

NEW

**State of Maine**



**Master Agreement**

**Effective Date:** 06/09/17

**Expiration Date:** 06/08/22

**Master Agreement Description:** 26-2 Propane Transit Bus

**Buyer Information**

Terry Demerchant 207-624-7334 ext. TERRY.L.DEMERCHANT@MAINE.GOV

**Issuer Information**

KELLY ARATA 207-624-3559 ext. kelly.arata@maine.gov

**Requestor Information**

Kelly Arata 207-624-3559 ext. kelly.arata@maine.gov

**Authorized Departments**

17A TRANSPORTATION

**Vendor Information**

**Vendor Line #: 1**

**Vendor ID**

VS0000017084

**Vendor Name**

Alliance Bus Group, Inc.

**Alias/DBA**

**Vendor Address Information**

13 Rebel Road

Hudson, NH 03304

US

**Vendor Contact Information**

John Savage

603-834-2649 ext.

johnsavage@alliancebusgroup.com

## Commodity Information

**Vendor Line #:** 1

**Vendor Name:** Alliance Bus Group, Inc.

**Commodity Line #:** 1

**Commodity Code:** 55600

**Commodity Description:** 26-2 Propane Transit Bus

**Commodity Specifications:** As per the specifications attached and made part of this MA

**Commodity Extended Description:** This award is conditional: The 2017 Propane Converted Hometown Coach HTB 208 Ford F53 bus has not yet been Altoona tested and is currently waiting for its scheduled testing date. The department has no obligation at this time until the New Pass/Fail Altoona test stipulations have been met as well the remaining FMVSS tests. Also, any faults or defects found as the result of the Altoona test must be documented and the repair result must be supplied to Maine Department of Transportation.

<b>Quantity</b>	<b>UOM</b>	<b>Unit Price</b>
0.00000		\$0.00
<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		
<b>Catalog Name</b>	<b>Discount</b>	
Alliance	0.0000 %	
	<b>Discount Start Date</b>	<b>Discount End Date</b>
	06/09/17	06/08/22

SUPPLIER PART NUMBER	SUPPLIER NAME	MANUFACTURER NAME	ITEM DESCRIPTION	EXTENDED DESCRIPTION	UNIT OF MEASURE	LIST PRICE	DELIVERY TIME
26-2 Propane Bus Base	Alliance Bus Group, Inc.	Hometown Coach	2017 Hometown Coach HTB 208 Ford F53	n/a	ea	\$235,800.00	330
26-2 Propane Bus Options	Alliance Bus Group, Inc.	Hometown Coach	2017 Hometown Coach HTB 208 Ford F53	W/Options	ea	\$239,950.00	330
XPR250	Alliance Bus Group, Inc.	Hometown Coach	Radio	n/a	ea	\$625.00	330
CDM750	Alliance Bus Group, Inc.	Hometown Coach	Voice Radio	n/a	ea	\$625.00	330
MDT	Alliance Bus Group, Inc.	Hometown Coach	Mobile Data Terminal	n/a	ea	\$2,900.00	330
Training 1	Alliance Bus Group, Inc.	Hometown Coach	Operator & Mechanical Training 1 Day	n/a	ea	\$2,000.00	330
Training Add	Alliance Bus Group, Inc.	Hometown Coach	Operator & Mechanical Training Additional Day	n/a	ea	\$1,000.00	330

**PART IV - APPENDICES**

**Appendix A**


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

**BID COVER PAGE**

Bidder's Organization Name: <b>Alliance Bus Group, Inc.</b>		
Chief Executive - Name/Title: <b>J. Doug Dunn- President, CEO</b>		
Tel: <b>866 287-4768</b>	Fax:	E-mail: <b>dougduinn@alliancebusgroup.com</b>
Headquarters Street Address: <b>1926 Hyannis Court</b>		
Headquarters City/State/Zip: <b>College Park, Georgia 30337</b>		
<i>(provide information requested below if different from above)</i>		
Lead Point of Contact for Bid - Name/Title: <b>John Savage- Regional VP</b>		
Tel: <b>603 834-2649</b>	Fax:	E-mail: <b>johnsavage@alliancebusgroup.com</b>
Street Address: <b>13 Rebel Road</b>		
City/State/Zip: <b>Hudson, NH 03051</b>		

By signing below Bidder affirms:

- Their bid complies with all requirements of this RFQ; and
- 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; and
- 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; and
- 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: <b>John Savage</b>	Title: <b>Regional VP</b>
Authorized Signature: 	Date: <b>4/20/2017</b>

April 21, 2017

The Division of Purchases  
4th Floor Burton M. Cross Building  
#9 State House Station  
111 Sewall Street  
Augusta, ME 04333-0009  
ATTN: Terry DeMerchant

RE: RFQ - 17A-1703210000000000576

Attached please find our proposal in response to the above-referenced RFP. We are presenting the Hometown Coach View for your consideration.

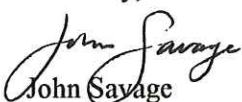
Hometown Coach is a Division of Double K, Inc. The company has been making Trolleys since the Nineteen Seventies and is now the leading manufacturer of trolleys in the United States. Based in Crandon Wisconsin they are a certified DBE and WBE. The View is an innovative Mid-Sized Purpose Built bus and is the only Class 4 Bus built on a Ford F53 Stripped Chassis. The vehicles we are quoting will be converted to run on Propane by ICOM an Indiana based company with experience with numerous propane and CNG conversions.

As we have discussed the View is currently awaiting testing at Altoona. Results from this test will be provided to the State of Maine and the End-User as soon as they are available and before the completion of the first bus. While we don't anticipate any major issues or findings during the test the Altoona test facility is experiencing a backlog with many buses queued for evaluation. Due entirely to this concern we are committing to delivery in 330 days with the first deliveries taking place in January of 2018. We will deliver six buses a month in January, February and March. We are hopeful that the process at Altoona will go more quickly and anticipate that as a best case scenario we could see the results of their test by this September. If this is the case we could deliver buses as early as the last week of October of this year with delivery completed by January of 2018.

Pricing submitted through the purchasing website includes Freight on Board to Colwell Diesel with the expectation that Post Delivery Inspections and Corrections will take place there. Transportation from Colwell to Downeast Transportation is not included. It is our intention as accepted in the Approved Equal process to build a pilot unit which will be completed in advance of the remaining units and will be used for the Pre-Delivery Inspection. To minimize the delay in delivery the remaining units will be slated to begin production the week that the pilot is scheduled to be inspected.

We are very excited about this opportunity and hope that we can work together in supplying you with good quality, affordable vehicles. Thank you.

Sincerely,

  
John Savage  
Regional Vice President  
Alliance Bus Group, Inc.

Georgia | Florida | Louisiana | Mississippi | New England | New York/New Jersey | Texas

New & Used  
**BUSES**

Vans

School Bus

Mid-Size Bus

Motor Coach

Transit



Along for the  
Whole Ride



## Optional Equipment Pricing

➤ Telma Transmission Retarder	\$6,595.00
➤ Stainless Steel Door Framing and Trim	\$960.00
➤ Credit for Customer Supplied XPR 2500, CDM 750 & MDT	-\$4,150.00
➤ Operator and Mechanical Training 1 <sup>st</sup> Day	\$2,000.00
➤ Operator and Mechanical Training Additional Day	\$1,000.00

New & Used  
**BUSES**

Vans  
School Bus  
Mid-Size Bus  
Motor Coach  
Transit

Georgia | Florida | Louisiana | Mississippi | New England | New York/New Jersey | Texas

1.866.287.4768 | [www.AllianceBusGroup.com](http://www.AllianceBusGroup.com)



Along for the  
Whole Ride

**APPENDIX C**

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

**Municipality Political Subdivision and School District  
Participation Certification**

**RFQ # 17A 17032100000000000576**

The Division of Purchases is committed to providing purchasing opportunities for **municipalities, political subdivisions and school districts** in Maine by allowing them access, through our vendors, to our Agreement pricing. A bidder's willingness to extend Agreement pricing to these entities will be taken into consideration in making awards.

Will you accept orders from political subdivisions and school districts in Maine at the prices quoted?

Yes

Yes with conditions as follows:

No

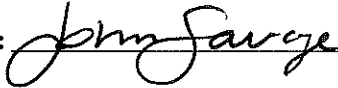
Name of Company:

**Alliance Bus Group, Inc.**

Address:

**13 Rebel Road, Hudson, NH 03051**

Signature:



Date: **4/20/2017**





**2.1 CERTIFICATE OF ELIGIBILITY**

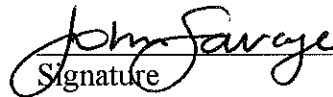
The **Alliance Bus Group, Inc.** (Company name) hereby certifies that it:

- (1) Is not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from covered transactions by any Federal Department or Agency;
- (2) Have not, within a three year period preceding this proposal, been convicted of, nor had a civil judgment rendered against them for commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (Federal, State, or Local) transaction or contract under a public transaction; violation of Federal or State anti-trust statutes; or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property;
- (3) 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 listed in paragraph (2) of this certification; and
- (4) Have not, within a three year period preceding this application, had one or more public transactions (Federal, State, or Local) terminated by default.

The Bidder certifies that if it becomes aware of any later information that contradicts the statements of paragraphs (1) through (4) above, it will promptly inform the State of Maine. Should the Bidder be unable to certify to the statements of paragraphs (1) through (4) above, it shall so acknowledge on its Signature Page and provide a written explanation to the State of Maine.

**4/20/2017**  
Date

**John Savage**  
Printed Name of Person Bidding

  
Signature

**Regional VP**  
Title

**2.2 NONCOLLUSION BIDDING CERTIFICATION**

By submission of this Bid, each Bidder and each person signing on behalf of any Bidder certifies, and in the case of a joint bid, each party certifies as to its own organization, under penalty of perjury, that to the best of its knowledge and belief:

1. The prices in this Bid have been arrived at independently without collusion, consultation, communication or agreement, for the purpose of restricting competition as to any other matter relating to such prices with any other Bidder or with any other competitor;
2. Unless otherwise required by law, the prices which have been quoted in this Bid have not been knowingly disclosed by the Bidder and will not knowingly be disclosed by the Bidder prior to opening, directly or indirectly, to any other Bidder or to any competitor; and,
3. No attempt has been made or will be made by the Bidder to induce any other person, partnership or corporation to submit or not to submit a Bid for the purpose of restricting competition.

**4/20/2017**  
Date

**John Savage**  
Printed Name of Person Bidding

  
Signature

**Regional VP**  
Title

**2.4 APPLICABLE REGULATIONS: SAFETY, EXHAUST & NOISE STANDARDS**

Vehicles must meet all appropriate State and Federal Motor Vehicle Safety Standards, including standards for impact, rollover, brakes, windshield, windows and lights. FMVSS

Vehicles must meet Federal noise and exhaust emission standards.

Vehicle must meet Federal accessibility specifications as published in the Americans with Disabilities Act (ADA) and 49 CFR Parts 27.37 and 38 as they apply to this purchase.

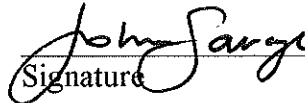
Please certify that vehicle being bid meets all Federal and State Safety Standards, Federal Noise & Exhaust/Emissions Standards, ADA regulations, ALL according to regulations cited above.

**4/20/2017**

Date

**John Savage**

Printed Name of Person Bidding

  
Signature

**Regional VP**

Title

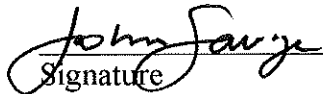


**2.5 DISADVANTAGED BUSINESS/WOMEN OWNED BUSINESS ENTERPRISE GOALS**

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.

**4/20/2017**  
Date

**John Savage**  
Printed Name of Person Bidding

  
Signature

**Regional VP**  
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.

**4/20/2017**  
Date

**John Savage**  
Printed Name of Person Bidding

  
Signature

**Regional VP**  
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 4-17-17

Signature *Justina Pence - Danow*

Company Name Double K-enc. dba Hometown Trolley

Title Pres / CEO

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 N/A

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:

- X 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: 4-17-17  
Signature: Kristina Pace-Drow  
Company Name: Double K-erc. dba Hometown Trolley  
Title: Pres/CEO

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



**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.

**4/20/2017**

Date

**John Savage**

Printed Name of Person Bidding

  
Signature

**Regional VP**

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.

  
John Savage

Signature of Bidder's Authorized Official  
Name and Title of Bidder's Authorized Official  
Date

4/20/2017

**2.10 RECYCLED PRODUCTS:**

2 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.

**4/20/2017**

Date

**John Savage**

Printed Name of Person Bidding

  
Signature

**Regional VP**

Title





## **INSTRUCTIONS FOR COMPLETING TECHNICAL SPECIFICATION SHEET**

Please complete the checklist for technical specifications set forth below. Each Bidder must indicate whether it can meet the technical specifications by inserting an "X" next to each specification. The "X" will demonstrate that the Bidder's offering meets the technical specification. If a Bidder cannot meet a technical specification, then the Bidder must give an explanation for each exception and for equipment that is not available or that will be dealer installed. All explanations must be provided in detail on separate pages along with the justification as to why the alternative equipment or deliverables will be as good as the equipment or deliverables described in the detailed specifications for desired items. A copy of the vendor specification proposal must be provided. Following these instructions is essential for proper bid evaluation. If a Bidder fails to provide requested information or if information on a quote is found to be false or misleading, the quote will be rejected as unresponsive.

The following abbreviations must be used:

X	Standard or as specified
N/A	Not Available
DI	Dealer Installed
AE	Approved Equal

### **2.0 PERFORMANCE SPECIFICATIONS**

#### 2.1 X Ground Clearances

Buses shall have a minimum 9" ground clearance at any position under the bus excluding axle zones. The minimum ground clearance in any axle zone shall be six (6) inches.

#### 2.2 X Clearance Angles

Buses shall have a minimum angle of approach of eighteen (18) degrees, a minimum angle of departure of nine (9) degrees, and a minimum ramp break over angle of thirteen (13) degrees in order that they may safely negotiate vertical curves in service area.

#### 2.3 X Turning Radius

Buses shall have an outer body radius not exceeding 33 feet maximum.

#### 2.4 X Weight

It shall be a design goal to construct each bus as light in weight as possible without degrading of safety, appearance, comfort or performance. The curb weight of the bus

shall not exceed 20,000 pounds.

2.5 X Service Life

Buses shall be designed and constructed to ensure a minimum FTA service life of at least seven (7) years/200,000 miles in revenue service.

2.6 X Maintainability

Prime consideration shall be given to the routing problems of maintaining the buses. All bus components and systems both mechanical and electrical which will require periodic physical work or inspection processes shall be installed so that a minimum of time is consumed in gaining access to the critical areas. It shall not be necessary to disassemble portions of the bus structure and equipment such as seats and flooring under seats in order to gain access to these areas.

Each bus shall be designed to facilitate the disassembly, re-assembly, servicing or maintenance thereof by use of tools and items which are normal available as commercial standard items. Requirements of any special tools needed must be included in bid price.

The body and structure of all buses shall be designed for ease of maintenance and repair. Individual panels or other equipment which may be damaged, in normal service, shall be repairable or replaceable.

2.7 X Electronic Noise Control

Electrical and electronic subsystems and components on all buses shall not emit electromagnetic radiation that will interfere with on-board communications equipment.

2.8 X Exterior Noise

The exterior noise produced by any one bus shall not exceed 83 db in any mode of operation, when measured at a distance of 50' perpendicular to the bus.

2.9 X Interior Noise

The interior noise produced by any one bus shall not exceed 82 db in any mode of operation.

2.10 X Engine Emission

Buses shall conform to the air pollution control standards of the Environmental Protection Agency of the Federal Government, and all applicable California State regulations.

## 2.11 X Operating Environment

The bus shall achieve normal operation in temperature ranges of -15 degrees F to +100 degrees F at relative humidity between 5 and 100 percent.

