume or authorize anyone to assume for it any other obligation or liability in connection with your vehicle or these warranties. No person, including Ford employees or dealers, may modify or waive any part of these warranties.

Ford and its dealers reserve the right to make changes in or additions to vehicles built or sold by them at any time without incurring any obligation to make the same or similar changes or additions to vehicles previously built or sold.

Ford and its dealers also reserve the right to provide post-warranty repairs, conduct recalls, or extend the warranty coverage period for certain vehicles or vehicle populations, at the sole discretion of Ford. The fact that Ford has provided such measures to a particular vehicle or vehicle population in no way obligates Ford to provide similar accommodations to other owners of similar vehicles.

As a condition of these warranties, you are responsible for properly using, maintaining, and caring for your vehicle as outlined in your Owner's Manual. Ford recommends that you maintain copies of all maintenance records and receipts for review by Ford.

Ford and your dealer are not responsible for any time or income that you lose, any inconvenience you might be caused, the loss of your transportation or use of your vehicle, the cost of rental vehicles, fuel, telephone, travel, meals, or lodging, the loss of personal or commercial property, the loss of revenue, or for any other incidental or consequential damages you may have.

Punitive, exemplary, or multiple damages may not be recovered unless applicable law prohibits their disclaimer.

You may not bring any warranty-related claim as a class representative, a private attorney general, a member of a class of claimants or in any other representative capacity.

Ford shall not be liable for any damages caused by delay in delivery or furnishing of any products and/or services.

You may have some implied warranties. For example, you may have an implied warranty of merchantability (that the car or light truck is reasonably fit for the general purpose for which it was sold) or an implied warranty of fitness for a particular purpose (that the car or light truck is suitable for your special purposes), if a special purpose was specifically disclosed to Ford itself not merely to the dealer before your purchase, and Ford itself not just the dealer told you the vehicle would be suitable for that purpose.

These implied warranties are limited, to the extent allowed by law, to the time period covered by the written warranties, or to the applicable time period provided by state law, whichever period is shorter.

These implied warranties do not apply at all if you use your vehicle for business or commercial purposes. In addition, the implied warranty of fitness for a particular purpose does not apply if your vehicle is used for racing, even if the vehicle is equipped for racing.

The warranties contained in this booklet and all questions regarding their enforceability and interpretation are governed by the law of the state in which you purchased your Ford vehicle. Some states do not allow Ford to limit how long an implied warranty lasts or to exclude or limit incidental or consequential damages, so the limitation and exclusions described above may not apply to you.

**NOTE: This information about the limitation of implied warranties and the exclusion of incidental and consequential damages under the NEW VEHICLE LIMITED WARRANTY also applies to the EMISSIONS WARRANTIES described on pages 17-31.**

Ford participates in the BBB AUTO LINE warranty dispute resolution program. You may contact BBB AUTO LINE by calling 800-955-5100.

You are required to submit your warranty dispute to the BBB AUTO LINE before exercising rights or seeking remedies under the Federal Magnuson-Moss Warranty Act, 15 U.S.C. § 2301 et seq. To the extent permitted by the applicable state "Lemon Law", you are also required to submit your warranty dispute to the BBB AUTO LINE before exercising any rights or seeking remedies under the "Lemon Law". If you choose to seek remedies that are not created by the Magnuson-Moss Warranty Act or the applicable state "Lemon Law," you are not required to first use BBB AUTO LINE to resolve your dispute – although the program is still available to you.

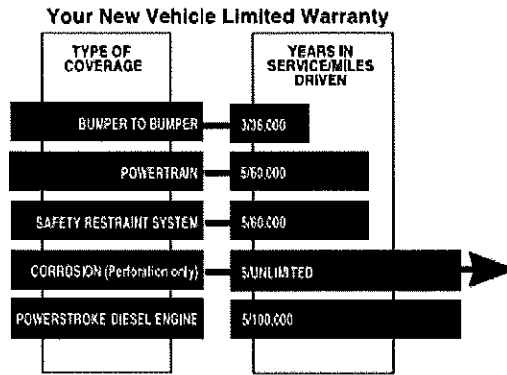
For more information regarding the BBB AUTO LINE program, see page 34 of this booklet.

**QUICK REFERENCE: WARRANTY COVERAGE**

This chart gives a general summary of your warranty coverage provided by Ford Motor Company under the **New Vehicle Limited Warranty**. Please refer to the description of warranty coverage for more specific information.

For each type of coverage, the chart shows two measures:

- years in service
- miles driven



The measure that occurs first determines how long your coverage lasts. For example: Your Bumper to Bumper Coverage lasts for three years - unless you drive more than 36,000 miles before three years elapse. In that case, your coverage ends at 36,000 miles.

For more details on coverage, see:

- ➔ **What is Covered?** (pages 8-12)
- ➔ **What is Not Covered?** (pages 12-15)

**WHAT IS COVERED?**

Your NEW VEHICLE LIMITED WARRANTY gives you specific legal rights. You may have other rights that vary from state to state. Under your New Vehicle Limited Warranty if:

- your Ford vehicle is properly operated and maintained, and

- was taken to a Ford dealership for a warranted repair during the warranty period,

then authorized Ford Motor Company dealers will, without charge, repair, replace, or adjust all parts on your vehicle that malfunction or fail during normal use during the applicable coverage period due to a manufacturing defect in factory-supplied materials or factory workmanship.

This warranty does not mean that each Ford vehicle is defect free. Defects may be unintentionally introduced into vehicles during the design and manufacturing processes and such defects could result in the need for repairs. For this reason, Ford provides the New Vehicle Limited Warranty in order to remedy any such defects that result in vehicle part malfunction or failure during the warranty period.

The remedy under this written warranty, and any implied warranty, is limited to repair, replacement, or adjustment of defective parts. This exclusive remedy shall not be deemed to have failed its essential purpose so long as Ford, through its authorized dealers, is willing and able to repair, replace, or adjust defective parts in the prescribed manner. Ford's liability, if any, shall in no event exceed the cost of correcting manufacturing defects as herein provided and upon expiration of this warranty, any such liability shall terminate.

Conditions that are not covered by the New Vehicle Limited Warranty are described on pages 12-15. When making warranty repairs on your vehicle, the dealer will use Ford or Motorcraft parts or remanufactured or other parts that are authorized by Ford, at the discretion of Ford or the Ford dealership.

Nothing in this warranty should be construed as requiring defective parts to be replaced with parts of a different type or design than the original part, so long as the vehicle functions properly with the replacement part. Moreover, Ford and its authorized dealers are entitled to a reasonable time and a reasonable number of attempts within which to diagnose and repair any defect covered by this warranty.

In certain instances, Ford may authorize repairs at other than Ford dealer facilities.

Two separate warranties apply to tires on your new vehicle. The New Vehicle Limited Warranty covers tire defects in factory supplied material or workmanship for 100% of labor costs and on a pro rata adjustment basis for parts. (See the reimbursement schedule below).

For vehicles within the New Vehicle Limited Warranty time in service and mileage coverage period, defective tires will be replaced on a pro rata adjustment basis according to the following mileage-based Reimbursement Schedule:

MILES DRIVEN	PERCENT OF PARTS COVERED BY FORD
1-12,000	100%
12,001-24,000	60%
24,001-36,000	30%

The tire manufacturer also provides you with a separate tire warranty that may extend beyond the New Vehicle Limited Warranty coverage. You will find the manufacturer's tire warranty with the owner literature supplied with your vehicle. You have the option of having a tire warranty repair performed by the tire manufacturer's authorized service center. If you go to a tire service center for a repair covered by the New Vehicle Limited Warranty, you may be charged a prorated amount for wear or other charges. If so, you should present your paid invoice detailing the nature of the charges to any Ford Motor Company dealership for refund consideration. When making warranty repairs on your vehicle, the dealer will use Ford or Motorcraft parts or remanufactured or other parts that are authorized by Ford. In certain instances, Ford may authorize repairs at other than Ford dealer facilities. Tire replacements under warranty will be made with the same brand and model as originally equipped with the vehicle unless the same brand and model is no longer available, in which case a tire of the same brand, size, load, speed and tread type will be used. In some circumstances, Ford may authorize another brand and/or model to substitute for the original brand and model, even if still available.

Normal tire wear or damage is not reimbursable. See page 15 for details of what is not covered.

**Extended warranty coverage periods are available for certain vehicle parts and conditions. Specifically,**

(1) Your vehicle's Powertrain components are covered for five years or 60,000 miles, whichever occurs first. The extended coverage applies to the **Engine**; all internal lubricated parts, cylinder block, cylinder heads, electrical fuel pump, powertrain control module, engine mounts, flywheel, injection pump, manifold (exhaust and intake), manifold bolts, oil pan, oil pump, seals and gaskets, engine thermostat, engine thermostat housing, timing chain cover, timing chain (gears or belt), turbocharger/supercharger unit, valve covers, water pump;

**Transmission:** all internal parts, clutch cover, seals and gaskets, torque converter, transfer case (including all internal parts), transmission case, transmission mounts; **Front-Wheel Drive:** axle shafts, front bearings, seals and gaskets, universal and constant velocity joints; **Rear-Wheel Drive:** axle shafts, rear bearings, center support bearing, drive axle housing (including all internal parts), drive shaft, retainers, supports, seals and gaskets, universal and constant velocity joints. **Four-Wheel/All-Wheel Drive:** axle shafts, bearings (front and rear), center support bearing, drive shafts, final drive housing (including all internal parts), hubs-automatic front locking (four-wheel drive), locking rings (four-wheel drive), seals and gaskets, universal and constant velocity joints.

(2) Your vehicle's safety belts and air bag Supplemental Restraint System (SRS) are covered for an extended Safety Restraint Coverage Period, which lasts for five years or 60,000 miles, whichever occurs first.

(3) Your vehicle's body sheet metal panels are covered for an extended Corrosion Coverage Period, which lasts for five years, regardless of miles driven. The extended warranty coverage only applies if a body sheet metal panel becomes perforated due to corrosion during normal use due to a manufacturing defect in factory-supplied materials or factory workmanship. If aluminum body panels have corrosion or rust damage, and the damage is not the result of abnormal usage, vehicle accident, customer actions and/or extreme environmental conditions, the corrosion or rust damage repairs are covered for 5 years, unlimited miles. For damage caused by airborne material (environmental fallout) where there is no factory-related defect involved and therefore no warranty – our policy is to provide free repair of paint damage due to the airborne material for 12 months or 12,000 miles, whichever occurs first.

(4) Your vehicle's direct injection diesel engine and certain engine components are covered during the PowerStroke Diesel Engine Coverage Period, which lasts for five years or 100,000 miles, whichever occurs first. The following parts are covered during this extended coverage period: the engine, cylinder block, heads and all internal parts, intake and exhaust manifolds, timing gear, harmonic balancer, valve covers, oil pan and pump, water pump, fuel system (excluding fuel lines, fuel tank and frame mounted fuel conditioning module sometimes referred to as the frame mounted pump/filter/water separator or frame mounted fuel filter/water separator), high pressure lines, gaskets and seals, glow plugs, turbocharger, two-stage turbocharger assembly, turbocharger actuator,

# Scheduled Maintenance

## GENERAL MAINTENANCE INFORMATION

### Why Maintain Your Vehicle?

Carefully following the maintenance schedule helps protect against major repair expenses resulting from neglect or inadequate maintenance and may help to increase the value of your vehicle when you sell or trade it. Keep all receipts for completed maintenance with your vehicle.

We have established regular maintenance intervals for your vehicle based upon rigorous testing. It is important that you have your vehicle serviced at the proper times. These intervals serve two purposes; one is to maintain the reliability of your vehicle and the second is to keep your cost of owning your vehicle down.

It is your responsibility to have all scheduled maintenance performed and to make sure that the materials used meet the specifications identified in this owner's manual. See **Capacities and Specifications** (page 111).

Failure to perform scheduled maintenance invalidates warranty coverage on parts affected by the lack of maintenance.

### Why Maintain Your Vehicle at Your Dealership?

#### Factory-trained Technicians

Service technicians participate in extensive factory-sponsored certification training to help them become experts on the operation of your vehicle. Ask your dealership about the training and certification their technicians have received.

### Genuine Ford and Motorcraft Replacement Parts

Dealerships stock Ford, Motorcraft and Ford-authorized branded re-manufactured replacement parts. These parts meet or exceed our specifications. Parts installed at your dealership carry a nationwide 24-month or unlimited mile (kilometer) parts and labor limited warranty.

If you do not use Ford authorized parts they may not meet our specifications and depending on the part, it could affect emissions compliance.

### Convenience

Many dealerships have extended evening and Saturday hours to make your service visit more convenient and they offer one stop shopping. They can perform any services that are required on your vehicle, from general maintenance to collision repairs.

**Note:** *Not all dealers have extended hours or body shops. Please contact your dealer for details.*

### Protecting Your Investment

Maintenance is an investment that pays dividends in the form of improved reliability, durability and resale value. To maintain the proper performance of your vehicle and its emission control systems, make sure you have scheduled maintenance performed at the designated intervals.

Your vehicle is very sophisticated and built with multiple, complex, performance systems. Every manufacturer develops these systems using different specifications and performance features. That is why it is important to rely upon your dealership to properly diagnose and repair your vehicle.

## Extended Service Plan (ESP)

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### Avoid the Rising Cost of Properly Maintaining Your Vehicle!

Ford Extended Service Plan also offers a Premium Maintenance Plan that covers all scheduled maintenance, and selected wear items. The coverage is prepaid, so you never have to worry about affording your vehicle's maintenance. It covers regular checkups, routine inspections, preventive care and replacement of select items that require periodic attention for normal wear:

- Windshield wiper blades.
- Spark plugs (except in California).
- The clutch disc.
- Brake pads and linings.
- Shock absorbers.
- Belts and hoses.
- Diesel exhaust fluid replenishment.

### Interest Free Finance Options Available

Take advantage of our interest free installment payment plan. Just a 10% down payment will provide you with an affordable, no interest, no fee payment program allowing you all the security and benefits Ford ESP has to offer while paying over time. You are pre-approved with no credit checks, no hassles! To learn more, call our Ford ESP specialists at 800-367-3377.

Ford ESP  
P.O. Box 8072  
Royal Oak, MI 48068-0039

### SERVICE PLANS (CANADA ONLY)

You can get more protection for your vehicle by purchasing a Ford Extended Service Plan. Ford Extended Service Plan is the only service contract backed by Ford Motor Company of Canada, Limited. Depending on the plan you purchase, Ford Extended Service Plan provides benefits such as:

- Rental reimbursement.
- Coverage for certain maintenance and wear items.
- Protection against repair costs after your New Vehicle Limited Warranty Coverage expires.
- Roadside Assistance benefits.

There are several Ford Extended Service Plans available in various time, distance and deductible combinations. Each plan is tailored to fit your own driving needs, including reimbursement for towing and rental. When you purchase Ford Extended Service Plan, you receive added peace-of-mind protection throughout Canada and the United States, provided by a network of participating authorized Ford Motor Company dealers.

**Note:** *Repairs performed outside of Canada and the United States are not eligible for Ford Extended Service Plan coverage.*

This information is subject to change. For more information, visit your local Ford of Canada dealer or [www.ford.ca](http://www.ford.ca) to find the Ford Extended Service Plan that is right for you.