## 2.12 X Body Design

The bus shall have a clean, smooth, sleek, compact design, correctly proportioned and properly balanced. The exterior and body features, including grilles and louvers, shall be shaped to allow complete and easy cleaning by automatic bus washers without snagging washer brushes. Water and dirt shall not be retained in or on any body feature to freeze or bleed out onto the bus after leaving the washer. Body and windows shall be sealed to prevent leaking of air, dust, or cleaning in automatic bus washers for the service life of the bus. Accumulation of spray and splash on any window of the bus, generated by the bus' wheels on a wet road, shall be minimized.

## 2.13 X Body Materials

Exterior body skin materials shall be fabricated out of aluminum, and/or reinforced fiberglass to reduce maintenance, extend durability, and provide consistency of appearance throughout the life of the bus. Detailing shall be kept simple; add-on devices and trim shall be minimized, and, where necessary, integrated into the basic design. A commercial transit bus in design and appearance, as such school bus body design based buses will not be deemed as acceptable.

## 2.14 X Finish and Color

All exterior surfaces shall be smooth and free as possible of visible fasteners, wrinkles and dents. Exterior surfaces to be painted shall be properly cleaned and primed, as appropriate for the paint used, prior to application of paint to assume a proper bond between the base surface and successive coats of original paints for the service life of the bus.

Paint shall be applied smoothly and evenly with the finished surface free as possible of dirt, runs, orange peel, and other imperfections. All exterior finished surfaces shall be impervious to diesel fuel, gasoline, and commercial by controlled applications of commonly used graffiti removing chemicals.

## 2.15 X Numbering and Signing

Monograms, numbers, and other special signing specified by the customer and shall be applied to the inside and outside of the bus as required in conforming to ADA. The bus numbers maybe pressure sensitive appliques. Signs shall be durable and fade, chip, and peel-resistant.

2.16 X Pedestrian Safety

Exterior protrusions greater than .50 inch and within 76 inches of the ground shall have a radius no less than the amount of the protrusion. The left side rear-view mirror and required lights and reflectors are exempt from the protrusion requirement. Grilles, doors, bumpers and other features on the sides and rear of the coach shall be designed to minimize the ability of unauthorized riders to secure toehold and handholds.

2.17 X Strength and Fatigue Life

Under normal condition of Shuttle service throughout the service life of the bus, the basic structure shall withstand fatigue damage that is sufficient to cause Class 1 or Class 2 failures. The structure shall also withstand impact and inertial loads due to normal street travel throughout the bus' service life without permanent deformation or damage.

All failures involving basic body, structure, axles and suspension are considered structurally related failures for purposes of this specification. The bus sidewall design shall provide passenger protection from automobile side impact. The roof and sides shall be engineered to support the entire weight of a fully loaded vehicle on its top and side, if overturned.

2.18 X Distortion

The bus, at GVWR and under static conditions, shall not exhibit deformation or deflection that impairs operation of doors, windows or other mechanical elements. Static conditions include the vehicle at rest with any one wheel or dual set of wheels on a six (6) inch deep hole or with any one tire or any dual set completely deflated.

**3.0 OVERALL REQUIREMENTS AND DIMENSIONS**

<u>X</u> Length, overall Bumper to Bumper	30' 6"	Maximum
<u>X</u> Width, overall body	99"	Minimum
<u>X</u> Height, overall @ GVWR	130"	Maximum over A/C
<u>X</u> Wheelbase	208"	Minimum
<u>X</u> Height, first step @ GVWR	12"	Maximum
<u>X</u> Step riser	9"	Maximum
<u>X</u> Height, interior	80½"	Minimum
<u>X</u> Width, door (clear)	35"	Minimum
<u>X</u> Height, door (clear)	84"	Minimum
<u>X</u> GVWR	26,000 lbs	Minimum
<u>X</u> Turning radius	33'	Maximum

**4.0 CHASSIS SPECIFICATIONS**

4.1 X General

Buses are to utilize a rugged forward control rail bus chassis. This chassis is to be a front engine design and shall include the following minimum components and systems.

4.2 X Chassis Frame and Assembly

The chassis frame assembly shall be fabricated using high yield strength formed steel rails with liners and reinforced gusseted-formed steel cross members at all load-bearing locations.

4.3 X Frame rails

Frame rails shall be a minimum of 9.16" x 3.0" x .0.25" thick, formed steel channel with a 50,000 PSI yield strength.

4.4 X Cross members

Cross members shall be .3125" thick; 50,000 PSI yield strength formed steel hat sections and channels of various sizes fastened to the main rails with hot rivet fasteners.

4.5 X Front Axle Assembly

Ford Mono Beam, or approved equal, wide track, drop center I-beam type or equal, providing a minimum design load rating of 9,000-lbs. capacity. King pin bushings shall be replaceable at all lateral joints. Heavy-duty steering arm tie rod ends shall be replaceable. Top and bottom king pin bushings and tie rod end joints shall be equipped with zerk type grease fittings. Front hub and spindle bearings are to be pre-packed grease type. Robust TAS 55 Steering Gear with Cooler/50° Wheel cut.

4.6 X Rear Driver Axle

Dana, Model S17060S, Full Floating, or approved equal, hypoid drive, with a 6.17 ratio drive axle providing in excess of 55 MPH road speed and a minimum design load rating of 17,000 lbs. capacity. Carrier housing shall have a bolted ring gear and shall be equipped with magnetic internal hex head lubricant drain plug that will eliminate metal fragments from entering the gears. Carrier and hubs are to be internally oil lubricated with multi-grade, multi-purpose gear oil.

4.7 X Front Suspension

Front Suspension shall be designed to provide the driver and passengers with the highest level of ride quality and safety. The front suspension shall have a minimum of a 9,000-lbs. capacity. Seven multi-leaf springs designed for a smooth and quiet ride shall be supplied. Springs shall be dampened by two (2) each 1.63" diameter piston, double-acting shock absorbers. Roll stability shall be controlled by a front track bar that contributes to enhance the steering the ride and handling characteristics of the vehicle.

4.8 X Rear Suspension

The rear suspension shall be spring type with tapered multi leaf springs with a roll stability tracking bar and have a 17,000 lbs. capacity.

4.9 X Steering

Full integral hydraulic powered type shall be provided, designed for the riggers of a shuttle application with a minimum design capacity of 9,000-lb. rating. Steering shall have integrated cooler to compensate for harsh driving conditions. The gear shall be TRW TAS-55, or equal, with a 20.4:1 ratio. A TRW

Corporation, or equal, hydraulic vane pump rated at 4.23 gpm @2320 psi shall be supplied. This system shall have a remote mounted reservoir with a minimum two (2) quart capacity.

#### 4.10 X Driver's Steering Column

Driver's Steering Column shall be provided with a minimum 6-way lever controlled tilt adjustment and a padded 18" minimum diameter steering wheel.

#### 4.11 X Brake System

The brake system shall be an ABS equipped, hydraulic system meeting all FMVSS# 105 requirements. Brakes shall be hydro-max assisted. Front and rear brakes shall be hydraulic disc type.

#### 4.12 X Wheel and Tires

Wheels and tires shall be interchangeable front and rear and be of a tubeless type. Front and rear wheels shall be steel or approved equal, minimum of 19.5" x 6.75". Steel wheels to be painted white to match body. Tires shall be Michelin highway radial size – 255/80R 22.5, load range G minimum or an approved equal, single front and dual rear.

#### 4.13 X Engine

The engine shall be a front mounted propane (LPG) fueled, 6.8L, 3 valve sequential electronic fuel injection. Peak horsepower shall be a minimum of 195 BHP @ 2,500 RPM and peak torque shall be a minimum of 450 lbs.-ft. @ 1,600 RPM.

#### 4.14 X Engine Oiling System

The engine oiling system shall include a full flow spin on one (1) quart minimum capacity filter. Engine oil cooling shall be by external mounted air cooled oil heat exchanger.

#### 4.15 X Engine Cooling System

The engine cooling system shall consist of a front mounted high capacity radiator with a minimum of 700 square inch core frontal area with bolt-on inlet and outlet tanks. Viscous drive, shrouded 9-bladed fan shall be provided. The radiator shall be baffled top and bottom and both sides, and equipped with minimum one (1) gallon capacity coolant overflow reservoir.

#### 4.16 X Exhaust System

The Engine Exhaust System shall be aluminized steel exhaust pipe and muffler properly installed with heat shields, baffles and vibration mounts as required. Tailpipe shall be so designed to direct exhaust toward the ground at the rearmost roadside corner of the bus body.

#### 4.17 X Liquid Propane Fuel System

#### 4.18 X Fire Suppression System

Fire Suppression system must be provided. The control panel shall be mounted to the left of the driver in a convenient place so the driver has access to manually activate if needed. The system shall include eight (8) temperature sensitive nozzles in various locations.

#### 4.19 X Transmission

Transmission shall be 6 speed automatic with overdrive. Park pawl shall be mounted on the rear axle output shaft. Driveline shall be a Spicer multi shaft universal cross and center carrier bearings. Driveline guard shall be located behind cross bearing.

#### 4.26 X Engine High Idle System

An electronically controlled high idle system shall be provided. System to be activated when transmission is in neutral, air conditioning is operating and the driver switch is on. Engine idle shall increase to 1,100 RPM.

#### 4.27 X Back Up System

Shall be waterproof 12-volt DC, 97 Dba alarm. Alarm is to be controlled by the transmission reverse switch. Additionally, an Echo back-up alarm system shall be provided.

#### 4.28 X Spare Wheel and Tire

Assembled spare wheel and tire as specified in Section 4.18 shall be shipped loose in each bus.

#### 4.29 X Fuel System

Propane, (LPG) fuel system shall be supplied and must meet all State and Federal DOT regulations. Three (3) steel fabricated LPG fuel tanks with a minimum 100 gallon LPG capacity, (126 gallon water capacity). The LPG tanks shall utilize dual 12" x 50" tanks and a single 16" x 96" tank. An internal fuel pump must be integrated into the system. The fuel fill will be located under a roadside access door.

## 5.0 ELECTRICAL SYSTEM

#### 5.1 X Electrical System

The power distribution shall consist of multi dillblox design using act mini fuses for individual circuit protection. The system shall also use an ANL fast acting fuse to detect short circuits on entire bus. All relays and timers shall be of plug and play design.

#### 5.2 X Alternator

A Serpentine belt driven, high output, or approved equal, 255 amp alternator shall be provided and shall be a high output, low cut-in type producing a minimum of 200 amps at engine low idle.

#### 5.3 X Batteries

Three (3) Group 31 batteries with minimum 1500 cca total shall be provided and located for service accessibility through a curb-side service access door on a fully enclosed stainless steel, slide out tray. Cables shall be color-coded for positive and negative #2 battery cables. Cables shall be sleeved with high abrasive resistant Packard Electric Flex-Guard, or approved equal, loom and supported with lined steel clamps on a maximum of 15" centers.



## 6.1 Engine Control Lighting

Telltale lights shall indicate, but not be limited to, low oil pressure, coolant temperature, lift deployed, check engine, engine shut-down, park brake, high beam, air conditioning inoperative, and differential brake pressure, etc.

# 7.0 BODY SPECIFICATIONS

## 7.1 Body Frame and Structure

Body structure shall be built as an integral unit adequately reinforced at all joints and corners, where stress concentration may occur to adequately carry required loads and withstand road shock. The bus body shall be certified to meet the requirements of Federal Motor Vehicle Safety Standard Number 220 and 221. Certification of Compliance with this static load test shall be provided with the submission of this bid. Failure to submit this data will render the bid unresponsive. A full description of the Warranty on corrosion must also be submitted. Underframe shall be reinforced rectangular steel tubing. The floor structural members shall be a minimum of 3.5" X 1.5" X .25" tubular steel properly support the plywood subfloor and integrate the sidewalls

## 7.2 Sub Floor Framing

The steel sub floor is constructed of 3 inch 16 gauge, carbon steel channel, electrically arc welded together. Cross members are placed on 24 inch centers to add strength and prevent warping of the finished floor. The one-piece integral floor structure is then bolted to the outrigger supports and chassis brackets using steel channel with rubber bushings providing a sill running the length of the chassis rails, with a rubber barrier strip between chassis rail and floor structure to aid in road noise transferring through the structure. The bolted brackets are placed on 32" centers of the chassis rails. The underbody structure is then reinforced with outrigger and gusset supports of steel angle welded from the chassis to the floor to provide strength, rigidity, and integrity to carry the ultimate loads and withstand road shock and vibration fatigue. The floor structure is sealed and sheeted with 26 gauge galvanized sheeting providing a vapor barrier, using 5/8 inch marine grade plywood the base floor is attached to the framing using screws. Each seam is then filled with body filler, and sanded smooth before installing the transit rubber flooring.

## 7.3 Side Walls

All wall sections are constructed of 1 1/2 inch 16 gauge, box, clean coat, carbon steel tubing, electrically arc welded together in a specialized framing jig. The skirt area from the floor line down shall be constructed of 1 1/2" x 1 1/2" x 1/8" steel angle. Side, front and end fitting members shall be carried to the roofline and constructed to adequately carry the design loads and absorb impact and stress. This application, creating a cage like structure that provides strength and durability preventing movement at all joints and stress points. The wall sections are sealed with Sika Flex 221 at all joints and seams. The side walls are sheeted with one piece fiber composites sheeting using Sika Flex 552 tubes, then riveted to the framing where necessary throughout each panel. Panels are to be cleaned and applied to the side framing with double faced tape, rivets and moldings. Lower skirt panels below the floor line are to be made of molded, reinforced fiberglass. Skirts are to be easily removable and replaceable if damaged.

features controlled by a lever dimmer switch mounted on the steering column.

3 X Stop/Tail/Turn

Red combination, LED stop/turn/tail rectangular corner mounted providing a modern type appearance.

6.4 X Back Up

Back-up lights, LED Type, shall be 4.0" in diameter and mounted between the stop and directional signals.

6.5 X Side Turn

Side directional lights, LED Type, shall be 4.0" in diameter and mounted above the back-up lights. They shall be installed front and middle.

6.6 X Clearance Lighting

Side marker and ICC marker lights, LED Type, shall be roof mounted, five (5) each amber front, and seven (7) each red rear. All clearance lights shall be armored type.

6.7 X Center Brake Light

A center mounted, armored LED Type, brake light shall be supplied.

8 X Step Well Lighting

Stepwell lights shall be mounted so that entire stepwell and a portion of the ground area outside the bus is sufficiently illuminated. The step lights shall be extinguished when the front and/or rear door has closed. The stepwell lights shall be exterior grade LED type. Curb and lift area shall be illuminated by two (2) 3" x 5.25" high intensity lights mounted on the interior panel of each door, controlled by the lift door switch.

6.9 X Interior Lighting

Interior lighting shall be ceiling cove located, LED type. A driver's reading light shall be provided with separate switch.

6.10 X Lighting Controls

Lights to be wired to battery with (30) minute timer in normal position. Light operation shall be 3-position: ALL ON/ALLOFF/NORMAL. Normal position shall be (2) rear roadside ON with door in closed position and all lights ON when door is open.

6.11 X Driver's Lighting

The driver's area shall consist of an ergonomically designed molded dash console complete with the following minimum controls and instrumentation. The control panel shall provide labeled and illuminated system control switches when equipped, such as, but not limited to, headlights, dome lights, air conditioning, high idle, door control, etc. Instrument panel shall be equipped with, but not be limited to, speedometer, fuel gauge, oil pressure, coolant temperature gauges, voltmeter, and hour meter.

#### 5.4 X Battery Disconnect

Master battery disconnect switch shall be capable of carrying and interrupting the total circuit load. The switch shall be located near the battery and shall be accessible through the access door. Bus electrical system shall be protected by ANL fast acting fuse. Fuse will be located in separate ABS plastic corrosion resistant box including all other chassis wiring interfaces.

#### 5.5 X Wiring

All general purpose wiring shall be crosslinked polyethylene insulated color and number coded for positive identification in minimum 6 " intervals, and shall meet the requirements of SAE recommended practice J878a, Type SXL. Precautions shall be taken to avoid damage from heat, water, solvents or chafing by proper routing, clamping and the use of grommets or suitable elastomeric cushion materials. Harnesses shall be so designed to resist abrasion by the use of machine woven mesh plastic loom. Harnesses shall be sectional and shall terminate at insulated multi-pin quick disconnect plugs or junction blocks. All harnesses shall provide a minimum of one (1) spare conductor so marked in each separate harness.

#### 5.6 X Fuse Panel

A heavy-duty power distribution panel shall be provided located on the exterior driver's side of the bus. The electrical components will be environmentally sealed in a dual enclosure design. The panel shall be equipped with heavy-duty 12- volt DC relays and 12-volt DC manual reset circuit breakers. Panel shall be equipped with a complete "as built" circuit legend. Generic circuit panel legends are unacceptable.

#### 5.7 X Engine Override Switch AE Ford does not allow for an Engine Override

A momentary engine override, guarded rocker switch shall be provided located on the driver's side console.

#### 5.8 X Ignition Switch

Ignition switch shall be OEM located on the steering column. A total of 2 sets of Keys shall be provided.

### **6.0 Lighting**

All exterior lighting shall conform to all applicable State regulations and FMVSS 108.

#### 6.1 X Emergency Exit Lighting

A small red LED light shall be installed above each emergency exit location which includes passenger entrance doors, emergency exit windows, and roof escape hatches.

#### 6.2 X Head Lamps

Headlamps shall be dual rectangular sealed beam of counter-sunk automotive type and shall have tilt-ray

#### 7.4 X Roof

Roof shall be so designed to withstand rollover structure stresses. The roof structural members shall be a minimum of 2.5" X 1.5" X .083" tubular steel on a maximum of 24" centers. Cross frame shall be made of stretch formed steel tubing attached to upper continuous high yield structural roof side rails. The roof skin shall be made of two continuous pieces, interlocked and sealed, installed as a continuous single piece with structural caulking, rivets and moldings around the perimeter edge and end seams.

#### 7.5 X Frame Prime/Rust Protector

The steel cage structure and all related metal parts are to be welded into a complete frame assembly prior to corrosion protection. All steel parts must have a 1-mil physical profile for paint adhesion prior to priming. The cage shall be completely primed using corrosion resistant epoxy primer, in critical corrosive areas (i.e. floor framing, wheel wells, step wells) with rust proofing sealer applied after the initial primer coat. This primer and sealer shall then be baked at 140° for a minimum of 20 minutes to ensure proper curing. The corrosion protection finish shall be successfully tested for 2,000 hour salt spray performance.

#### 7.6 X Front and rear

Front and rear caps shall be contoured and aesthetically molded reinforced fiberglass, nominal 1/8" thick. Sections are to be installed with structure caulking, rivets and moldings.

#### 7.7 X Lower Skirt Panels

Low Skirt Panels shall be contoured and molded, reinforced fiberglass. Panels to be installed in multiple pieces on both sides.

#### 7.8 X Wheel Wells and Step Well

The wheel housing and step wells are fabricated of 11-gauge stainless steel and welded to the floor structure. The wheel housing and step wells are sound deadened and sealed with a rubberized asphalt undercoating to eliminate sound passage to the interior of the vehicle.

### 8.0 EXTERIOR

#### 8.1 X Paint

The framing is washed with a metal prep wax and grease remover, and then primed. The primer is allowed proper drying time and sanded. The entire exterior body surface shall be completely sealed, cleaned, sanded and primed prior to final finish. The final finish surface shall be coated with paint meeting all State and Federal health and safety regulations. Paint to be, low V.O.C. acrylic urethane, base coat/clear coat or equal.

#### 8.2 X Insulation and Rust Proofing

The walls and roof are insulated with 1 1/2 inch cell bead board insulation providing R-factor of 0.24 in walls and 0.26 to 0.27 in the roof at 75 degrees F. The engine compartment is properly sealed to prevent heat, noise, and fumes from entering the interior of the vehicle and insulated with a fire and heatproof sand barrier, foil faced Insultech sheeting. No interior body surface temperatures shall exceed 100 degrees Fahrenheit. The entire understructure is undercoated, to a 1/8 inch (minimum) thickness with rubberized asphalt based, emulsion type undercoating, to provide complete protection from oxidation due to the outside elements. All Metal surfaces are washed and primed with a zinc chromate primer before assembly. All underside sections below the floor line are re-sealed after assembly and coated with 1/8 inch (minimum) thickness with rubberized asphalt based emulsion type undercoating. All fasteners shall be stainless steel. Trim pieces and fixtures installed shall be treated with ECK, an anti-electrolysis corrosion preventive material.

### 8.3 X Bumpers

Front and rear bumpers are one-piece, steel fabricated assemblies. The front and rear bumpers are 6 inches in height and designed to follow the contour angles of the front and rear caps. The placement of the bumpers shall be arranged to provide protection against body damage at standard SAE heights. The bumpers shall be painted with a Teflon additive to prevent chipping. There shall be tow hooks mounted underside of front and rear bumpers.

### 8.4 X Access Doors

Access doors shall be provided where necessary to service engine, radiator, air conditioning components, batteries, fuel fill, fluids, electrical panels, and all other components or accessories requiring service.

### 8.5 X Entry/Exit Door

An electric operated, outward opening style entrance/exit doorway shall be provided on the curb (right) side, front with a clear minimum opening of 32 inches. Edges on the doors shall have extruded rubber, sensitive edge that overlaps to provide a sealed doorway and safety edge. The doors are operated by an overhead, electric powered, door actuator. A momentary switch controls the doors, which is located to the left of the driver. The doors are designed to open or close in approximately 1.5 to 3.0 seconds. Front Passenger Door shall be two (2) panel, swing out design providing an approximate clear opening of 35". Door shall be driver controlled and will have remote toggle switch. Each door panel is actuated together by a single electric screw power open/power closed door motor mounted overhead. Actuator is equipped with an emergency release lever.

### 8.6 X Steps and Stepwell

Shall be formed and weld fabricated using 11 gauge stainless steel in a three-step design. Step depth shall be 10" minimum with 9" risers. Step assembly is to be cleaned, sealed, prime treated and undercoated.

### 8.7 X Step Covering

Steps shall be covered with 1/8" thick RCA gray rubber flooring or Altro Transit Flooring or Gerflor Transit flooring or approved equal, on all treads, risers and sides. An integral contrasting color nosing properly sealed and fastened shall also be supplied. An under step heating unit shall be installed in the first step.

## 8.8 X Wheel Housings

Wheel Housings shall be 14 gauge stainless steel with black mat covering. Housings to be installed between the understructure and the plywood subfloor and will be properly sealed. The wheel wells have a fiberglass or aluminum molded wheel well attachment to the rounded wheel opening. Shall be installed behind all wheels and extended within 3 inches of the road surface.

## 8.9 X Fender Trim and Mud Flaps

The fender trim shall be molded polyurethane, forming a smooth contoured wheel opening. Fender trim is to be black in color providing aesthetic contrast for paint design. Mud flaps are to be installed behind the rear tires extending to within 3" of the ground.

## 8.10 X Rub Rails

Rub rails shall be extruded rubber 2" in thickness, inset in an extruded aluminum molding installed at the floor line to protect the bus sides and shall provide aesthetic continuity to the fender trim.

## 8.11 X Bumpers

Front and rear bumpers are of a painted steel construction. Bumpers shall be attached to the chassis frame with a minimum of Grade 8 bolts.

## 8.12 X Towing Hooks

Two (2) front and two (2) rear towing hooks shall be provided, accessible under the front and rear bumpers.

## 8.13 X Exterior Mirrors

Shall be fully adjustable 7" x 14" overall, two (2) section mirrors mounted to reinforced plated on each side of the windshield. Upper section shall be a minimum of 7" x 10" fixed flat glass. Lower section shall be a minimum of 6.25" x 3.75" convex adjustable diminishing glass. Mirror heads shall be mounted to rigid, adjustable support arms and shall be a black powder coated finish. Both exterior mirrors shall be heated as well as remote controlled.

# 9.0 Windows

All windows must meet State and Federal safety regulations. Windshield shall be AS-1, driver's side windows to be AS-2, and passenger windows to be AS-3 in quality.

## 9.1 AE Windshield

The front windshield shall be front body contoured two (2) piece 1/4 " thick, 73% single density, laminated safety float glass. Windshield shall be glazed with two (2) piece black ozone treated extruded lock and key rubber.

## 9.2 X Driver's Street Side Window

The Driver's side window shall be black painted, extruded aluminum sash with the lower section of single slider design. Window shall be glazed with 7/32" thick, 73% single density, laminated safety glass.

## 9.3 X Passenger Side Windows

Passenger windows shall be black painted, extruded aluminum Hehr International brand or approved equal, full height transit sliding 900 series with 4" opening.

## 9.4 X Door Windows

Door windows shall be glazed with 1/4" thick, 73% density, laminated safety sheet glass. Each window shall be installed in the upper and lower portions of the passenger door panels and in the upper portion of the lift door panels in-line with the passenger side windows.

## 9.5 X Rear Egress Window

All Egress type windows shall be black painted, extruded aluminum sash of a one (1) piece design. The window shall be so designed as to meet FMVSS 217 for emergency egress. There shall be two emergency push out windows on each side of the vehicle.

## 9.6 X Roller Blinds

The driver's area shall have new view roller type sun shades provided on driver's front and side windows.

## 9.7 X Destination Sign Windows

Destination Sign windows to be in first position behind passenger entrance door with upper fixed, non-tinted section.

## 9.8 X Windshield Wiper and Washer System

Two (2) speed electric wipers shall be provided, one (1) on each side with a single control. Wiper arms shall be pantograph type, a maximum of 28" long, and blades a maximum of 24" long. Blades are to park at the center of the windshield. Washer shall be electric pump with a minimum 2-quart washer reservoir supplying nozzles located on the wiper wet arms. Intermittent wiper system shall be variable speed control allowing timed intermittent windshield cleaning in light rain and/or foggy conditions.

# 10.0 INTERIOR

## 10.1 X Interior Panels

The interior body panels shall be from various types of materials providing a light gray color coordinated interior.



## 10.2 X Side Walls

Side walls shall be reinforced 1/10 " thick laminated melamine panels installed sectional with double faced tape and trim moldings without exposed fasteners and will be covered with Dark Charcoal fabric.

## 10.3 X Vehicle Headliner

Vehicle Headliner shall be reinforced 1/10 " thick laminated melamine panels installed sectional with double faced tape and trim moldings without exposed fasteners and shall be covered with Dark Charcoal fabric.

## 10.4 X Subfloor

The sub flooring shall be 3/4", 7-ply, marine grade fir plywood. Subfloor is to be pattern cut, sanded, edge sealed and installed with sealant caulking and fastened with 1/4 " diameter Huck fasteners. The subfloor plywood understructure is to be completely undercoated and sealed with a nominal 1/8" thick application, prior to floor installation as well as after completion of bus.

## 10.5 X Floor Covering

Flooring shall be RCA Rubber Transit Flooring, Altro Transit, Gerflor or approved equal, brand, transit grade, gray rubber flooring, 3/16" ribbed in aisle and 1/8" smooth under seats, and covered up the side walls to the side seat track. Driver's area to be covered with 1/8" smooth and trimmed with anodized aluminum angle molding. The vestibule is covered with 3/16" ribbed rubber and mitered on a 90° angle toward the entrance steps. The three inch (3") wide standee line is installed in-line with the back edge of the stepwell of contrasting color.

## 10.6 X Insulation

The complete sides, roof and rear cap shall be insulated with 1.5" sprayed-in urethane foam. The resulting insulation shall become a structural component of the bus body. This insulation shall have a minimum R-6.5 value. The foam shall be applied to the inner surface of the exterior panels. Insulation shall provide maximum thermo-barrier and sound absorption as available.

## 10.7 X Engine Barrier

The front engine firewall shall be fabricated of 11 gauge cold rolled steel panel to provide a fire resistant barrier. The interior surface of the firewall panel shall be covered with a 1/4" thick Baryfoil sound barrier mat. This mat is to have a non-skid black surface. The engine cover shall be lined with a one-inch (1") thick Baryfoil sound and thermo blanket. The engine side of the blanket is to be covered with a heat bonded Mylar foil, which provides a heat and sound reflective surface as well as a moisture barrier.

## 10.8 X Interior Mirror

For driver's viewing of the passenger compartment a minimum 6" x 16" fully adjustable rearview mirror shall be furnished and mounted in easy reach of the driver.

## 10.9 X Passenger Assists

All stanchions, (2) overhead grab rails and modesty panels shall be so designed as to use 1-1/4" diameter satin finished 304 stainless steel tubing. Stanchions shall be fitted floor to ceiling per the attached floor

plan. Overhead grab rails shall be fitted horizontally from the roof carline. Modesty panel assemblies shall be fitted behind the door stepwell and as specified by floor plan. Left and right passenger assist rails shall be mounted at passenger entry door.

#### 10.10 X Modesty Panels and Driver's Barrier

Modesty panels and driver's barrier as specified shall be 3/8" thick, 28% density gray Lexan fitted to the 1-1/4" OD stainless steel tubing passenger assists. Smoked Lexan panel shall be provided above modesty panel behind driver.

#### 10.11 X Driver's Seat

Driver's seat shall be USSC model 9200 MLX3 with dual arm rests and black transit cloth covering or approved equal.

#### 10.12 X Passenger Seating

Passenger seats shall be Freedman, or approved equal, Seating Mid/High Featherweight rigid. Seating shall be upholstered with level five (5) deluxe fabric. Anti-vandal grab rails are to be integrated on all aisle passenger seat backs. USR seatbelts must be provided on all seats. (2) Two passenger Freedman ICS seats shall be installed per floor plan. Seats shall have one companion position and one child restraint position which will be located at window side of seat. Seated passenger capacity shall be 26 with two wheelchairs occupied and 30 passengers without wheelchair passengers. The extra 4 seat positions to be accomplished with the use of (2) double flip seats mounted on rear wall. All seating shall be forward facing. Submitted floor plan shall include all types of seating.

### 11.0 HVAC

#### 11.1 X Driver Defroster

Driver's area shall be heated and/or cooled by a dash mounted, forced air heater/defroster and air conditioning system. The heater and defroster shall provide a minimum of 56,000 BTU with 600-CFM airflow.

#### 11.2 X Driver Air Conditioning

The driver's air conditioning shall provide a minimum of 31,000 BTU with 600-CFM airflow. Air conditioning refrigerant is to be R-134A. The driver's HVAC system shall have a minimum of three (3) fan speeds and a fresh air mode.

#### 11.3 X Passenger Area Heating

The passenger compartment shall be heated and cooled by separate systems. System capacities shall be of the size required for buses of this size operating in the specified climate. Heating shall be hot water, forced air type. Two (2) 65,000 BTU auxiliary heaters with 295 cfm each undiffused airflow shall be installed. One will be midship and one will be rear positioned. Heater hose insulation, such as Armaflex, must be provided as well as a heater booster pump.

#### 11.4 X Step Well Area Heating

A 15,000 BTU electric headed step tread heater shall be mounted to the step to provide heat at the stepwell area of the passenger entry door.

#### 11.5 X Air Conditioning

Air conditioning system shall consist of two (2) roof top units with a total of 130,000 BTU cooling capacity. The air conditioning system shall be a three (3) speed dual blower design with 1150 cfm. The system shall be of lightweight aluminum design with integral filter/drier and receiver including sight glass. Cooling ports shall utilize narrow interior covers with adjustable circular vents that control output direction. Covers will be painted or covered with material to match interior chosen. Dual engine mounted TM-16 compressors will be used for roof mount units and one OEM compressor for the dash unit.