## Scheduled Maintenance

### GENERAL MAINTENANCE INFORMATION

#### Why Maintain Your Vehicle?

Carefully following the maintenance schedule helps protect against major repair expenses resulting from neglect or inadequate maintenance and may help to increase the value of your vehicle when you sell or trade it. Keep all receipts for completed maintenance with your vehicle.

We have established regular maintenance intervals for your vehicle based upon rigorous testing. It is important that you have your vehicle serviced at the correct times. These intervals serve two purposes: one is to maintain the reliability of your vehicle and the second is to keep the cost of owning your vehicle down.

It is your responsibility to have all scheduled maintenance performed and to make sure that the materials used meet the specifications identified in this owner's manual. See **Capacities and Specifications** (page 281).

Failure to perform scheduled maintenance invalidates warranty coverage on parts affected by the lack of maintenance.

#### Why Maintain Your Vehicle at Your Dealership?

##### Factory-trained Technicians

Service technicians participate in extensive factory-sponsored certification training to help them become experts on the operation of your vehicle. Ask your dealership about the training and certification their technicians have received.

#### Genuine Ford and Motorcraft Replacement Parts

Dealerships stock Ford, Motorcraft and Ford-authorized branded re-manufactured replacement parts. These parts meet or exceed our specifications. Parts installed at your dealership carry a nationwide 12-month or 12,000 mi (20,000 km) parts and labor limited warranty.

If you do not use Ford authorized parts they may not meet our specifications and depending on the part, it could affect emissions compliance.

#### Convenience

Many dealerships have extended evening and Saturday hours to make your service visit more convenient and they offer one stop shopping. They can perform any services that are required on your vehicle, from general maintenance to crash repairs.

**Note:** Not all dealers have extended hours or body shops. Please contact your dealer for details.

#### Protecting Your Investment

Maintenance is an investment that pays dividends in the form of improved reliability, durability and resale value. To maintain the correct performance of your vehicle and its emission control systems, make sure you have scheduled maintenance performed at the designated intervals.

#### Vehicles with a 3.2L, 3.5L or 3.7L Engine

Your vehicle is equipped with the Intelligent Oil-Life Monitor system, which displays a message in the information display at the correct oil change interval. This interval may be up to one year or 10,000 mi (16,000 km).

## Scheduled Maintenance

When the oil change message appears in the information display, it is time for an oil change. Make sure you perform the oil change within two weeks or 500 miles (800 kilometers) of the message appearing. Make sure you reset the Intelligent Oil-Life Monitor after each oil change. See **Changing the Engine Oil and Oil Filter** (page 217).

If your information display resets prematurely or becomes inoperative, you should perform the oil change interval at six months or 5,000 mi (8,000 km) from your last oil change. Never exceed one year or 10,000 mi (16,000 km) between oil change intervals.

### All Vehicles

Your vehicle is very sophisticated and built with multiple, complex, performance systems. Every manufacturer develops these systems using different specifications and performance features. That is why it is important to rely upon your dealership to correctly diagnose and repair your vehicle.

Ford Motor Company has recommended maintenance intervals for various parts and component systems based upon engineering testing. Ford Motor Company relies upon this testing to determine the most appropriate mileage for replacement of oils and fluids to protect your vehicle at the lowest overall cost to you and recommends against maintenance schedules that deviate from the scheduled maintenance information.

We strongly recommend the use of only genuine Ford, Motorcraft or Ford-authorized re-manufactured replacement parts engineered for your vehicle.

### Additives and Chemicals

This owner's manual and the Ford Workshop Manual list the recommended additives and chemicals for your vehicle. We do not recommend using chemicals or additives not approved by us as part of your vehicle's normal maintenance. Please consult your warranty information.

### Oils, Fluids and Flushing

In many cases, fluid discoloration is a normal operating characteristic and, by itself, does not necessarily indicate a concern or that the fluid needs to be changed. However, a qualified expert, such as the factory-trained technicians at your dealership, should inspect discolored fluids that also show signs of overheating or foreign material contamination immediately.

Make sure to change your vehicle's oils and fluids at the specified intervals or in conjunction with a repair. Flushing is a viable way to change fluid for many vehicle sub-systems during scheduled maintenance. It is critical that systems are flushed only with new fluid that is the same as that required to fill and operate the system or using a Ford-approved flushing chemical.

### Owner Checks and Services

Make sure you perform the following basic maintenance checks and inspections every month or at six-month intervals.

Check every month
Engine oil level.
Function of all interior and exterior lights.
Tires (including spare) for wear and correct pressure.
Windshield washer fluid level.

## Scheduled Maintenance

Check every six months
Battery connections. Clean if necessary.
Body and door drain holes for obstructions. Clean if necessary.
Cooling system fluid level and coolant strength.
Door weatherstrips for wear. Lubricate if necessary.
Hinges, latches and outside locks for correct operation. Lubricate if necessary.
Parking brake for correct operation.
Safety belts and seat latches for wear and function.
Safety warning lamps (brake, ABS, airbag and safety belt) for operation.
Washer spray and wiper operation. Clean or replace blades as necessary.

### Multi-point Inspection

In order to keep your vehicle running correctly, it is important to have the systems on your vehicle checked regularly. This can help identify potential issues and prevent major problems. We recommend having the following multi-point inspection performed at every scheduled maintenance interval to help make sure your vehicle keeps running correctly.

Multi-point Inspection
Accessory drive belt(s).
Battery performance.
Engine air filter.
Exhaust system.

Multi-point Inspection
Exterior lamps and hazard warning system operation.
Fluid levels <sup>1</sup> ; fill if necessary.
For oil and fluid leaks.
Horn operation.
Radiator, cooler, heater and A/C hoses.
Suspension component for leaks or damage.
Steering and linkage.
Tires (including spare) for wear and correct pressure <sup>2</sup> .
Windshield for cracks, chips or pits.
Washer spray and wiper operation.

<sup>1</sup> Brake, coolant recovery reservoir, automatic transmission, power steering (if equipped with hydraulic power assist steering) and window washer.

<sup>2</sup> If your vehicle is equipped with a temporary mobility kit, check the tire sealant expiration Use By date on the canister. Replace as needed.

Be sure to ask your dealership service advisor or technician about the multi-point vehicle inspection. It is a comprehensive way to perform a thorough inspection of your vehicle. Your checklist gives you immediate feedback on the overall condition of your vehicle.

## Scheduled Maintenance

### NORMAL SCHEDULED MAINTENANCE

#### Intelligent Oil-Life Monitor™

Your vehicle is equipped with an Intelligent Oil-Life Monitor that determines when you should change the engine oil based on how your vehicle is used. By using several important factors in its calculations, the

monitor helps reduce the cost of owning your vehicle and reduces environmental waste at the same time.

The following table provides examples of vehicle use and its impact on oil change intervals. It is a guideline only. Actual oil change intervals depend on several factors and generally decrease with severity of use.

When to expect the oil change message	
Interval	Vehicle use and example
	<b>Normal</b>
7500-10000 miles (12000-16000 km)	Normal commuting with highway driving. No, or moderate, load or towing. Flat to moderately hilly roads. No extended idling.
	<b>Severe</b>
5000-7499 miles (8000-11999 km)	Moderate to heavy load or towing. Mountainous or off-road conditions. Extended idling. Extended hot or cold operation.
	<b>Extreme</b>
3000-4999 miles (4800-7999 km)	Maximum load or towing. Extreme hot or cold operation.

### Normal Maintenance Intervals

At every oil change interval as indicated by the information display <sup>1</sup>
Change engine oil and filter.**
Rotate tires, inspect tire wear and measure tread depth.
Perform a multi-point inspection (recommended).
Inspect the automatic transmission fluid level (if equipped with dipstick). Consult your dealer for requirements.
Inspect the brake pads, shoes, rotors, drums, brake linings, hoses and parking brake



## Scheduled Maintenance

### Other maintenance items<sup>g</sup>

- Change rear axle fluid.
- Replace accessory drive belt(s).