### 12.0 ADA

#### 12.1 X ADA Door

Lift access door is a 2-panel, swing-out type, manually operated providing a clean opening of 42" x 68" to safely operate the wheelchair lift. Door location is in the rear overhang of the bus. Each lift door panel is held with exterior mounted, 3/16" diameter pin, stainless steel piano hinge. Each panel is separately locked on top and bottom with rod type pins controlled with flush-mounted handles. The swing panels will be bonded lightweight aluminum framing using 1/4" (.125) aluminum sheeting for ease of opening.

#### 12.2 X ADA Door Seal

Perimeter door edges are sealed with inner/outer double lip neoprene seals. Center mating door edges are equipped with overlapping bulb seals.

#### 12.3 X ADA Interlock

Lift doors are interlocked by a panel door switch controlling the rear brakes. The system requires the transmission in park position, and parking brake applied before lift can be operated.

#### 12.4 X ADA Warning Light

An in-dash light shall be installed showing the lift door ajar.

#### 12.5 X ADA Accessibility System

Must be designed to meet Federal ADA regulations. This system shall provide for safe and comfortable accessibility for disabled passengers.

#### 12.6 X ADA Lift

The ADA Lift shall be a Braun NCL917 FIB-2 fully automatic tapered slide platform lift, or approved equal. This lift shall have a minimum platform size of 33" x 48" clear, equipped with edge barriers and side assist rails. The lift stows in a vertical position behind side lift doors. Lift pendant to have a cut

resistant cable.

### 12.7 X Wheelchair and Passenger Restraint System

ADA Restraint systems shall be a Q-Straint, QRT/Q-8100-A1 Deluxe Retractor System, or approved equal, for two (2) wheelchair positions. This system shall be a four (4) point, floor support restraint system with shoulder harness, providing maximum passenger safety. Each wheelchair position shall have adjustable woven restraint belts with integral lap and torso restraints. Belts shall be stored in convenient storage compartment when not in use. Storage shall be installed on bottom of flip seat.

## 13.0 MISCELLANEOUS

### 13.1 X Serviceability

The bus shall be so designed and built as to provide full service access. The front engine compartment shall be accessible through service panels on both the interior and exterior the bus. Air conditioning ports shall be located behind access door for convenience.

### 13.2 X Exterior Access Compartments

The exterior compartment shall allow the service check and addition of all fluids for the engine, transmission, power steering, radiator, and brake systems. Engine accessibility through the interior of the bus shall be via a removable engine cover.

### 13.3 X Emergency Equipment

The bus shall be equipped with a minimum 5 lb. ABC rated fire extinguisher, 16-unit first aid kit, triangular hazard kit, belt cutter, and (2) rubber chock blocks. Location of safety equipment shall be determined at pre-delivery inspection.

### 13.4 X Roof Hatch

(2) Tran spec Model #1122, or approved equal, five (5) position roof ventilator and emergency escape hatches shall be installed in the roof towards the front and rear of the bus.

### 13.5 X Public Address System

REI, or approved equal, amplifier and gooseneck microphone with four (4) baffled speakers shall be provided. Speakers shall be mounted two (2) front and two (2) rear in the face of the ceiling end closures. Also one external weatherproof speaker shall be mounted behind the skirt on the curb side of the bus.

### 13.6 X Two Way Radio Prewire

Two-way radio prewire with 12-volt DC supply, ground harness and antenna cable conduit shall be installed in the middle of the dash in the driver' area. Two way radio antenna and wire shall be positioned on the roof on the street side and must not interfere with Data radio frequency.

### 13.7 X Passenger Signal Pull Cord System

Chime shall be mounted overhead of the driver on the ceiling cove. The chime shall be activated by pull cord switches mounted on each side of the bus accessible to all passengers, and meeting ADA Regulations. The cord shall be clear, plastic coated 1/8 " minimum diameter wire strained cable supported by chrome plated brass cable eyelets mounted on 24 " minimum centers. Push button on the bottom of flip seats to be provided for wheelchair positions to activate stop request.

### 13.8 X Front and Side Destination Signs

There shall be front and side LED destination signs must be compatible with avail system, Twin Vision, Luminator, Transign or Approved equal. Space shall be provided for front and side LED destination signs.

### 13.9 X Bike Racks

Two (2) Sportworks or approved equal 3-position, stainless steel bike racks to be provided with light in dash to show bike rack deployed position. One (1) bike rack to be installed on the front bumper, one (1) bike rack to be installed on the rear bumper.

### 13.10 X Fare Collection System

Fare Box, Diamond Model XV or approved equal with one Cabinet, two interchangeable vaults, a stand lock, two mounting bolts and a set of keys per unit. Stands shall be Diamond Model D-10 Heavy Duty. Installation of Farebox in each vehicle shall be included and location shall be behind the driver's seat directly behind the right side arm rest.

### 13.11 X Advertisement Rails

Advertisement rails to be mounted on both sides of vehicle interior ceiling full length.

### 13.12 X Intelligent Transportation Systems ("ITS")

Buses shall be equipped with a full suite of ITS technologies, including the use of Mobile Data Terminal from the existing fleet. Cabling provided must interface with existing Mobile Data Terminal, and provide the following capabilities.

- AVL (Automatic Vehicle Location)
- ADA Automatic Next Stop Annunciation and Passenger Information Sign
- APC (Automatic Passenger Counter)
- Single Point of logon Interface to Destination Sign
- Cellular Communications

Data radio antenna and wire shall be positioned on the roof on the street side and must not interfere with two way radio frequency inference.

ITS system shall be compatible with existing CAD (Computer Aided Dispatch) system from Avail Technologies, Inc. Point of Contact Chris Clugston (814) 234-3394 ext. 1040 email: [ccc@availtec.com](mailto:ccc@availtec.com).

## 14.0 MANUALS/DIAGNOSTICS

- 14.1  In addition to any and all diagrams, schematic or material pertaining to the bid vehicle, the following must be provided to the end user agency at the time of delivery.
- Operator's manual (body and chassis)
  - Technical services manual (chassis)
  - Maintenance Manual (body, chassis & lift)
  - Parts Manual (body and sub-components)
  - Wiring Diagram, as described in specifications, network installed on notebook PC
  - Information provided on the availability of manuals on CD or on line factory direct.
  - Manuals and diagrams should reflect the vehicle as built.
  - Operating and part manuals on all major OEM equipment (i.e. A/C, wheelchair lift and heaters)

## 15.0 MATERIALS, GENERAL SPECIFICATIONS

- 15.1  All piping, tubing, cables, and wiring shall be properly bracketed.
- 15.2  All mounting of assemblies and sub-assemblies including the power plant and accessories shall be mechanically isolated to minimize the transmission of vibration of the body structure.
- 15.3  All pipefittings shall be of heavy duty type and shall be designed to withstand the maximum pressure that could be generated under normal or overload conditions within the air or fluid system of which they are a component.
- 15.4  All burrs and sharp edges shall be dressed so as to prevent injury to passengers, operators and maintenance personnel.
- 15.5  Drain and filler plugs on rear axle, transmission drain and engine drain plugs shall be of the magnetic type, have hexagon heads, and be of high strength material.
- 15.6  All aluminum surfaces not otherwise protected by paint, etc. shall be clear anodized.
- 15.7  Lumber shall be thoroughly air seasoned or kiln dried; shall be straight grained and shall be free from rot, knots, checks and other defects which may impair its strength or durability or mar its appearance. Lumber shall be dressed on all sides to full dimensions. Wood of any type shall not be used except where specified.
- 15.8  All welding shall conform to American Welding Society standard quality procedures and where visible have a finished appearance.
- 15.9  All surfaces to which springs are attached shall be of such a design as to prevent excessive grooving or wear of the parts.
- 15.10  All grease and oil fittings shall be readily accessible for lubrication.
- 15.11  All steel bolts, nuts, screws and washers shall be cadmium plated, except where otherwise requested. The thickness and method of cadmium coating shall conform to ASTM Specifications No. A165, latest revision for Type TS coating. All cap screws, nuts and bolts shall be of SAE, Grade 5 material, unless the application requires a higher grade material.
- 15.12  All sheet metal screws shall comply with ASTM and ASA recommendations relative to quality and installation.
- 15.13  All air, oil and water lines and openings into equipment units shall be sealed, plugged or adequately protected against entrance of contaminants until connected.
- 15.14  The engine oil, transmission oil and power steering oil filler positions shall be equipped with permanent identification tags.
- 15.15  Mounting of major assemblies including engine, transmission, axles, power steering and suspension components shall be such that dismounting shall be easily carried out by conventional shop methods.
- 15.16  Tee fitting shall be installed in all air lines regulated by an air pressure regulator for the purpose of testing for proper pressure.

15.17 ~~X~~ All components, assemblies and sub-assemblies shall be readily accessible for service, repair removal and replacement.

## 16.0 OPTIONS

Pricing for the following optional equipment shall be priced on a separate page from the bid list.

- 3 (
- 16.1 Transmission retarder *-Tehna Retarder*
  - 16.2 Stainless steel chassis frame *AYE*
  - 16.3 Stainless steel door way framing/rim on all doors including entry door *-Price*
  - 16.4 Diagnostic software with diagnostic manual and computer connections for the engine, fuel system, transmission, and multiplex system *AYE*

## 17.0 BID SUBMISSION REQUIREMENTS

- Detailed description of engine, transmission, chassis, and auxiliary transmission oil cooler, braking and suspension systems.
- Literature and details of heating and air conditioning systems.
- Warranty data on chassis, body, and all applicable sub-components.
- Details of bus body construction including CAD engineering print, material used including size and gauge and a worded description of the bus body construction procedure. **TO BE SUBMITTED AT TIME OF EXCEPTION REQUESTS.**
- Detailed description of bus body water test procedure.
- Literature and details on seating and track installation.
- A fully dimensioned floor plan portraying seat layout, wheelchair locations, passenger assists, lift, modesty panels and all doors. Also include all bus body measurements (seats, aisle and knee room). Floor plan to be relative to the bus being bid and not generic.
- Weight analysis on the vehicle being bid as specified.
- Description of passenger window construction, placement and size.
- Literature on wheelchair lift.
- Literature on wheelchair securement system, and installation description.
- Certification of compliance with all applicable FMVSS requirements.
- Documentation of "in plant" quality assurance procedures and provisions.
- Copy of the complete Altocrua Test on the proposed bus.
- Descriptions of undercoating, anti-corrosion program offered by manufacturer.
- References (minimum of 3) of bidder's customers operating this vehicle. Include customer's name, address, telephone and contact name.
- Recommended service and maintenance schedule for this vehicle.

IN ORDER FOR YOUR BID TO BE CONSIDERED AS COMPLETE AND RESPONSIVE, ALL OF THE MATERIALS REQUESTED MUST BE MADE PART OF YOUR BID.

## 7.0 BID SUBMISSION REQUIREMENTS

- 37.1 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.





### **2.3 VEHICLE PERFORMANCE AND WARRANTY DATA**

The information provided on this form will be used in determining operating costs of the vehicle. Bid must complete this form and submitted with bid. Bids received without this information will be considered non-responsive to the bid. THIS FORM MUST BE REPRODUCED AND COMPLETED FOR EACH CATEGORY OF VEHICLES BID.

1. **VEHICLE CATEGORY:** Type 4- Bus

2. **DESCRIBE THE PROCESS FOR THE SUBMISSION OF WARRANTY CLAIMS FOR REIMBURSEMENT OUTLINED AND SUBMITTED WITH THE BID. (written process to follow for reimbursement of warranty claims)**

Prior to the start of suspected warranty work the agency should call the Alliance Bus Group Warranty Clerk who will seek prior authorization with the manufacturer when that authorization is giving the clerk will notify the agency to proceed. When the work is completed an invoice for the authorized amount should be presented to Alliance Bus Group for prompt reimbursement. If during the course of a repair additional time or parts might be required the agency must contact Alliance Bus Group so that we can seek additional coverage. Warranty Repairs without pre-authorization will be reimbursed only if Alliance Bus Group can successfully acquire coverage after the fact.

#### **VEHICLE INFORMATION:**

YEAR 2018      VEHICLE MAKE Hometown Coach

VEHICLE MODEL View

EPA MILEAGE RATING: Unknown Altoona Test Results when completed will include a Range

4. **MANUFACTURER'S RECOMMENDED PREVENTATIVE MAINTENANCE SCHEDULE MUST BE PROVIDED FOR BOTH CHASSIS AND BODY**

See Attached



**BASIC VEHICLE WARRANTY DESCRIPTION**

COMPONENT	MANUFACTURER	YEAR	MILES-CYCLES
CHASSIS: (BUMPER/BUMPER)	Ford	3	36K
TRANSMISSION:	Ford	3	36K
ENGINE:	Ford	3	36K
ENGINE COMPONENTS:	Ford	3	36K
CORROSION:	HT	3	36K
ROADSIDE ASSISTANCE / TOWING:			
SAFETY RESTRAINT SYSTEM:	Q Straint		N/A
ALTERNATORS:	KEI		N/A
MISSIONS:			
BUS BODY:(BASIC BODY)			
STRUCTURE	HT	3	36K
CORROSION	HT	3	36K
PAINT	HT	1	unlimited
SUSPENSION SYSTEMS:	Ford / Moryde	3	36K
LIFTS:	Braun	3	10,000 cycles
LIFT COMPONENTS:	Braun	3	10,000 cycles
DOORS:	A & M	1	N/A

COMPONENT	MANUFACTURER	YEAR	MILES-CYCLES
ELECTRICAL SYSTEM:	HT	1	<del>100,000</del> unlimited
SEATS:	Freedman	2	N/A
COVERS & UPHOLSTERY - LEVEL	Freedman	2	N/A
FRAME	Freedman	2	N/A
FOAM	Freedman	2	N/A
AIR CONDITIONING:	ACC	2	unlimited
HEATERS:	ACC	2	unlimited
WEBASTO HEATERS:	N/A		
AUDIO EQUIPMENT:	REI		
VISUAL EQUIPMENT:	REI		
RESTRAINT SYSTEM:	Q Straint		
UNDER COATING:			
SIGNAGE:	Transign	life	100,000 hours
LIGHTING:	Imperial	1	
WINDOWS/GLASS:	Hehr		

6. **NAME/LOCATION OF REPAIR FACILITY(S)** (BOTH AUTHORIZED WARRANTY,PARTS & SERVICE PER REQUESTED LOCATION). These facilities must be located within a 75-mile radius of the vehicle location:

**A. VEHICLE CHASSIS**

VEHICLE LOCATION: **Downeast Transportation**

WARRANTY AND SERVICE FACILITY **Whited Ford Truck Center**

ADDRESS **207 Perry Road, Bangor ME**

CONTACT NAME **Mike Ponte** TELEPHONE **(207) 947-3673**

VEHICLE PARTS PROVIDER: **Whited Ford Truck Center**

ADDRESS **207 Perry Road, Bangor ME**

CONTACT NAME **Mike Ponte** TELEPHONE **(207) 947-3673**

**B. VEHICLE BODY & COMPONENT**

VEHICLE LOCATION: **Downeast Transportation**

WARRANTY AND SERVICE FACILITY: **Colwell Diesel Service & Garage Inc.**

ADDRESS: **192 Downeast Highway, Ellsworth, ME**

CONTACT NAME: **George Colwell** TELEPHONE: **(207) 667-7146**

VEHICLE PARTS PROVIDER: **Alliance Bus Group, Inc.**

ADDRESS: **13 Rebel Road, Hudson, NH**

CONTACT NAME: **Jerry Davis** TELEPHONE: **(603) 886-0880**

**C. VEHICLE AIR CONDITION**

VEHICLE LOCATION: **Downeast Transportation**

WARRANTY AND SERVICE FACILITY: **Colwell Diesel Service & Garage Inc.**

ADDRESS: **192 Downeast Highway, Ellsworth, ME**

CONTACT NAME: **George Colwell** TELEPHONE: **(207) 667-7146**

VEHICLE PARTS PROVIDER: **Alliance Bus Group, Inc.**

ADDRESS: **13 Rebel Road, Hudson, NH**

CONTACT NAME: **Jerry Davis** TELEPHONE: **(603) 886-0880**

**D. VEHICLE WHEEL CHAIR LIFT OR RAMP**

VEHICLE LOCATION: **Downeast Transportation**

**WARRANTY AND SERVICE FACILITY: Colwell Diesel Service & Garage Inc.**

**ADDRESS: 192 Downeast Highway, Ellsworth, ME**

**CONTACT NAME: George Colwell TELEPHONE: (207) 667-7146**

**VEHICLE PARTS PROVIDER: Alliance Bus Group, Inc.**

**ADDRESS: 13 Rebel Road, Hudson, NH**

**CONTACT NAME: Jerry Davis TELEPHONE: (603) 886-0880**

**E. VEHICLE CAMERA SYSTEM**

**VEHICLE LOCATION: Downeast Transportation**

**WARRANTY AND SERVICE FACILITY: Colwell Diesel Service & Garage Inc.**

**ADDRESS: 192 Downeast Highway, Ellsworth, ME**

**CONTACT NAME: George Colwell TELEPHONE: (207) 667-7146**

**VEHICLE PARTS PROVIDER: Alliance Bus Group, Inc.**

**ADDRESS: 13 Rebel Road, Hudson, NH**

**CONTACT NAME: Jerry Davis TELEPHONE: (603) 886-0880**

**F. VEHICLE SIGNAGE**

**VEHICLE LOCATION: Downeast Transportation**

**WARRANTY AND SERVICE FACILITY: Colwell Diesel Service & Garage Inc.**

**ADDRESS: 192 Downeast Highway, Ellsworth, ME**

**CONTACT NAME: George Colwell TELEPHONE: (207) 667-7146**

**VEHICLE PARTS PROVIDER: Alliance Bus Group, Inc.**

**ADDRESS: 13 Rebel Road, Hudson, NH**

**CONTACT NAME: Jerry Davis TELEPHONE: (603) 886-0880**

**G. VEHICLE ENGINE**

**VEHICLE LOCATION: Downeast Transportation**

**WARRANTY AND SERVICE FACILITY: Colwell Diesel Service & Garage Inc.**

**ADDRESS: 192 Downeast Highway, Ellsworth, ME**

**CONTACT NAME: George Colwell TELEPHONE: (207) 667-7146**

**VEHICLE PARTS PROVIDER: Alliance Bus Group, Inc.**

**ADDRESS: 13 Rebel Road, Hudson, NH**

**CONTACT NAME: Jerry Davis TELEPHONE: (603) 886-0880**

**H. VEHICLE TRANSMISSION**

**VEHICLE LOCATION: Downeast Transportation**

**WARRANTY AND SERVICE FACILITY Whited Ford Truck Center**

**ADDRESS 207 Perry Road, Bangor ME**

**CONTACT NAME Mike Ponte TELEPHONE (207) 947-3673**

**VEHICLE PARTS PROVIDER: Whited Ford Truck Center**

**ADDRESS 207 Perry Road, Bangor ME**

**CONTACT NAME Mike Ponte TELEPHONE (207) 947-3673**

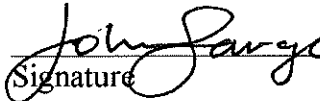
This form must be reproduced and completed for any additional vehicle warranty/facility information.

**4/20/2017**

Date

**John Savage**

Printed Name of Person Bidding

  
Signature

**Regional VP**

Title







## Limited Warranty

### LIMITED WARRANTY FOR HOMETOWN TROLLEY BUS BODY AND BODY STRUCTURE

**Limited Warranty:** Subject to the conditions and limitations set forth herein, Double K Inc. (Hometown Trolley) warrants to the original owner that the Bus Body and Body Structure of your Hometown Trolley bus will be free from substantial defects in material and workmanship for the Term described below.

**Disclaimer:** Double K, Inc. manufactures custom built vehicles. Unless exact specifications are listed in the original order, Double K, Inc. does not and cannot warrant the structural dimensions of its vehicles or units. Double K, Inc. reserves the right to modify or improve its products at any time during manufacture or servicing without prior notification to the purchaser.

**Term:** The provisions of this Limited Warranty commence on the day of delivery of the Hometown Trolley bus to its Original Owner ("Original Owner" defined as the first purchaser or lessor of the Hometown Trolley Bus) and continues:

- A. Complete trolley against defects in materials and workmanship for a period of 1 YEAR or 12,000 miles, whichever is first to occur.
- B. Body and chassis structural integrity warranty coverage is 3 YEARS or 150,000 miles, whichever is first to occur. This warranty extends to the mainframe (consisting of side rails, floor cross members, upright supports, roof bows, side and roof extensions) and parts manufactured by Double K, Inc. that attach to the mainframe. This warranty excludes any and all parts manufactured by anyone other than Double K, Inc.
- C. As to the body structure, for a period of five (5) years or seven five thousand (75,000) miles, whichever is first to occur. Body structure is defined as specifically the steel body frame, steel floor frame, exterior side walls, and roof. Excluded from the definition of body structure are the chassis as received from the manufacturer, doors, roof vents, paint, bumpers, windows, "spider" gel coat cracks, interior panels and wall coverings, floor coverings, rub rails, relays, switches, and lights.
- D. Body and Chassis corrosion fatigue warranty coverage is 12 years or 500,000 miles, whichever is first to occur.
- E. Major Sub Systems carry their own warranty, refer to specific coverage of component manufacturer.

**Exclusions:** This Limited Warranty is limited exclusively to the Bus Body and Body Structure and Hometown Trolley makes no warranty as to the following:

- A. This warranty shall not apply to damage or cost caused by: (1) abuse, misuse, neglect, accident, collision, operation at other than specified design speed or rated capacity, or loading in excess of the gross vehicle load ratings stated on the VIN label; or (2) alteration, modification, or repair outside of the factory specifications made without prior consent of Double K, Inc.



## Limited Warranty

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- B. Any alteration or modification of the vehicle or unit, any repair made to any portion of the vehicle or unit manufactured by Double K, Inc. without the prior written authorization of Double K, Inc. or any loading in excess of the gross vehicle load ratings stated on the Vin Label voids this warranty.
- C. Double K, Inc. warrants only the original, factory paint job on vehicles that have been clear coated or painted with polyurethane paint at the factory for a period of 1 YEARS from the date of manufacture as listed on the VIN sticker. Upon determination of warranty coverage by a Double K, Inc. factory representative, Double K, Inc. will repair or repaint the defective portion of the paint job in whatever manner it determines, in its sole discretion, will best resolve the defect.
- D. This paint warranty shall not apply to damage or cost caused by: (1) abuse, misuse, neglect, accident, collision, deterioration, environmental pollution factors, road elements, salt, sand, weather conditions, improper wash solvents, lack of or negligent maintenance, or act of God; or (2) alteration, modification, repair or repaint made without the prior written consent of Double K, Inc.
- E. Any alteration or modification of the paint job on the vehicle or unit, or any repair or repaint of any portion of the vehicle or unit's paint job made without the prior written authorization of Double K, Inc. including but not limited to striping, removal or lettering, or paint repairs not authorized in writing by Double K, Inc. void this paint warranty.

**Remedies:** At Double K, Inc.'s option, we will repair, replace or refund the purchase price paid for any Bus Body or Body Structure verified by Double K, Inc. to be defective during the applicable warranty period, provided that:

- A. Double K, Inc. receives written notice of any claimed defect during or within sixty (60) days after expiration of the warranty period, which written notice will include the vehicle serial number, date of purchase, and current odometer reading. Send notice to warranty@hometownrolley.com or "Double K, Inc. Attn: Warranty Department, PO Box 185, Crandon, WI 54520. An authorization form must be completed and approved to begin any work on unit. Once authorization form is approved, repair work may begin. Replacement parts will be shipped at this time if necessary. Once repair work is performed and completed, a reimbursement claim form and any invoices must be completed and sent to warranty@hometownrolley.com or "Double K, Inc. Attn: Warranty Department, PO Box 185, Crandon, WI 54520 before sixty (60) days of completion of repair. Reimbursement form will be reviewed and appropriate reimbursement will be paid per factory repair standards. Defective parts need to be shipped back to Double K, Inc.
- B. The original owner makes the defective product available to Double K, Inc. free and clear of all liens and encumbrances.
- C. All repairs are performed by Double K, Inc. or an authorized Double K, Inc. dealer, or an alternate service center approved by Double K, Inc. writing in advance.
- D. If diagnostic time and/or repair will exceed two hundred dollars (\$200) in the aggregate, the original owner must ensure that the repair shop contacts Double K, Inc. (715-478-5090) in advance of any diagnostics or work being performed in order to receive authorization that verifies the defect and authorizes the performance of the remedy elected by Double K, Inc. Your legal remedies as to Double K, Inc. are limited exclusively to the right to repair, replacement or purchase price repayment.





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## Limited Warranty

### Limitations:

- A. The warranties and remedies set forth above are exclusive and in lieu of all other warranties, remedies, and condition, whether oral or written, express or implied. Double K, Inc. specifically disclaims any and all implied warranties, including, without limitation, warranties or merchant ability fitness for a particular purpose. If Double K, Inc. cannot lawfully disclaim implied warranties of merchantability and fitness for a particular purpose are limited in duration to the duration of this warranty. No Double K, Inc. agent, salesperson, dealer, or employee is authorized to make any modification, extension or addition to this warranty.
- B. This limited warranty excludes all incidental and consequential damages, including but not limited to, transportation to and from the dealer, repair shop, or Double K, Inc. for warranty service, loss of time, loss of use, loss of revenues, salaries, or commissions, interest and finance charges, lodging, towing charges, bus fares, car rentals, fuel expense, telephone charges, inconvenience and costs of repairing or replacing other property that is damaged due to a defect in the product. Any freight, delivery, or transportation charge to or from the factory or service location is the sole responsibility of the purchaser, and is not included in this warranty.
- C. This limited warranty extends to the original owner only and is not transferrable.



2011 model year Warranty Guide

Ford Cars and Trucks  
*(except F-650/750 and Hybrid vehicles)*  
2011 model year

# Warranty Guide





Your satisfaction is our #1 goal. If you have questions or concerns about your vehicle, we suggest you 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 or Service Manager at the dealership.
3. If the inquiry or concern cannot be resolved at the dealership level, please contact the Ford Customer Relationship Center.

In the United States:

**Ford Motor Company  
Customer Relationship Center  
P.O. Box 6248  
Dearborn, MI 48121  
1-800-392-3673 (FORD)  
(TDD for the hearing impaired:  
1-800-232-5952)  
[www.customersaskford.com](http://www.customersaskford.com)**

In Canada:

**Customer Relationship Centre  
Ford Motor Company  
of Canada, Limited  
P.O. Box 2000  
Oakville, Ontario L6J 5E4  
1-800-565-3673 (FORD)  
[www.ford.ca](http://www.ford.ca)**

In the Asia Pacific Region, Caribbean,  
Central America, Israel and Sub-Saharan Africa:

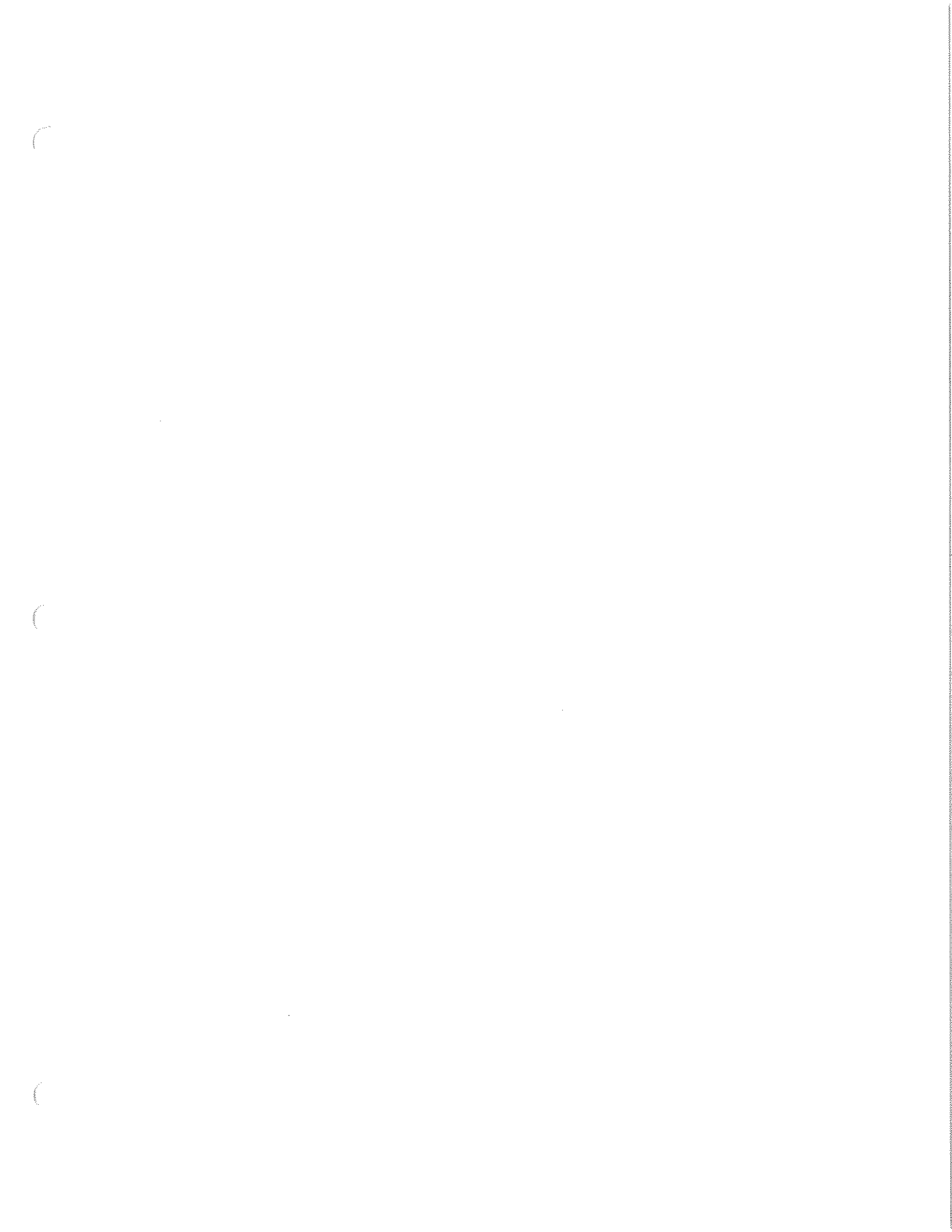
**Ford Motor Company  
Ford Export Operations  
Attention: Customer Relations  
1555 Fairlane Drive  
Fairlane Business Park #3  
Allen Park, MI 48101  
Telephone: (313) 594-4857  
Fax: (313) 390-0804  
E-mail: [expcac@ford.com](mailto:expcac@ford.com)**

In Puerto Rico and Virgin Islands:

**Ford International Business  
Development, Inc.  
Customer Relationship Center  
P.O. Box 11957  
Caparra Heights Station  
San Juan, PR 00922-1957  
Telephone: 1-800-841-3673 (FORD)  
Fax: (313) 390-0804  
[www.ford.com.pr](http://www.ford.com.pr)**

In Middle East:

**Ford Middle East  
Customer Relationship Center  
P.O. Box 21470  
Dubai, United Arab Emirates  
Telephone: 971-4-3326084  
Fax: 971-4-3327299  
[www.me.ford.com](http://www.me.ford.com)**



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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.

If you own or lease a 2011-model E-350 Livery Van equipped with the Livery Service Package or a 2011-model Crown Victoria Police Interceptor equipped with the Fleet Crown Police Package Option, refer to the Addendum Card that was given to you when you took delivery of your vehicle for further explanation of the amendments to the New Vehicle Limited Warranty. Please ask the vehicle modifier for a copy of the Addendum Card if you wish to review it prior to taking delivery of the vehicle.