Perform these maintenance items within 3000 miles (4800 kilometers) of the last engine oil and filter change. Do not exceed the designated distance for the interval.

<sup>f</sup> Replace early if indicated by per Water in Fuel warning lamp. See **Warning Lamps and Indicators** (page B1).

<sup>g</sup> Initial replacement at six years or 100,000 miles (160,000 kilometers), then every three years or 50,000 miles (80,000 kilometers).

<sup>h</sup> After initial inspection, inspect every other oil change until replaced.

## SPECIAL OPERATING CONDITIONS SCHEDULED MAINTENANCE

If you operate your vehicle **primarily** in any of the following conditions, you need to perform extra maintenance as indicated. If you operate your vehicle **occasionally** under any of these conditions, it is not necessary to perform the extra maintenance. For specific recommendations, see your dealership service advisor or technician.

Perform the services shown in the following tables when specified or within 3000 miles (4800 kilometers) of the oil change required message appearing in the information display.

- **Example 1:** The message appears at 26,750 mi (46,270 km). Perform the 30,000 mi (48,000 km) automatic transmission fluid replacement.
- **Example 2:** The message does not appear, but the odometer reads 30,000 mi (48,000 km) (for example, the Intelligent Oil-Life Monitor was reset at 25,000 mi (40,000 km)). Perform the engine air filter replacement.

Towing a trailer or using a car-top carrier	
As required	Change engine oil and filter as indicated by the information display and perform services listed in the Normal Scheduled Maintenance chart.
Inspect frequently; service as required	Inspect and lubricate U-joints. See axle maintenance items under <b>Exceptions</b> .
Every 60,000 miles (96,000 km)	Replace spark plugs.



## Scheduled Maintenance

### Exclusive use of E85 (Flex fuel vehicles only)

Every oil change interval: If ran exclusively on E85, fill the fuel tank full with regular unleaded fuel.

### Exceptions

There are several exceptions to the Normal Schedule:

**Normal vehicle axle maintenance:** Rear axles and power take-off units with synthetic fluid and light-duty trucks equipped with Ford-design axles are lubricated for life; do not check or change fluid unless a leak is suspected, service is required or the assembly has been submerged in water. During long periods of trailer towing with outside temperatures above 70°F (21°C) and at wide-open throttle for long periods above 45 mph (72 km/h), change non-synthetic rear axle fluid every 30,000 mi (48,000 km) or three months, whichever comes first. This interval can be waived if the axle is filled with 75W85 synthetic gear fluid meeting Ford specification WSS-M2C942-A or equivalent. Add friction modifier XL-3 EST-M2C118-A or equivalent for complete refill of Traction-Lok rear axles. See **Capacities and Specifications** (page 281).

**Police, Taxi and Livery vehicle axle maintenance:** Change rear axle fluid every 100,000 mi (160,000 km). Rear axle fluid change may be waived if the axle was filled with 75W85 synthetic gear fluid meeting Ford specification WSS-M2C942-A or

equivalent. Add four ounces (118 milliliters) of additive friction modifier XL-3 EST-M2C118-A, or equivalent, for complete refill of Traction-Lok rear axles. Change the axle fluid anytime the axle submerges in water.

**California fuel filter replacement:** If you register your vehicle in California, the California Air Resources Board has determined that the failure to perform this maintenance item does not nullify the emission warranty or limit recall liability before the completion of your vehicle's useful life. Ford Motor Company, however, urges you to have all recommended maintenance services performed at the specified intervals and to record all vehicle service.

**Hot climate oil change intervals:** Vehicles operating in the Middle East, North Africa, Sub-Saharan Africa or locations with similar climates using an American Petroleum Institute (API) Certified for Gasoline Engines (Certification mark) oil of SM or SN quality, the normal oil change interval is 5,000 mi (8,000 km).

If the available API SM or SN oils are not available, then the oil change interval is 3,000 mi (4,800 km).

**Engine air filter replacement:** The life of the engine air filter is dependent on exposure to dusty and dirty conditions. Vehicles operated in these conditions require frequent inspection and replacement of the engine air filter.

## **Braun® Limited Warranty**

### **WARRANTY COVERAGE AND WARRANTY COVERAGE TIME PERIODS**

The Braun Corporation ("Braun") warranty covers certain parts of this wheelchair lift for three (3) years or 10,000 cycles and the cost of labor to repair or replace those parts for one (1) year or 3,000 cycles. If The Braun Corporation receives the warranty registration card within 20 days after the lift is put into service, the warranty labor coverage will increase from one (1) year or 3,000 cycles to three (3) years or 10,000 cycles. In addition, providing the warranty registration card is returned as noted above, the following lift's power train parts are warranted for five (5) years or 15,000 cycles: Cable, Cylinder, Flow Control, Gear Box, Motor, Pump, Hydraulic Hose and Fittings. This limited warranty covers substantial defects in materials and workmanship of the lift, provided that the lift is operated and maintained properly and in conformity with the owner's manual. The warranty period begins on the date that the product is delivered to the first retail purchaser by an independent, authorized dealer of Braun, or, if the dealer places the product into any type of service prior to retail sale, on the date the dealer first places the product in such service. This limited warranty applies only to the first purchaser. It may not be transferred.

### **WHAT BRAUN WILL DO TO CORRECT PROBLEMS**

In the event that a substantial defect in material or workmanship, attributable to Braun, is found to exist during the first year of warranty coverage, it will be repaired or replaced, at Braun's option, without charge for parts or labor to the owner, in accordance with the terms, conditions and limitations of this limited warranty. If the substantial defect in material or workmanship, attributable to Braun, is found to exist during the second or third year of warranty coverage, it will be repaired or replaced, at Braun's option, without charge to the owner for parts, only, in accordance with the terms, conditions and limitations of this limited warranty. Providing the warranty card is returned within 20 days as outlined above, the labor warranty period will be extended by two years of coverage in accordance with the terms, conditions, and limitations of this limited warranty. In addition, if a substantial defect in material or workmanship, attributable to Braun, is found to exist during the fourth or fifth year of warranty coverage to the following lift's power train parts: Cable, Cylinder, Flow Control, Gear Box, Motor, Pump, Hydraulic Hose and Fittings, it will be repaired or replaced, at Braun's option, without charge to the owner for parts, only, in accordance with the terms, conditions and limitations of this limited warranty. The cost of labor for repair or replacement at any time after the warranty coverage detailed above is the sole responsibility of the owner.

Braun's obligation to repair or replace defective materials or workmanship is the sole obligation of Braun under this limited warranty. Braun reserves the right to use new or remanufactured parts of similar quality to complete any work, and to make parts and design changes from time to time without notice to anyone. Braun reserves the right to make changes in the design or material of its products without incurring any obligation to incorporate such changes in any previously manufactured product. Braun makes no warranty as to the future performance of this product, and this limited warranty is not intended to extend to the future performance of the product. In addition, the owner's obligation to notify Braun, or one of its authorized, independent dealers, of a claimed defect does not modify any obligation placed on the owner to contact Braun directly when attempting to pursue remedies under state or federal law.

### **LIMITATIONS, EXCLUSIONS AND DISCLAIMER OF IMPLIED WARRANTIES**

**ANY IMPLIED WARRANTY THAT IS FOUND TO ARISE BY WAY OF STATE OR FEDERAL LAW, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR ANY IMPLIED WARRANTY OF FITNESS, IS LIMITED IN DURATION TO THE TERMS OF THIS LIMITED WARRANTY AND IS LIMITED IN SCOPE OF COVERAGE TO THE SCOPE OF COVERAGE OF THIS LIMITED WARRANTY.** Braun disclaims any express or implied warranty, including any implied warranty of fitness or merchantability, on items excluded from coverage as set forth in this limited warranty. Braun makes no warranty of any nature beyond that contained in this limited warranty. No one has authority to enlarge, amend or modify this limited warranty, and Braun does not authorize anyone to create any other obligation for it regarding this product. Braun is not responsible for any representation, promise or warranty made by any independent dealer or other person beyond what is expressly stated in this limited warranty. Any selling or servicing dealer is not Braun's agent, but an independent entity.

## **Braun® Limited Warranty**

**BRAUN SHALL NOT BE LIABLE FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES THAT MAY RESULT FROM BREACH OF THIS LIMITED WARRANTY OR ANY IMPLIED WARRANTY. THIS EXCLUSION OF CONSEQUENTIAL AND INCIDENTAL DAMAGES SHALL BE INDEPENDENT OF ANY FAILURE OF THE ESSENTIAL PURPOSE OF ANY WARRANTY, AND THIS EXCLUSION SHALL SURVIVE ANY DETERMINATION THAT THIS LIMITED WARRANTY OR ANY IMPLIED WARRANTY HAS FAILED OF ITS ESSENTIAL PURPOSE.** This warranty does not cover, and in no event shall Braun be liable for towing charges, travel, lodging, or any other expense incurred due to the loss of use of the product or other reason.

Some states do not allow limitations on how long an implied warranty lasts, or the exclusion or limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to you.

### **HOW TO GET SERVICE**

To obtain warranty service the owner must do all of the following:

1. Notify an authorized service center, of the claimed defect attributable to Braun, within the warranty coverage period designated above
2. Provide the notification mentioned in (1), above, within ten (10) days of when the owner discovered, or should have discovered, the claimed defect
3. Promptly schedule an appointment with and take the product to an authorized service center for service.
4. Pay any transportation costs and all expenses associated with obtaining warranty service.

Since Braun does not control the scheduling of service work at the independent dealerships you may encounter some delay in scheduling or completion of work. If you need assistance you may contact Braun, at 631 West 11th Street, Winamac, Indiana 46996; 1-800-THE-LIFT, (843-5438).

If two (2) or more service attempts have been made to correct any covered defect that you believe impairs the value, use or safety of the product, or if it has taken longer than thirty (30) days for repairs to be completed, you must, to the extent permitted by law, notify Braun directly, in writing, at the above address, of the unsuccessful repair(s) of the alleged defect(s) so that Braun can become directly involved in providing service pursuant to the terms of this limited warranty.

### **WHAT IS NOT COVERED**

This Limited Warranty does not cover any of the following: defects in materials, components or parts of the product not attributable to Braun, any material, component or part of the product that is warranted by another entity (Note: the written warranty provided by the manufacturer of the material, component or part is the direct responsibility of that manufacturer); items that are added or changed after the product leaves Braun's possession; additional items installed at any dealership, or other place of business, or by any other party, other than Braun; normal wear, tear, usage, maintenance, service, periodic adjustments, the effects of condensation or moisture from condensation, mold or any damage caused by mold; imperfections that do not affect the product for its intended purpose; items that are working as designed but that you are unhappy with; problems related to mis-operation, misuse, mishandling, neglect or abuse, including failure to maintain the product in accordance with the owner's manual, or other routine maintenance such as inspections, lubricating, adjustments, tightening of screws, sealing, wheel alignments or rotating tires; damage due to accident or collision, including any acts of weather or damage or corrosion due to the environment; theft, vandalism, fire, or other intervening acts not attributable to Braun; damage resulting from tire wear or tire failure; defacing, scratches, dents or chips on any interior or exterior surface of the product, including those caused by rocks or other road hazards, damage caused by off road use, overloading or alteration of the product, or any of its components or parts.

Defects and/or damage to interior and exterior surfaces and other appearance items may occur at the factory or when the product is in transit. These items are usually detected and corrected at the factory or by

## **Braun® Limited Warranty**

a dealer prior to delivery to the purchaser. You must inspect the product for this type of damage when you take delivery. If you find any such defect or damage you must notify the selling dealer, or Braun, at the time of delivery to have these items covered by this limited warranty and to have work performed on the items at no cost to you as provided by this limited warranty.

### **EVENTS DISCHARGING BRAUN FROM OBLIGATION UNDER WARRANTY**

The following shall completely discharge Braun from any express or implied warranty obligation to repair or replace anything and void this warranty: misuse, neglect, collision, accidents, failure to provide routine maintenance (See Owner's Manual), unauthorized alteration, off road use, Acts of Nature, damage from weather or the environment, theft, vandalism, tampering, fire, explosions, overloading the product and odometer tampering.

### **LEGAL REMEDIES**

Any action to enforce any portion of this limited warranty, or any implied warranty, must be commenced within six (6) months after expiration of the warranty coverage period designated above or the action will be barred because of the passage of time. Any performance of repairs shall not suspend this limitation period from expiring. Any performance of repairs after the warranty coverage period has expired, or performance of repairs regarding any thing excluded from coverage under this limited warranty shall be considered "good will" repairs, and they will not alter the terms of this limited warranty, or extend the warranty coverage period or the filing limitation period in this paragraph. In addition, since it is reasonable to expect that the product will need some service during the warranty period; this warranty does not extend to future performance. It only sets forth what Braun will do and does not guarantee anything about the product for any time period. Nothing in this warranty, or any action of Braun, or any agent of Braun, shall be interpreted as an extension of any warranty period or the filing limitation period in this paragraph. Some states do not allow a reduction in the statute of limitations, so this reduction may not apply to you.

### **WARRANTY REGISTRATION and MISCELLANEOUS**

Your warranty registration records should be completed and delivered to the appropriate companies, including the Braun Delivery Checklist & Warranty form. That form must be returned to Braun within twenty (20) days of purchase. The Braun warranty will not be registered unless this warranty registration is completed and received by Braun. Failure to file this warranty registration with Braun will not affect your rights under this limited warranty as long as you can present proof of purchase, but it can cause delays in obtaining the benefits of this limited warranty, and it changes the start date of the warranty to the date of final assembly of the product by Braun.

Braun agrees to repair or replace any of its factory installed parts found to have substantial defects within the appropriate warranty period designated above, provided that the repair is authorized by Braun and carried out by an authorized service center (a Braun labor schedule determines the cost allowance for repairs). Braun will not honor any warranty claim for repairs or replacement of parts unless the claim is submitted with the appropriate paperwork, and the work is completed by an independent, factory authorized service center. The appropriate paperwork can be obtained by written or phone contact with Braun at the contact information in this warranty.

Braun reserves the right to designate where any warranty work can be performed. Braun also reserves the right to examine any defective workmanship or part prior to giving any authorization for warranty work. Braun's return authorization procedure must be adhered to in order to process any warranty claims.

**THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS. YOU MAY ALSO HAVE OTHER RIGHTS THAT VARY FROM STATE TO STATE.**



4545 W. Augusta Blvd  
Chicago, Illinois 60651  
Tel: (773) 524-2440  
FAX: (773) 252-7450

## Limited Warranty

### WARRANTY:

Freedman Seating warrants to the original buyer that its seats are free from defects in material and workmanship for the following components:

Metal, plastic and foam Components – Two (2) years  
Moving Components – Two (2) years  
Upholstery – Two (2) years

Warranty period begins at time of installation

### NON-PRORATED REPLACEMENT:

In the event that a warranty-covered failure should occur within the warranty period, Freedman Seating will repair or replace the seat without charge and without prorating, at Freedman Seating's option. This is the sole and exclusive remedy for breach of any warranty. Any replacement seat or part is only covered by this warranty for the remainder of warranty period applicable to the original seat.