This booklet explains in detail the warranty coverages that apply to your 2011-model car or light truck. If you bought a previously owned 2011-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 17-31).

## **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 33 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 Guide** and a **Scheduled Maintenance Guide** which indicate 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 Scheduled Maintenance Guide 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 **Scheduled Maintenance Guide**.

Your Ford or Lincoln Mercury dealership, or Ford or Lincoln Mercury 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 Scheduled Maintenance Guide - 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 2011-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 Guide and Scheduled Maintenance Guide. 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 17-30.**

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 33 of this booklet.

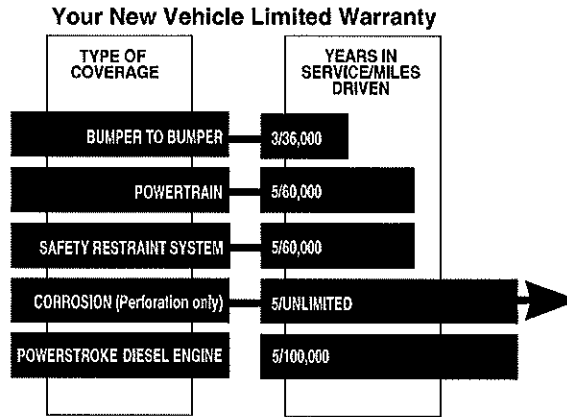


## QUICK REFERENCE: WARRANTY COVERAGE

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, electronic engine control unit, engine mounts, flywheel, injection pump, manifold (exhaust and intake), manifold bolts, oil pan, oil pump, seals and gaskets, thermostat, 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, 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; **Rear-Wheel Drive:** axle shafts, bearings (front and rear), center support bearing, drive axle housing (including all internal parts), drive shaft, propeller shafts, retainers, supports, 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. 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), high pressure lines, gaskets and seals, glow plugs, turbocharger, two-stage turbocharger assembly, turbocharger actuator, powertrain control module, engine control module, high pressure fuel injection pump assembly, electronic driver unit, injectors, injection pressure sensor, fuel rail pressure sensor,

high pressure oil regulator, exhaust back pressure regulator and sensor, exhaust pressure sensor, manifold pressure sensor, intake air temperature sensor, crankshaft position sensor, camshaft position sensor, accelerator switch.

**NOTE:** Some components may also be covered by the Emissions Warranties. For more information, see pages 17-30.

#### **Expedition Limousine Limited Warranty**

If you have purchased or leased a 2011-model Expedition EL (equipped with the 17L Builder's Package) converted into a limousine by a Ford Qualified Vehicle Modifier, your Expedition EL is eligible for the Ford Limousine Limited Warranty coverage for three years or 100,000 miles, whichever occurs first. This coverage begins on the Warranty Start Date and is in addition to the New Vehicle Limited Warranty. Refer to the warranty addendum card that was given to you when you took delivery of your 2011-model Expedition EL Limousine for details of the Ford Limousine Limited Warranty. See page 35 for additional details about the 17L Limousine Builder Package.

#### **WHAT IS NOT COVERED UNDER THE NEW VEHICLE LIMITED WARRANTY?**

##### **Damage Caused By:**

- accidents, collision or objects striking the vehicle (including driving through a car wash)
- theft, vandalism, or riot
- fire or explosion
- using contaminated or improper fuel/fluids
- customer-applied chemicals or accidental spills
- driving through water deep enough to cause water to be ingested into the engine
- misuse of the vehicle, such as driving over curbs, overloading, racing or using the vehicle as a permanent stationary power source

### **Damage Caused by Alteration or Modification**

The New Vehicle Limited Warranty does not cover any damage caused by:

- alterations or modifications of the vehicle, including the body, chassis, or components, after the vehicle leaves the control of Ford Motor Company
- tampering with the vehicle, tampering with the emissions systems or with the other parts that affect these systems (for example, but not limited to exhaust and intake systems)
- the installation or use of a non-Ford Motor Company part (other than a certified emissions part) or any part (Ford or non-Ford) designed for off-road use only installed after the vehicle leaves the control of Ford Motor Company, if the installed part fails or causes a Ford part to fail. Examples include, but are not limited to lift kits, oversized tires, roll bars, cellular phones, alarm systems, automatic starting systems and performance-enhancing powertrain components or software and performance “chips”

### **Damage Caused by Use and/or the Environment**

The New Vehicle Limited Warranty does not cover surface rust, deterioration and damage of paint, trim, upholstery, and other appearance items that result from use and/or exposure to the elements. You, as the owner, are responsible for these items. Some examples are:

- dings, dents
- cuts, burns, punctures or tears
- road salt
- tree sap, bird and bee droppings
- windstorm, lightening, hail
- earthquake
- freezing, water or flood
- stone chips, scratches (some examples are on paint and glass)
- windshield stress cracks. However, limited coverage on windshield stress cracks will be provided for the first 12 months in service, regardless of miles driven, even though caused by use and/or exposure to the elements.

### **Maintenance/Wear**

The New Vehicle Limited Warranty does not cover: (1) parts and labor needed to maintain the vehicle; and (2) the replacement of parts due to normal wear and tear. You, as the owner, are responsible for these items. See your Scheduled Maintenance Guide. Some examples of maintenance and normal wear are:

- oil changes
- oils, lubricants, other fluids
- oil/air filters
- tire rotation/inflation
- cleaning/polishing
- clutch linings
- Wiper blades
- Wheel alignments and tire balancing
- Brake pad/lining

Where a vehicle has no factory-related defect, and is therefore not entitled to a warranty related repair, replacement or adjustment, it is Ford policy nonetheless to provide certain maintenance items, when necessary, free of charge during a limited period:

- wiper blade replacements will be provided during the first 12 months in service, regardless of miles driven
- wheel alignments and tire balancing (unless required by a warranty repair) will be provided during the first 12 months or 12,000 miles in service, whichever occurs first
- Brake pad/lining replacements will be provided during the first 12 months or 18,000 miles in service, whichever occurs first

### **SYNC Hands-Free Communications and Entertainment System**

If your vehicle is equipped with SYNC, the New Vehicle Limited Warranty does not cover repairs under certain conditions. Some examples include:

- Loss of personal recording media, software or data
- Failure to provide proper installation environment
- Damage caused by:
  - abnormal use such as insertion of foreign objects, fluid spillage
  - unauthorized modification to alter functionality or capability
  - computer or internet viruses, bugs, worms, Trojan Horses, cancelbots
  - installation of unauthorized software, peripherals and attachments
  - unauthorized, unapproved and/or incompatible repairs, upgrades and modification

- the defective function of your cellular phone or digital media device (i.e., inadequate signal reception by the external antenna, viruses or other software problems)

### **Tire Wear or Damage**

The New Vehicle Limited Warranty does not cover normal wear or worn out tires. Tires will not be replaced (unless required by a warranty repair) for wear or damage including:

- tire damage from road hazard such as cuts, snags, bruises, bulges, puncture, and impact breaks
- tire damage due to under or over inflation, tire chain use, racing, spinning (as when stuck in snow or mud), improper mounting or dismounting, or tire repair

### **Other Items or Conditions Not Covered**

The New Vehicle Limited Warranty does not cover:

- vehicles that have had the odometer disconnected, altered, or inoperative for an extended period of time with the result that the actual mileage cannot be determined
- vehicles that have ever been labeled or branded as dismantled, fire, flood, junk, rebuilt, reconstructed, or salvaged; this will void the New Vehicle Limited Warranty
- vehicles that have been determined to be a total loss by an insurance company; this will void the New Vehicle Limited Warranty
- converted Expedition EL Limousines that are not equipped with the Limousine Builder's Package (17L) Option, or if the wheelbase is extended beyond 140 inches, or if the Gross Vehicle Weight Rating (GVWR) exceeds 9,900 pounds. See important information about Expedition EL limousine conversion (page 35).
- any other Ford or Mercury vehicles that are converted to limousines. This will void the New Vehicle Limited Warranty. See important information about conversions (page 35)
- converted ambulances that are not equipped with the Ford Ambulance Prep Package, see important information about ambulance conversions (page 34)



#### **4. In addition ...**

##### **ROADSIDE SERVICE ASSISTANCE (UNITED STATES, PUERTO RICO, AND U.S. VIRGIN ISLANDS)**

Your vehicle is covered by the complimentary Ford Roadside Assistance Program (unless you are driving a daily rental unit). Under this program, Ford will cover:

- Towing to the nearest Ford Motor Company dealership, or towing to your selling dealership if within 35 miles
- Flat tire change (vehicle must have useable spare)
- Fuel delivery (limited to two occurrences in a 12-month period up to 2 gal. gas, 5 gal. diesel)
- Jump starts
- Lock-out assistance (replacement key cost is customer responsibility)
- Winching (vehicle must be within 100 feet of a paved or county-maintained road)

The Roadside Assistance Program is separate from the New Vehicle Limited Warranty. It begins at the warranty start date and lasts for five years or 60,000 miles (whichever occurs first). If you need towing beyond the five years or 60,000 miles (whichever occurs first) period, Ford can arrange roadside assistance and charge your credit card unless the problem is covered by another Ford warranty. Ford will pay the tow charge under the other warranty.

**For emergency roadside assistance, call 1-800-241-3673, 24 hours a day, 365 days a year.**

Ford Rental cars (FRCS) that must be towed because a covered repair has failed during the warranty coverage period, Ford will cover towing to the nearest Ford Motor Company dealership.

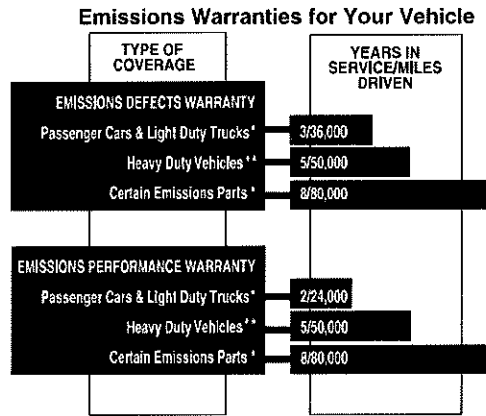
Ford Motor Company reserves the right to modify or discontinue Roadside Assistance at any time. Certain restrictions apply to Roadside Assistance benefits. Call 1-800-241-3673 for further details.

## 5. Federal requirements for emissions warranties

### QUICK REFERENCE: EMISSIONS WARRANTY COVERAGE

This chart shows your warranty coverage under two emissions warranties that Ford Motor Company provides, in compliance with Federal requirements. The warranties are:

- Emissions Defects Warranty
- Emissions Performance Warranty



\* Applies to vehicles up to 8,500 pounds gross vehicle weight rating (GVWR)

\*\* Applies to trucks over 8,500 pounds gross vehicle weight rating (GVWR) up to 19,500 pounds gross vehicle weight rating (GVWR)

For full details on emissions control coverage, see:

- ➔ **Emissions Defect Warranty** (page 18)
- ➔ **Emissions Performance Warranty** (page 19)
- ➔ **What is Covered?** (pages 20-21)
- ➔ **What is Not Covered?** (page 21)

## **EMISSIONS DEFECT WARRANTY COVERAGE**

During the warranty coverage period, Ford Motor Company warrants that:

- your vehicle or engine is designed, built, and equipped to meet - at the time it is sold - the emissions regulations of the U.S. Environmental Protection Agency (EPA).
- your vehicle or engine is free from emission-related defects in factory-supplied materials or workmanship, which are defects that could prevent the vehicle or engine from conforming with applicable EPA regulations.
- you will not be charged for diagnosis, repair, replacement, or adjustment of parts containing an emissions-related defect. Applicable parts are listed under **What is Covered?** on pages 20-21.

The warranty coverage period for:

- Passenger cars, light duty trucks (applies to vehicles up to 8,500 pounds GVWR)
  - 8 years or 80,000 miles (whichever occurs first) for catalytic converters, electronic engine control unit (ECU), transmission control module (TCM), and any other onboard emissions diagnostic module.
  - 3 years or 36,000 miles (whichever occurs first) for all other covered parts.
- Heavy duty vehicles (applies to trucks over 8,500 pounds GVWR up to 19,500 pounds GVWR)
  - 5 years or 50,000 miles (whichever occurs first) for all covered parts.

See WHAT IS COVERED for list of covered parts.

## **EMISSIONS PERFORMANCE WARRANTY COVERAGE**

Under Emissions Performance Warranty Coverage, Ford Motor Company will repair, replace, or adjust - with no charge for labor, diagnosis, or parts - any emissions control device or system, if you meet all of the following conditions:

- You have maintained and operated your vehicle according to the instructions on proper care in the **Owner Guide**, the **Scheduled Maintenance Guide**, and this booklet.
- Your vehicle fails to conform, during the warranty coverage period, to the applicable national EPA standards, as determined by an EPA approved inspection and maintenance program.
- You are subject to a penalty or sanction under local, state, or federal law because your vehicle has failed to conform to the emissions standards. (A penalty or sanction can include being denied the right to use your vehicle.)
- Your vehicle has not been tampered with, misused, or abused.

The warranty coverage period for:

- Passenger cars, light duty trucks (applies to vehicles up to 8,500 pounds GVWR)
  - 8 years or 80,000 miles (whichever occurs first) for catalytic converter, electronic emission control unit (ECU), transmission control module (TCM), and any other onboard emissions diagnostic module
  - 2 years or 24,000 miles (whichever occurs first) for all other covered parts.
- Heavy duty vehicles (applies to trucks over 8,500 pounds GVWR up to 19,500 pounds GVWR)
  - 5 years or 50,000 miles (whichever occurs first) for all covered parts.

See **WHAT IS COVERED** for list of covered parts.

Note that the warranty period begins on the **Warranty Start Date** as specified on page 2 of this booklet.

## WHAT IS COVERED?

For your vehicle if these parts contain an emissions-related defect, they are covered by both the Emissions Defect Warranty and the Emissions Performance Warranty.

- Air Flow Sensor
- Air/Fuel Feedback Control System and Sensors
- Air Induction System
- Catalytic Converters (including Selective Catalytic Reduction and Diesel Oxidation Catalysts)
- Cold Start Enrichment System (diesel only)
- Controls for Deceleration (diesel only)
- Diesel Exhaust Fluid System
- Diesel Particulate Filter
- Electronic Ignition System (diesel only)
- Electronic Engine Control Sensors and Switches
- Electronic Engine Control Unit (ECU)\*
- Evaporative Emission Control System
- Exhaust Gas Recirculation (EGR) System
- Exhaust Heat Control Valve
- Exhaust Manifold
- Exhaust Pipe (Manifold to Catalyst)
- Fuel Filler Cap and Neck Restrictor (non-diesel only)
- Fuel Injection System
- Fuel Injector Supply Manifold
- Fuel Tank (non-diesel only)
- Fuel Tank Pressure Control Valve
- Idle Air Bypass Valve
- Ignition Coil and/or Control Module
- Intake Manifold
- Intercooler Assembly - Engine Charger (diesel only)
- Malfunction Indicator Lamp (MIL)/On-Board Diagnostic (OBD) System
- PCV system and Oil Filler Cap
- Secondary Air Injection System
- Spark Control Components
- Spark Plugs and Ignition Wires
- Synchronizer Assembly
- Thermostat
- Throttle Body Assembly (MFI)
- Transmission Control Module (TCM) and Solenoids
- Turbocharger Assembly
- Vacuum Distribution System

\* Includes hardware and emissions related software changes only

### **Important Information About List of Parts**

Also covered by the two emissions warranties are all emissions-related bulbs, hoses, clamps, brackets, tubes, gaskets, seals, belts, connectors, non-diesel fuel lines, sensors, and wiring harnesses that are used with components on the list of parts, above.