### EXCLUSIONS:

This warranty specifically excludes foam, upholstery material, belts, and items exposed to normal wear and tear such as metal finish and paint and does not apply to any seat that is damaged as result of accident, derailment, improper installation, structural defects, intentional damage, abuse, vandalism, negligence, misuse, improper operating conditions, or extreme natural phenomena. Seats exposed to toxic or corrosive materials are excluded from this warranty. This warranty is provided directly to the purchaser only and does not extend to any subsequent party and is solely for the Freedman Seating product as it is originally manufactured.

### INCIDENTAL, CONSEQUENTIAL DAMAGES, & LIMITATIONS:

This warranty shall be in lieu of any other warranty, expressed warranty, expressed or implied, including but not limited to any implied warranty of merchantability or fitness for a particular purpose. The purchaser's sole and exclusive remedy against Freedman Seating shall be for the repair and replacement of the defective product as provided herein. No other remedy, including but not limited to incidental or consequential damages for lost profits, lost sales, injury to person or property, shipping, freight, installation, removal, or any other incidental or consequential loss shall be available to the purchaser.

### NOTIFICATION:

All reports, claims, or notices required by the warranty to be provided to Freedman Seating must be in writing and delivered to: Attention – Freedman Seating Warranty Claim Department, 4545 W. Augusta, Blvd. Chicago, IL 60651, or by fax to (773) 252-7450. Parts being claimed for warranty must be sent to Freedman Seating for prior approval and warranty acceptance before any warranty claims can be made.

### INSPECTION AND VERIFICATION:

The owner must provide access to the failed seat so that Freedman Seating's authorized representative can perform an on-site inspection. Alternatively, Freedman Seating may ask the owner to ship the failed seat to Freedman Seating's laboratory for inspection. Within 30 days of the inspection, either on-site or in the laboratory, Freedman Seating will render an opinion as to whether or not the claimed failure is covered by the warranty.

### DESIGN:

Freedman Seating reserves the right to modify parts and design specifications without notice as long as the seats meet general specifications, unless otherwise committed per contract. In case further non-conforming changes have to be incorporated, Freedman Seating will submit such changes to customer for prior approval.

## THANK YOU FOR CHOOSING Q'STRAIT PRODUCTS!

The warranty registration process takes just a few minutes and will require the following information:

- Serial Numbers located on the Warranty Card(s) or Product(s), and
- Your Vehicle(s) information (i.e. VIN, Make, Model and Year)
- Your privacy matters to us! Please [click here to read our privacy policy](#).

## Q'STRAIT'S WARRANTY POLICY

**Limited Warranty:** Q'Strait warrants this product conforms to our manufacturing specifications and is free from defects in materials and workmanship. Q'Strait or its authorized dealer will (at its sole option) repair or replace the defective component(s) free of charge. This warranty does not cover the cost of assembly or disassembly, transportation, labor, or any other incidental costs involved in the removal of a defective part or the installation of the replacement part.

Q'Strait or its authorized dealers reserves the right to inspect the product to verify the claimed defect has not been caused by non-Q'Strait approved maintenance or by foreign particles or substances. This warranty does not apply to defects that result from accident, misuse or abuse, intentional damage, fire, flood, alteration or modification of the product, negligence, exposure, or use of the product in a manner inconsistent with its intended use.

### Product Coverage

#### 5 Years\*

Q'POD (US), QRT-360 (US), QRT-350 (UK), QRT-550 (UK)

#### 3 Years\*

QRT MAX, QRT Deluxe, QLK-150 and The Q'UBE (US)

#### 2 Years\*

QRT Standard, Q-5000, M-Series, QLK-100 (US), QLK-110 (UK)  
(with proof of maintenance performed by a Q'Strait authorized dealer)

#### 1 Year

All other Systems, Products & Accessories

*\*Only valid if product is registered with Q'Straint. Otherwise, a one (1) year warranty applies to all products. Products must be installed by authorized Q'Straint dealer.*



## Gerflor Commercial Flooring limited warranty agreement – 10 Year Warranty

GERFLOR, AS A MANUFACTURER, expressly warrants that the GERFLOR COMMERCIAL FLOORCOVERING shall be free from manufacturing defects for a period of ten (10) years from the date of sales by Gerflor, provided such floorcovering are subject to normal use and receive proper maintenance.

This entire warranty will become null and void if conditions of the subflooring and method of installation do not conform exactly to GERFLOR specifications.

This entire warranty does not cover damage caused, in whole or in part, by conditions beyond our control, including, but not limited to :

- Use for which material is not designated.
- Fire, explosion, weather conditions or natural disasters.
- Faulty installation.
- Casualties.
- Ordinary wear and tear.
- Abuse.
- Faulty design or construction of the buildings.
- Failure of the adhesive to adhere to the subfloor, whether concrete or other material because of moisture migration or water vapor transmission through the subfloor.
- Fault in the subfloor.
- Failure in the vapor barriers.
- Failure of the installation contractors to adhere to specifications.
- Failure of the soams.
- Uneven wear of sections of the floorcovering.
- Gloss reduction from use.
- Alteration of the initial appearance of the floorcovering, particularly in high traffic areas and areas exposed to excessive wear due to sand, grit or dirt in entrances to buildings.
- Fading or discoloration from sunlight or heat.
- Damage caused by neglect or improper maintenance procedures and other causes not specified but beyond the control of GERFLOR.
- Damage due to stains, cuts, scratches, gouges, scuffs, punctures, tears, indentations due to loads in excess of the specified static load limit, burns, accidents, discoloration caused by tracking residue from carpet dyes, rubber or synthetic backing used on rugs or mats, painted or asphalt surfaces such as driveways, damage resulting from lack of, or improper, furniture rests and floor protectors, rubber or synthetic backed rugs or mats, or any intentional misuse of the floorcovering

The presence of moisture between the GERFLOR floorcovering and the subfloor shall be considered proof of subfloor failure or faulty design or construction of the building because moisture will break the bond between the adhesive and the subfloor, causing bubbles to appear.



## **Gerflor Commercial Flooring limited warranty agreement – 10 Year Warranty**

This warranty will be applied only if the product is admittedly the only cause of disorder. Your sole and exclusive remedy against GERFLOR arising from the purchase or use of floorcovering is limited to supply of material in replacement of the sole defective part of material (after examination, verification and approval by GERFLOR) with material of equivalent quality. All other compensation of whatever nature will be excluded. Warranty will only be valid if product and installation concerned by the warranty are clearly identified on this document and returned to Gerflor by mail with acknowledgement of receipt.

If the claim is accepted by GERFLOR, with respect to the warranty, GERFLOR will supply the material in replacement of defective one without any cost to you. More than 5 (five) years from the date of sale of the warranted product by Gerflor, until the expiration of this express warranty you will be responsible for 20 % (twenty per cent) per year of the cost of supplied materials.

### **WARRANTY DISCLAIMERS AND LIMITATIONS OF LIABILITY**

THE ABOVE EXPRESSED MANUFACTURER'S WARRANTY SHALL BE THE EXCLUSIVE WARRANTY and LIMITED TO THE QUALITY OF THE PRODUCT, and GERFLOR MAKES NO OTHER WARRANTIES, EXPRESS OR IMPLIED. GERFLOR EXPRESSLY DISCLAIMS ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND IMPLIED WARRANTIES OF FITNESS FOR A PARTICULAR PURPOSE.

IT IS AGREED THAT GERFLOR SHALL NOT BE LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES, including, but not limited to, loss of income, loss of use, damage to other property, the cost of removing and reinstalling GERFLOR floorcoverings, attorney's fees, and any liability you may have with respect to any other person.

### **TIME LIMIT ON COMMENCING LEGAL ACTION**

It is agreed that you have 30 days from the accrual of a claim to inform GERFLOR by registered mail with acknowledgement of receipt.

It is agreed that you have one year from the accrual of a claim to commence any legal action arising from the purchase or use of GERFLOR floorcoverings, or be barred forever.