Concerning parts that should be replaced on a certain maintenance schedule: these parts remain under warranty until : (a) the first replacement time that is specified in your **Owner Guide** and the **Scheduled Maintenance Guide**; or (b) the time or mileage limits of the Federal Defect and Performance Warranties (whichever occurs first). Your Ford Motor Company dealer maintains a complete list of parts covered by emissions warranties. For more details about the specific parts covered by the Emissions Defect Warranty, contact your dealer.

### **WHAT IS NOT COVERED?**

Ford Motor Company may deny you emissions warranty coverage if your vehicle or a part does not contain an emissions-related defect or has failed because of abuse, neglect, improper maintenance, unapproved modifications, or any items included in **What Is Not Covered?**, pages 12-15.

If you need more information about getting service under the **Federal Emissions Performance Warranty**, or if you want to report what you believe to be violations of the terms of this warranty, you may contact:

**Manager, Certification and Compliance Division  
(6405J)  
Warranty Claims  
Environmental Protection Agency  
Ariel Rios building  
1200 Pennsylvania Avenue, N.W.  
Washington, D.C. 20460**

## 6. California requirements for emissions warranties

### QUICK REFERENCE: EMISSIONS WARRANTY COVERAGE

This chart shows the emission warranty that Ford Motor Company provides for your vehicle under the emissions control warranty in accordance with the regulations of the California Air Resources Board. This coverage is in addition to Federal Emission warranties (Page 17).

Emissions Warranties for California Certified Vehicles

TYPE OF COVERAGE	YEARS IN SERVICE/MILES DRIVEN
EMISSIONS DEFECTS WARRANTY FOR VEHICLES WITH GVWR OF 14,000 LBS. & UNDER	
Short-Term Warranty	3/50,000
Long-Term Warranty**	7/70,000
EMISSIONS DEFECTS WARRANTY FOR VEHICLE WITH GVWR OVER 14,000 LBS.***	5/50,000
EMISSIONS PERFORMANCE WARRANTY (Vehicles of 14,000 LBS. and under)	3/50,000
PARTIAL ZERO EMISSION VEHICLES (PZEV)**** DEFECTS AND PERFORMANCE WARRANTY	15/150,000

- \* Gross Vehicle Weight Rating
- \*\* These specific parts were selected on the basis of their estimated replacement cost at the time the California Air Resources Board certified your vehicle for sale in California (up to 14,000 GVWR).
- \*\*\* Diesel engine vehicles over 14,000 pounds GVWR are covered for 5 years or 100,000 miles.
- \*\*\*\* Refer to your Vehicle Emission Control Information Label for emissions certification information.

### Vehicles Eligible for California Emission Warranty Coverage

California emission warranty coverage applies if your vehicle meets the following two requirements:

- Your vehicle is registered in California or other states adopting California emission and warranty regulations,\* and
- Your vehicle is certified for sale in California as indicated on the vehicle emission control information label.

- \* Other states adopting California emissions and warranty regulation:
  - Passenger Car & Light-duty Trucks (up to 8,500 pounds GVWR) - California, Connecticut, Maine, Maryland, Massachusetts, New Jersey, New Mexico, Oregon, Pennsylvania, Rhode Island, Vermont and Washington (NOTE: New York adopted California emission standards, but not the California Emissions Warranty; the Federal Emissions Control Warranty applies to all non-PZEV vehicles in New York)
  - Medium-Duty Vehicles (over 8,500 pounds GVWR up to 14,000 pounds GVWR) - California, Connecticut, Maine, Maryland, Massachusetts, New Mexico, Oregon, Rhode Island, and Vermont; and Washington only for Econolines up to 10,000 lbs. GVWR that are MDPV certified as indicated on the VECI label
  - Light Heavy-Duty Diesel Engine Vehicles (over 14,000 pounds GVWR up to 19,500 pounds GVWR) - California, Maine, and Pennsylvania

### **Vehicles Eligible for California PZEV Emission Warranty Coverage**

California Partial Zero Emission Vehicles (PZEV) have extended coverage on all emission related parts. This extended warranty coverage applies if your vehicle is PZEV certified as indicated on the VECI label and is registered in California, Connecticut, Maine, Maryland, Massachusetts, New Jersey, New Mexico, New York, Rhode Island or Vermont.

For full details about coverage under California requirements for emissions control, see:

- ➔ **Defects Warranties** (pages 23-29)
- ➔ **Performance Warranty** (pages 23-25)
- ➔ **What Is Covered?** (pages 26-28)
- ➔ **What Is Not Covered?** (page 28)

### **EXPLANATION OF CALIFORNIA EMISSIONS WARRANTIES**

#### **Your Warranty Rights and Obligations**

The California Air Resources Board and Ford Motor Company are pleased to explain the emission control system warranty on your 2011-model vehicle. In California, new motor vehicles must be designed, built, and equipped to meet the State's stringent anti-smog standards.



Ford must warrant the emission control system on your vehicle for the periods of time listed on pages 24-25, provided there has been no abuse, neglect, or improper maintenance of your vehicle.

Your emission control system may include parts such as the carburetor or fuel injection system, the ignition system, catalytic converter, and the engine computer. Also included may be hoses, belts, connectors, and other emissions-related assemblies.

Where a warrantable condition exists, Ford Motor Company will repair your vehicle at no cost to you including diagnosis, parts, and labor.

### **Manufacturer's Warranty Coverage**

#### For Vehicles Eligible for California Emission Warranty Coverage

If Gross Vehicle Weight Rating is 14,000 lbs. or less:

For 3 years or 50,000 miles (whichever first occurs):

1. If your vehicle fails a Smog Check inspection, all necessary repairs and adjustments will be made by Ford to ensure that your vehicle passes the inspection. This is your emission control system **PERFORMANCE WARRANTY**.
2. If any emissions-related part on your vehicle is defective, the part will be repaired or replaced by Ford. This is your short-term emission control system **DEFECTS WARRANTY**.

For 7 years or 70,000 miles (whichever first occurs):

If an emissions-related part listed on page 27 with coverage for 7 years or 70,000 miles is defective, the part will be repaired or replaced by Ford. This is your long-term emission control system **DEFECTS WARRANTY**.

If Gross Vehicle Weight rating is over 14,000 lbs.:

For 5 years or 50,000 miles (gasoline powered engines and vehicles) or 5 years or 100,000 miles (diesel powered engines and vehicles) (whichever first occurs):

If an emissions-related part on your vehicle is defective, the part will be repaired or replaced by Ford. This is your emission control system **DEFECTS WARRANTY**.

For Vehicles Eligible for California PZEV Emission Warranty Coverage

For 15 years or 150,000 miles (whichever first occurs):

1. If an emissions-related part on your vehicle is defective, the part will be repaired or replaced by Ford. This is your emissions control system DEFECTS WARRANTY.
2. If your vehicle fails a Smog Check inspection, all necessary repairs and adjustments will be made by Ford to ensure that your vehicle passes the inspection. This is your emission control system PERFORMANCE WARRANTY.

**Owner's Warranty Responsibilities**

As the vehicle owner, you are responsible for the performance of the required maintenance listed in your owner's manual. Ford Motor Company recommends that you retain all receipts covering maintenance on your vehicle, but Ford cannot deny warranty coverage solely for the lack of receipts or for your failure to ensure the performance of all scheduled maintenance.

You are responsible for presenting your vehicle to a Ford Motor Company dealer as soon as a problem exists. The warranty repairs should be completed in a reasonable amount of time, not to exceed 30 days.

As the vehicle owner, you should also be aware that Ford Motor Company may deny you warranty coverage if your vehicle or a part has failed due to abuse, neglect, improper maintenance, or unapproved modifications.

If you have any questions regarding your warranty rights and responsibilities, or if you want to report what you believe to be violations of the terms of this warranty, you may contact the Ford Customer Relationship Center at 1-800-392-3673 (FORD) or the California Air Resources Board at:

**State of California Air Resources Board  
Mobile Source Operations Division  
P.O. Box 8001  
El Monte, California 91731-2990**

## WHAT IS COVERED?

If the parts on the following list contains a defect that affects emissions, they are covered by the Defects Warranties.

- Air Flow Sensor
- Air/Fuel Feedback Control System and Sensors
- Air Induction System
- Catalytic Converters (including Selective Catalytic Reduction and Diesel Oxidation Catalysts)
- Cold Start Enrichment System (diesel only)
- Controls for Deceleration (diesel only)
- Diesel Exhaust Fluid System
- Diesel Particulate Filter
- Electronic Ignition System (diesel only)
- Electronic Engine Control Sensors and Switches
- Electronic Engine Control Unit (ECU)\*
- Evaporative Emission Control System
- Exhaust Gas Recirculation (EGR) System
- Exhaust Heat Control Valve
- Exhaust Manifold
- Exhaust Pipe (Manifold to Catalyst)
- Fuel Filler Cap and Neck Restrictor (non-diesel only)
- Fuel Injection System
- Fuel Injector Supply Manifold
- Fuel Tank (non-diesel only)
- Fuel Tank Pressure Control Valve
- Idle Air Bypass Valve
- Ignition Coil and/or Control Module
- Intake Manifold
- Intercooler Assembly - Engine Charger (diesel only)
- Malfunction Indicator Lamp (MIL)/On-Board Diagnostic (OBD) System
- PCV System and Oil Filler Cap
- Secondary Air Injection System
- Spark Control Components
- Spark Plugs and Ignition Wires
- Synchronizer Assembly
- Thermostat
- Throttle Body Assembly (MFI)
- Transmission Control Module (TCM) and Solenoids
- Turbocharger Assembly
- Vacuum Distribution System

\* Includes hardware and emissions related software changes only

**COVERAGE FOR 2011 MODEL VEHICLES (GVWR OF 14,000 LBS. OR LESS)\*  
UNDER LONG TERM DEFECTS WARRANTY**  
(Coverage for up to 7 years/70,000 miles, whichever first occurs)  
Fiesta, Mustang, Taurus, Edge, Flex, F-Superduty, Motorhome

Part Name	Engine Size								
	1.6L	3.5L	3.7L	5.0L	5.4L	6.2L	6.7L	6.8L	
ABS Module						X(1)		X(1)	
Catalytic Converter	X	X	X	X	X	X	X	X	
Diesel Particulate Filter							X		
Diesel Exhaust Fluid Tank Assembly							X		
Cam Timing Assembly	X	X(4)	X(5)	X	X	X			
Variable Camshaft Timing Kit		X	X						
Variable Camshaft Timing Housing (Right Hand)		X	X						
Variable Camshaft Timing Housing (Left Hand)		X	X						
Variable Camshaft Timing Assembly		X(6)							
Turbocharger							X		
Transmission Solenoid Assembly		X	X						
Fuel Tank	X	X	X	X	X	X		X	
Fuel Tank Shield		X(6)							
Fuel Supply Manifold Assembly	X	X(7)					X		
Fuel Delivery Module	X	X(4)	X(8)		X	X		X	
Fuel Pump Assembly		X(9)							
Intake Manifold		X(7)	X(10)		X	X	X	X	
Exhaust Manifold (Right-Hand)		X	X(8)	X	X			X	
Exhaust Manifold (Left-Hand)		X(7)		X	X	X		X	
Exhaust Manifold Gasket		X(8)	X(8)		X				
EGR Cooler							X		
EGR Tube to Manifold Connector					X				
Emission Vacuum Connector		X(7)							
Fuel Injector		X(11)					X		
High Pressure Fuel Pump							X		
Throttle Body Spacer					X				
Fuel Vapor Storage Canister			X(10)	X	X	X		X	
Fuel Injector Fuel Supply Manifold		X(7)			X				
Instrument Cluster (2)						X	X	X	
Powertrain Engine Control Unit (ECU)	X	X	X	X	X	X	X	X	
Main Body Wiring Harness (3)						X	X	X	
Dash Panel & Headlamp Junction Wiring Assembly(3)	X	X(7)	X(10)	X	X				

- (1) for 4x4 Manual Shift on the Fly (MSOF) Transfer Case Vehicles only
- (2) for Service Engine Soon/Malfunction Indicator Lamp (MIL) functionality concerns only
- (3) for MIL illumination only
- (4) for Edge and Taurus only
- (5) for Edge and Mustang only
- (6) for Taurus only
- (7) for Flex and Taurus only
- (8) for Edge only
- (9) for Taurus EcoBoost Engine only
- (10) for Mustang only
- (11) for EcoBoost Engine only

### **Important Information about List of Parts**

There may be additional coverage for these parts through the Bumper to Bumper, Powertrain, or Diesel Engine limited warranties. In any case, the warranty with the broadest coverage applies.

Also covered by this warranty are all emissions-related bulbs, hoses, clamps, brackets, tubes, gaskets, seals, belts, connectors, non diesel fuel lines, and wiring harnesses that are used with components on the list of parts above.

Concerning parts that should be replaced on a certain maintenance schedule: these parts remain under warranty until the first required replacement time that is specified in your **Owner Guide** and the **Scheduled Maintenance Guide**.

**NOTE:** If the diagnosis does not reveal a defect, the Defects Warranty does not apply.

Your Ford Motor Company dealer maintains a complete list of covered parts. For more details about the specific parts that are covered by the Defects Warranty, contact your dealer.

### **WHAT IS NOT COVERED?**

Ford Motor Company may deny you emissions warranty coverage if your vehicle or a part does not contain a defect that affects emissions or has failed because of abuse, neglect, improper maintenance, unapproved modifications, or any items included in **What Is Not Covered?**, pages 12-15.

## **7. Additional information about your emissions warranty coverage, under Federal and California requirements**

### **HOW DO I GET WARRANTY SERVICE?**

To get service under your emissions warranties, take your vehicle to any Ford Motor Company dealer as soon as possible after illumination of the Malfunction Indicator Light or it has failed an EPA-approved test or a California Smog Check inspection. Be sure to show the dealer the document that says your vehicle has failed the test.

Your dealer will determine whether the repair is covered by the warranty. If the dealer has a question about Emissions Performance Warranty coverage, it will forward the question to Ford Motor Company, which must make a final decision within 30 days after you bring your vehicle in for repair. (The decision will be made within a shorter time if state, local, or federal law requires you to have the vehicle repaired more quickly in order to avoid additional penalties.) The deadline for a determination about Emissions Performance Warranty Coverage does not need to be met if you request a delay, agree to a delay in writing, or if the delay is caused by an event for which neither Ford nor your dealer is responsible. If a question about Emissions Performance Warranty coverage is referred to Ford Motor Company, you will be notified by Ford Motor Company in writing if your claim for warranty coverage is denied. The notice will explain the basis for denying your claim. If you fail to receive this notice within a timely manner, as determined above, Ford will perform the warranty repair for you free of charge.

### **HOW DO I HANDLE EMERGENCY REPAIRS?**

If your vehicle needs an emergency warrantable repair and a Ford Motor Company dealer is not available, or if a Ford Motor Company dealer cannot perform warrantable repair(s) within 30 days of you bringing your vehicle to the dealer, repairs may be performed at any service establishment or by you using Ford equivalent replacement parts.

Ford will reimburse you for the cost of these warranty repairs including diagnosis, if you take the part(s) that are replaced and the repair receipt(s) to a Ford Motor Company dealer. The reimbursement shall not exceed Ford's suggested retail price for the warranted parts that are replaced and labor charges based on Ford's recommended time allowance for the warranty repair and the geographically appropriate hourly rate.

### **WHAT REPLACEMENT PARTS SHOULD I USE?**

Ford Motor Company recommends that you use genuine Ford replacement parts. However, when you are having non-warranty work done on your vehicle, you may choose to use non-Ford parts. If you decide to use non-Ford parts, be sure they are equivalent to Ford parts in performance, quality, and durability. If you use replacement parts that are not equivalent to Ford parts, your vehicle's emissions control systems may not work as effectively, and you may jeopardize your emissions warranty coverage.

For vehicles within the warranty period, Ford will repair at no cost to the owner, under the Federal Emissions Warranty, covered emission failures caused by properly installed Ford parts or non-Ford parts that have been certified by the U.S. Environmental Protection Agency (EPA). Ford is not responsible for the cost of repairing any emission failures caused by non-Ford parts that have not been certified by the EPA.