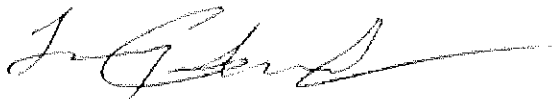
To the extent any provision of this Warranty Agreement contravenes the law of any jurisdiction, such provision shall be inapplicable in such jurisdiction, and the remainder of this Warranty Agreement shall not be affected thereby.

# **AUTO ACCESSORIES USA**

## **Vehicle Undercoating Warranty Statement**

The corrosion protection undercoating will be warranted for the service life of the vehicle for any corrosion that appears on applied areas. All work and material required to service any warranty will be covered by Auto Accessories USA and be serviced at the closest, mutually agreed upon repair location. Any and all defects in material or workmanship will be covered. Auto Accessories USA is not responsible for corrosion that develops due to damage done to the vehicle in the affected area, modifications to the vehicle made after undercoating process, or any other alterations made after undercoating.

Lenny Chudnik,



Owner,

Auto Accessories USA

**RIDER B  
TERMS AND CONDITIONS**

- 1. DEFINITIONS:** The following definitions are applicable to these standard terms and conditions:
  - a. The term “Buyer” or “State” shall refer to the Government of the State of Maine or a person representing the Government of the State of Maine.
  - b. The term “Department” or “DAFS” shall refer to the State of Maine Department of Administrative and Financial Services.
  - c. The term “Bureau” or “BGS” shall refer to the State of Maine Bureau of General Services.
  - d. The term “Division” shall refer to the State of Maine Division of Purchases.
  - e. The term “Contractor”, “Vendor”, or “Provider” shall refer to the organization that is providing goods and/or services through the contract to which these standard terms and conditions have been attached and incorporated.
  - f. The term “Contract” or “Agreement” shall refer to the contract document to which these standard terms and conditions apply, taking the format of a Buyer Purchase Order (BPO) or Master Agreement (MA) or other contractual document that is mutually agreed upon between the State and the Contractor.
  
- 2. WARRANTY:** The Contractor warrants the following:
  - a. That all goods and services to be supplied by it under this Contract are fit and sufficient for the purpose intended, and
  - b. That all goods and services covered by this Contract will conform to the specifications, drawing samples, symbols or other description specified by the Division, and
  - c. That such articles are merchantable, good quality, and free from defects whether patent or latent in material and workmanship, and
  - d. That all workmanship, materials, and articles to be provided are of the best grade and quality, and
  - e. That it has good and clear title to all articles to be supplied by it and the same are free and clear from all liens, encumbrances and security interest.

Neither the final certificate of payment nor any provision herein, nor partial nor entire use of the articles provided shall constitute an acceptance of work not done in accordance with this agreement or relieve the Contractor liability in respect of any warranties or responsibility for faulty material or workmanship. The Contractor shall remedy any defects in the work and pay any damage to other work resulting therefrom, which shall appear within one year from the date of final acceptance of the work provided hereunder. The Division of Purchases shall give written notice of observed defects with reasonable promptness.

**3. TAXES:** Contractor agrees that, unless otherwise indicated in the order, the prices herein do not include federal, state, or local sales or use tax from which an exemption is available for purposes of this order. Contractor agrees to accept and use tax exemption certificates when supplied by the Division as applicable. In case it shall ever be determined that any tax included in the prices herein was not required to be paid by Contractor, Contractor agrees to notify the Division and to make prompt application for the refund thereof, to take all proper steps to procure the same and when received to pay the same to the Division.

**4. PACKING AND SHIPMENT:** Deliveries shall be made as specified without charge for boxing, carting, or storage, unless otherwise specified. Articles shall be suitably packed to secure lowest transportation cost and to conform to the requirements of common carriers and any applicable specifications. Order numbers and symbols must be plainly marked on all invoices,

packages, bills of lading, and shipping orders. Bill of lading should accompany each invoice. Count or weight shall be final and conclusive on shipments not accompanied by packing lists.

**5. DELIVERY:** Delivery should be strictly in accordance with delivery schedule. If Contractor's deliveries fail to meet such schedule, the Division, without limiting its other remedies, may direct expedited routing and the difference between the expedited routing and the order routing costs shall be paid by the Contractor. Articles fabricated beyond the Division's releases are at Contractor's risk. Contractor shall not make material commitments or production arrangements in excess of the amount or in advance of the time necessary to meet delivery schedule, and, unless otherwise specified herein, no deliveries shall be made in advance of the Division's delivery schedule. Neither party shall be liable for excess costs of deliveries or defaults due to the causes beyond its control and without its fault or negligence, provided, however, that when the Contractor has reason to believe that the deliveries will not be made as scheduled, written notice setting forth the cause of the anticipated delay will be given immediately to the Division. If the Contractor's delay or default is caused by the delay or default of a subcontractor, such delay or default shall be excusable only if it arose out of causes beyond the control of both Contractor and subcontractor and without fault of negligence or either of them and the articles or services to be furnished were not obtainable from other sources in sufficient time to permit Contractor to meet the required delivery schedule.

**6. FORCE MAJEURE:** The State may, at its discretion, excuse the performance of an obligation by a party under this Agreement in the event that performance of that obligation by that party is prevented by an act of God, act of war, riot, fire, explosion, flood or other catastrophe, sabotage, severe shortage of fuel, power or raw materials, change in law, court order, national defense requirement, or strike or labor dispute, provided that any such event and the delay caused thereby is beyond the control of, and could not reasonably be avoided by, that party. The State may, at its discretion, extend the time period for performance of the obligation excused under this section by the period of the excused delay together with a reasonable period to reinstate compliance with the terms of this Agreement.

**7. INSPECTION:** All articles and work will be subject to final inspection and approval after delivery, notwithstanding prior payment, it being expressly agreed that payment will not constitute final acceptance. The Division of Purchases, at its option, may either reject any article or work not in conformity with the requirements and terms of this order, or re-work the same at Contractor's expense. The Division may reject the entire shipment where it consists of a quantity of similar articles and sample inspection discloses that ten (10%) percent of the articles inspected are defective, unless Contractor agrees to reimburse the Division for the cost of a complete inspection of the articles included in such shipment. Rejected material may be returned at Contractor's risk and expense at the full invoice price plus applicable incoming transportation charges, if any. No replacement of defective articles of work shall be made unless specified by the Division.

**8. INVOICE:** The original and duplicate invoices covering each and every shipment made against this order showing Contract number, Vendor number, and other essential particulars, must be forwarded promptly to the ordering agency concerned by the Vendor to whom the order is issued. Delays in receiving invoice and also errors and omissions on statements will be considered just cause for withholding settlement without losing discount privileges. All accounts are to be carried in the name of the agency or institution receiving the goods, and not in the name of the Division of Purchases.

**9. ALTERATIONS:** The Division reserves the right to increase or decrease all or any portion of the work and the articles required by the bidding documents or this agreement, or to eliminate

all or any portion of such work or articles or to change delivery date hereon without invalidating this Agreement. All such alterations shall be in writing. If any such alterations are made, the contract amount or amounts shall be adjusted accordingly. In no event shall Contractor fail or refuse to continue the performance of the work in providing of articles under this Agreement because of the inability of the parties to agree on an adjustment or adjustments.

**10. TERMINATION:** The Division may terminate the whole or any part of this Agreement in any one of the following circumstances:

- a. The Contractor fails to make delivery of articles, or to perform services within the time or times specified herein, or
- b. If Contractor fails to deliver specified materials or services, or
- c. If Contractor fails to perform any of the provisions of this Agreement, or
- d. If Contractor so fails to make progress as to endanger the performance of this Agreement in accordance with its terms, or
- e. If Contractor is adjudged bankrupt, or if it makes a general assignment for the benefit of its creditors or if a receiver is appointed because of its insolvency, or
- f. Whenever for any reason the State shall determine that such termination is in the best interest of the State to do so.

In the event that the Division terminates this Agreement in whole or in part, pursuant to this paragraph with the exception of 8(f), the Division may procure (articles and services similar to those so terminated) upon such terms and in such manner as the Division deems appropriate, and Contractor shall be liable to the Division for any excess cost of such similar articles or services.

**11. NON-APPROPRIATION:** Notwithstanding any other provision of this Agreement, if the State does not receive sufficient funds to fund this Agreement and other obligations of the State, if funds are de-appropriated, or if the State does not receive legal authority to expend funds from the Maine State Legislature or Maine courts, then the State is not obligated to make payment under this Agreement.

**12. COMPLIANCE WITH APPLICABLE LAWS:** Contractor agrees that, in the performance hereof, it will comply with applicable laws, including, but not limited to statutes, rules, regulations or orders of the United States Government or of any state or political subdivision(s) thereof, and the same shall be deemed incorporated herein by reference. Awarding agency requirements and regulations pertaining to copyrights and rights in data. Access by the grantee, the subgrantee, the Federal grantor agency, the Comptroller General of the United States, or any of their duly authorized representatives to any books, documents, papers and records of the Contractor which are directly pertinent to that specific contract for the purpose of making audit, examination, excerpts, and transcriptions. Retention of all required records for three years after grantees or subgrantees make final payments and all other pending matters are closed. Compliance with all applicable standards, orders, or requirements issued under section 306 of the Clean Air Act (42 U.S.C. 1857(h), section 508 of the Clean Water Act, (33 U.S.C. 1368), Executive Order 11738, and Environmental Protection Agency regulations (40 CFR part 15). (Contracts, subcontracts, and subgrants of amounts in excess of \$100,000). Mandatory standards and policies relating to energy efficiency which are contained in the state energy conservation plan issued in compliance with Energy Policy and Conservation Act (Pub. L. 94-163, 89 Stat. 871).

**13. INTERPRETATION:** This Agreement shall be governed by the laws of the State of Maine as to interpretation and performance.

**14. DISPUTES:** The Division will decide any and all questions which may arise as to the quality and acceptability of articles provided and installation of such articles, and as to the manner of performance and rate of progress under this Contract. The Division will decide all questions, which may arise as to the interpretation of the terms of this Agreement and the fulfillment of this Agreement on the part of the Contractor.

**15. ASSIGNMENT:** None of the sums due or to become due nor any of the work to be performed under this order shall be assigned nor shall Contractor subcontract for completed or substantially completed articles called for by this order without the Division's prior written consent. No subcontract or transfer of agreement shall in any case release the Contractor of its obligations and liabilities under this Agreement.

**16. STATE HELD HARMLESS:** The Contractor agrees to indemnify, defend, and save harmless the State, its officers, agents, and employees from any and all claims and losses accruing or resulting to any and all contractors, subcontractors, material men, laborers and other persons, firm or corporation furnishing or supplying work, services, articles, or supplies in connection with the performance of this Agreement, and from any and all claims and losses accruing or resulting to any person, firm or corporation who may be injured or damaged by the Contractor in the performance of this Agreement.

**17. SOLICITATION:** The Contractor warrants that it has not employed or written any company or person, other than a bona fide employee working solely for the Contractor to solicit or secure this Agreement, and it has not paid, or agreed to pay any company, or person, other than a bona fide employee working solely for the Contractor any fee, commission, percentage, brokerage fee, gifts, or any other consideration, contingent upon, or resulting from the award for making this Agreement. For breach or violation of this warranty, the Division shall have the absolute right to annul this agreement or, in its discretion, to deduct from the Agreement price or consideration, or otherwise recover the full amount of such fee, commission, percentage, brokerage fee, gifts, or contingent fee.

**18. WAIVER:** The failure of the Division to insist, in any one or more instances, upon the performance of any of the terms, covenants, or conditions of this order or to exercise any right hereunder, shall not be construed as a waiver or relinquishment of the future performance of any such term, covenant, or condition or the future exercise of such right, but the obligation of Contractor with respect to such future performance shall continue in full force and effect.

**19. MATERIAL SAFETY:** All manufacturers, importers, suppliers, or distributors of hazardous chemicals doing business in this State must provide a copy of the current Material Safety Data Sheet (MSDS) for any hazardous chemical to their direct purchasers of that chemical.

**20. COMPETITION:** By accepting this Contract, Contractor agrees that no collusion or other restraint of free competitive bidding, either directly or indirectly, has occurred in connection with this award by the Division of Purchases.

**21. INTEGRATION:** All terms of this Contract are to be interpreted in such a way as to be consistent at all times with this Standard Terms and Conditions document, and this document shall take precedence over any other terms, conditions, or provisions incorporated into the Contract.


**STATE OF MAINE  
DEPARTMENT OF ADMINISTRATIVE AND FINANCIAL SERVICES  
DIVISION OF PROCUREMENT SERVICES**

**BID COVER PAGE**

Bidder's Organization Name: Creative Bus Sales, Inc.		
Chief Executive - Name/Title: Anthony Matijevich, Jr. / President		
Tel: 909.203.4800	Fax: 770-305-0061	E-mail: biddepartment@creativebussales.com
Headquarters Street Address: 14740 Ramona Avenue		
Headquarters City/State/Zip: Chino, CA 91710		
<i>(provide information requested below if different from above)</i>		
Lead Point of Contact for Bid - Name/Title:		
Tel:	Fax:	E-mail:
Street Address:		
City/State/Zip:		

By signing below Bidder affirms:

- Their bid complies with all requirements of this RFQ;
- This bid and the pricing structure contained herein will remain firm for a period of 180 days from the date and time of the bid opening;
- That no personnel currently employed by the Department or any other State agency participated, either directly or indirectly, in any activities relating to the preparation of the Bidder's proposal;
- That no attempt has been made or will be made by the Bidder to induce any other person or firm to submit or not to submit a proposal; and
- The undersigned is authorized to enter into contractual obligations on behalf of the above-named organization.


Name: Nick Corley	Title: Sales Operations Manager
Authorized Signature:  920E8F62B65A4E3...	Date: 4/11/2022

## Debarment, Performance, and Non-Collusion Certification

*By signing this document, I certify to the best of my knowledge and belief that the aforementioned organization, its principals, and any subcontractors named in this proposal:*

- a. *Are not presently debarred, suspended, proposed for debarment, and declared ineligible or voluntarily excluded from bidding or working on contracts issued by any governmental agency.*
  - b. *Have not within three years of submitting the proposal for this contract been convicted of or had a civil judgment rendered against them for:*
    - i. *fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a federal, state or local government transaction or contract.*
    - ii. *violating Federal or State antitrust statutes or committing embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property;*
    - iii. *are not presently indicted for or otherwise criminally or civilly charged by a governmental entity (Federal, State or Local) with commission of any of the offenses enumerated in paragraph (b) of this certification; and*
    - iv. *have not within a three (3) year period preceding this proposal had one or more federal, state or local government transactions terminated for cause or default.*
  - c. *Have not entered into a prior understanding, agreement, or connection with any corporation, firm, or person submitting a response for the same materials, supplies, equipment, or services and this proposal is in all respects fair and without collusion or fraud. The above-mentioned entities understand and agree that collusive bidding is a violation of state and federal law and can result in fines, prison sentences, and civil damage awards.*
- **Failure to provide this certification may result in the disqualification of the Bidder's proposal, at the discretion of the Department.**

*To the best of my knowledge all information provided in the enclosed proposal, both programmatic and financial, is complete and accurate at the time of submission.*

Name: Nick Corley	Title: Sales Operations Manager
Authorized Signature:  <div style="border: 1px solid black; border-radius: 10px; padding: 5px; display: inline-block;"> <small>DocuSigned by:</small>    <small>920E8F62B65A4E3...</small> </div>	Date: 4/11/2022