**The maintenance, replacement, or repair of emissions control devices or systems can be performed by any automotive repair establishment or individual using Ford replacement parts or EPA certified parts without voiding your federal warranty coverage for future repairs during the warranty period.**

### **PROPER MAINTENANCE PRESERVES YOUR WARRANTY**

If you do not maintain your vehicle properly, Ford may have the right to deny you warranty coverage.

To have repairs made under this warranty, you may have to show that you have followed Ford's instructions on properly maintaining and using your vehicle. You will find these instructions in your **Owner Guide** and **Scheduled Maintenance Guide**. Be sure to save your service receipts and to keep accurate records of all maintenance work.

### **CUSTOMER ASSISTANCE**

If you are not satisfied with the handling of a warranty matter, see **Customer Assistance**, on the inside front cover, and **Better Business Bureau (BBB) AUTO LINE program**, page 33.

## **8. Noise emissions warranty**

### **NOISE EMISSIONS WARRANTY FOR CERTAIN LIGHT TRUCKS**

Ford Motor Company warrants to the first person who purchases this vehicle for purposes other than resale and to each subsequent purchaser that this vehicle as manufactured by Ford, was designed, built and equipped to conform at the time it left Ford's control with all applicable U.S. EPA Noise Control Regulations.

This warranty covers this vehicle as designed, built and equipped by Ford Motor Company, and is not limited to any particular part, component or system of the vehicle as manufactured by Ford. Defects in design, assembly or in any part, component or system of the vehicle as manufactured by Ford, which, at the time it left Ford's control, caused noise emissions to exceed Federal standards, are covered by this warranty for the life of the vehicle.

### **THE NOISE EMISSIONS WARRANTY OBLIGATIONS DO NOT APPLY TO:**

- loss of time, inconvenience, loss of use of the vehicle, commercial loss or, other consequential damages.
- any vehicle which is not covered by the U.S. EPA Medium and Heavy Trucks Noise Emission Standards (40 C.F.R. Part 205, Subpart B). Among the non-covered vehicles are those lacking a partially or fully enclosed operator's compartment, such as a basic stripped chassis, those having a Gross Vehicle Weight Rating of 10,000 pounds or less, and those sold outside the United States and its territories. To the extent permitted by law, THIS WARRANTY IS EXPRESSLY INSTEAD of any express or implied warranty, condition, or guarantee, agreement, or representation, by any person with respect to conformity of this vehicle with the U.S. EPA Noise Control Regulations, including ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS.



## **9. Ford Extended Service Plan**

### **MORE PROTECTION FOR YOUR VEHICLE**

You can get additional protection for your new car or light truck by purchasing a Ford Extended Service Plan (Ford ESP). Ford ESP service contracts are backed by Ford Motor Company and they provide:

- additional benefits during the warranty period depending on the plan you purchase (such as: alternative transportation and coverage for certain maintenance and wear items; coverage for certain maintenance and wear items); and
- extended protection after your Bumper to Bumper Warranty expires.

You may purchase Ford ESP from any Ford Motor Company dealer or visit our website at [Ford-ESP.com](http://Ford-ESP.com). There are several Ford ESP 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 vehicles.

When you purchase Ford ESP, you receive peace-of-mind protection throughout the United States and Canada, provided by a network of more than 4,600 Ford Motor Company dealers.

This information is subject to change. Ask your dealer for complete details about Ford ESP coverage.

## **10. The Better Business Bureau (BBB) AUTO LINE Program (U.S. Only)**

Your satisfaction is important to Ford Motor Company and to your dealer. If a warranty concern has not been resolved using the three-step procedure outlined on the first page of the Customer Assistance section, you may be eligible to participate in the BBB AUTO LINE program.

The BBB AUTO LINE program consists of two parts — mediation and arbitration. During mediation, a representative of the BBB will contact both you and Ford Motor Company to explore options for settlement of the claim. If an agreement is not reached during mediation and your claim is eligible, you may participate in the arbitration process. An arbitration hearing will be scheduled so that you can present your case in an informal setting before an impartial person. The arbitrator will consider the testimony provided and make a decision after the hearing.

You are not bound by the decision, but should you choose to accept the BBB AUTO LINE decision, Ford must abide by the accepted decision as well. Disputes submitted to the BBB AUTO LINE program are usually decided within forty days after you file your claim with the BBB.

BBB AUTO LINE Application: Using the information provided below, please call or write to request a program application. You will be asked for your name and address, general information about your new vehicle, information about your warranty concerns, and any steps you have already taken to try to resolve them. A Customer Claim Form will be mailed that will need to be completed, signed, and returned to the BBB along with proof of ownership. Upon request, the BBB will review the claim for eligibility under Program Summary Guidelines.

**You can get more information by calling BBB AUTO LINE at 1-800-955-5100, or writing to:**

**BBB AUTO LINE  
4200 Wilson Boulevard, Suite 800  
Arlington, Virginia 22203-1833**

BBB AUTO LINE applications can also be requested by calling the Ford Motor Company Customer Relationship Center at 1-800-392-3673.

**Note:** Ford Motor Company reserves the right to change eligibility limitations, modify procedures, or to discontinue this process at any time without notice and without obligation.

## 11. State warranty enforcement laws

These state laws - sometimes called lemon laws - allow owners to receive a replacement vehicle or a refund of the purchase price, under certain circumstances. The laws vary from state to state.

To the extent your state law allows, Ford Motor Company requires that you first send us a written notification of any defects or non-conformities that you have experienced with your vehicle. (This will give us the opportunity to make any needed repairs before you pursue the remedies provided by your state's law.)

In all other states where not specifically required by state law, Ford Motor Company requests that you give us the written notice. Send your written notification to:

**Ford Motor Company  
Customer Relationship Center  
P.O. Box 6248  
Dearborn, MI 48126**

## 12. Important information about ambulance conversions

Ford vehicles are suitable for producing ambulances only if equipped with the **Ford Ambulance Prep Package**. In addition, Ford urges ambulance manufacturers to follow the recommendations of the **Ford Incomplete Vehicle Manual** and the **Ford Truck Body Builders Layout Book** (and pertinent supplements).

**Using a Ford vehicle without the Ford Ambulance Prep Package to produce an ambulance could result in elevated underbody temperatures, fuel overpressurization, and the risk of fuel expulsion and fires. Such use also voids the Ford Bumper to Bumper Warranty and may void the Emissions Warranties.**

You may determine whether the vehicle is equipped with the **Ford Ambulance Prep Package** by inspecting the information plate on the driver's rear door pillar.

You may determine whether the ambulance manufacturer has followed Ford's recommendations by contacting the ambulance manufacturer of your vehicle.

### **13. Important information about Ford limousine conversions**

Ford Motor Company authorizes only Ford Qualified Vehicle Modifiers (QVM's) to perform Ford Expedition EL conversions. To obtain a list of QVM's, visit our website at [www.fleet.ford.com/limo](http://www.fleet.ford.com/limo) or call 1-800-34-FLEET. Expedition EL is suitable for limousine conversion only if equipped with the proper Ford Limousine Builder's Package. The wheelbase on the Expedition EL with the Limousine Builder's Package (17L) may NOT be extended beyond 140" (258.89 total wheelbase) or in a manner that results in a Gross Vehicle Weight Rating (GVWR) exceeding 9,900 pounds.

If an Expedition EL Limousine is NOT equipped with the Limousine Builder's Package or it is equipped with the Limousine Builder's Package but it's wheelbase is extended beyond its limitations or if it's GVWR exceeds the weight limitations, then the New Vehicle Limited Warranty is voided, any Ford Extended Service Plan (ESP) contract is voided, applicable Emissions warranties may be voided, and the vehicle modifier may be considered the vehicle "manufacturer" for Emissions Warranty coverage purposes (including responsibilities for emissions, warranty, recall, and in-use compliance).

Any other Ford or Mercury vehicle converted to a limousine will **void** the New Vehicle Limited Warranty.

[www.ownerconnection.com](http://www.ownerconnection.com)

Designed with Ford owners in mind, this site features updated information on vehicle service, special offers and Ford-sponsored events in your community.



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Warranty Guide

Ford  
Litho in USA







**ACC Climate Control**  
22428 Elkhart E. Blvd · Elkhart, IN 46514  
Ph: 800-462-6322 Fax: 574-266-6744

**6.5** *NOTE: Warranties Vary. Please contact Dealer for Warranty Information*

### **2 Year Unlimited/3 Year 75,000 Mile Limited Warranty Example**

ACC Climate Control, hereinafter referred to as "ACC", warrants its products to the original purchaser, subject to normal use and service, for a period of 24 months w/unlimited mileage or 36 months 75000 miles Part only, and while in possession of the original owner. If the in service date is more than 6 months past the build date the warranty will start at 6 month from the build date.

ACC agrees to repair or replace with a new or repaired part, any part of an ACC unit which, after inspection has proven to fail because of a manufacturing defect, within the warranty period. Replacement of a defective part within the warranty period will include labor for replacement at factory established rates in the first 24 months if performed at any authorized Service Center, part only no labor in the third year if less than 75,000 miles. Compensation at factory established rates for loss of refrigerant will be paid only when caused by a defective part and if the defective part itself was under warranty at the time of failure refrigerant is not covered in the third year.

#### **CONDITIONS OF WARRANTY**

##### **1. Handling of Warranty Claims.**

A. Should a failure occur to an ACC component under warranty, call ACC at (574) 264-2190 for authorization (pre-authorization is required before work is performed) or return the vehicle to the installer or dealer from whom the air conditioning was purchased. Present your copy of the warranty registration card. They will make the necessary repairs to the system or replacement parts as covered by the warranty.

B. If it is not possible to return to the original dealer, take the vehicle to any convenient ACC dealer and present your Warranty Card. They will contact the factory for authorization for the necessary repairs. Should you be unable to locate an authorized ACC dealer, contact the factory and you will be assisted.

##### **2. EXCLUSIONS FROM WARRANTY**

###### **THIS WARRANTY SHALL NOT APPLY TO:**

A. Any part or parts of products becoming defective as a result of negligence, accident, or other casualty.

B. Owner's failure to provide normal maintenance such as lubrication of engine, tightening belts, cleaning coils and return air filters, loss of refrigerant, accumulator/drier replacement, or improper voltage or electrical connections.

C. Improper installation, repair, or alterations.

D. Operation in a manner contrary to ACC's printed instructions.

E. Any parts or products which have been repaired or altered outside of ACC's factory unless specific written authorization for such repair or alteration has been issued by ACC.

F. Any OEM failures. No additional labor will be allowed for the repair/replacement of OEM failed parts. This warranty does not extend to or include any portions of the vehicle not manufactured by ACC.

###### **1. Conditions.**

A. ACC neither assumes nor authorizes any person to assume for it, any obligations or warranty other than stated herein.

B. ACC reserves the right to make changes in design or improvements of its products or parts thereof without obligations to make or install such changes or improvements in or upon products covered in this warranty.

C. Remedies available to the owner for breach of the A/C Factory Warranty are expressly limited to an action to recover the cost of repairs or replacement due hereunder.

D. Repair or replacement of any part or parts of the products under this Warranty shall not extend this Warranty with respect to such repaired or replaced part or parts beyond the warranty period.

E. ACC does not warrant the workmanship of the installer and will not bear any cost due to faulty or incorrect installation or shipping damage.

F. ACC will not be liable for loss of time, labor, equipment, towing, rental, or other expenses while products are out of service.

G. ACC shall credit authorized dealers for labor for replacement or repair of defective parts discovered during the warranty period according to the published schedule of labor allowance in the Warranty Policy and Procedures Manual.

H. This Warranty shall remain in effect during the warranty period when the equipment is properly installed, serviced and operated under normal conditions according to ACC's instructions.

I. Items such as filters, belts, pulleys, lubricants, etc. are considered expendable and not covered under warranty. Replacement of accumulator/driers and orifice tubes are warrantable only when approved by ACC Climate Control, Inc.

J. All replacement parts are shipped UPS Ground only. Expedited shipping is available at the expense of the purchaser.

**ACC DISCLAIMS ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES, INCLUDING BUT NOT LIMITED TO LOSS OF USE OF THE VEHICLE, LOSS OF TIME, INCONVENIENCE; EXPENSE FOR TRAVEL, LODGING, LOST INCOME OR REVENUE, TRANSPORTATION CHARGES OR LOSS OR DAMAGE OF PERSONAL PROPERTY. SOME STATES DO NOT ALLOW EXCLUSIONS OR LIMITATIONS OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE EXCLUSIONS MAY NOT APPLY TO YOU.**

**THIS WARRANTY IS THE ONLY EXPRESSED WARRANTY BY ACC AND NO DEALER OR SERVICE FACILITY IS AUTHORIZED BY ACC TO MODIFY OR EXTEND IT. ANY IMPLIED WARRANTIES, INCLUDING WARRANTY OF FITNESS FOR PARTICULAR PURPOSE, OR WARRANTY OF MERCHANTABILITY, ARE EXPRESSLY LIMITED IN DURATION TO THE SAME PERIOD AS THE EXPRESSED WARRANTY. SOME STATES DO NOT ALLOW LIMITATIONS ON IMPLIED WARRANTIES, SO THE ABOVE LIMITATIONS MAY NOT APPLY TO YOU.**

**THIS WARRANTY IS NULL AND VOID UNLESS THE WARRANTY REGISTRATION CARD IS COMPLETED AND MAILED TO ACC WITHIN THIRTY DAYS OF THE DATE OF ORIGINAL RETAIL PURCHASE. IN ADDITION TO THE ABOVE RIGHTS, THE PURCHASER HAS CERTAIN LEGAL REMEDIES PROVIDED BY THE MAGNUSON MOSS WARRANTY ACT, PUBLIC LAW 93-637. YOU MAY ALSO HAVE CERTAIN RIGHTS UNDER STATE LAW**







## TRANSIGN LLC – LED Destinator Electronic Signs Warranty Statement

Transign LLC (“Transign”) provides the original Buyer of the delivered LED Destinator sign(s) (“Article”) a limited warranty subject to the following:

- a) The limited lifetime warranty on LED Destinator signs is valid for the life of the vehicle on which the Articles were first installed, or 100,000 hours of operation, whichever is less.
- b) Transign warrants that the Articles conform to final specifications, drawings and other descriptions agreed to in writing by the Buyer and that the Articles are free from defects in materials and workmanship.
- c) Transign’s obligation under this warranty, and the sole and exclusive remedy of the Buyer, its successors or assigns for a breach thereof, is limited to the repair or replacement by Transign without charge of any Article which has been returned to Transign and which is not in accordance with this warranty; provided, however, that:
  - 1) Transign must be notified in writing of the defect or non-conformity and the affected Article returned to Transign within thirty (30) days after discovery of such defect or non-conformity;
  - 2) if Transign is unable to repair or replace defective or non-conforming Articles within a reasonable time after receipt, the Buyer shall be credited for their value at the original purchase price,
  - 3) Transign shall not be responsible for costs of removal and reinstallation; and
  - 4) Buyer shall maintain records, to which Transign is to be given reasonable access, which will accurately reflect operating time and maintenance performed on the Articles and establish the nature of any unsatisfactory condition of the Articles.
- d) Transign shall have the sole right to determine whether returned Articles shall be repaired or replaced.
- e) Unless otherwise agreed, and except as may be necessary to comply with this warranty, Transign reserves the right to make changes in its products without any obligation to incorporate such changes in any product manufactured theretofore.
- f) Transign shall assume the round trip transportation costs for defective or non-conforming Articles to Transign’s facilities. If subsequent inspection by Transign discloses that the returned Article does not require repair or replacement, the Buyer will be charged for the round trip shipping costs.
- g) This warranty will not apply if the Article has been subjected to:
  - 1) any maintenance, overhaul, installation, mounting, storage, operation, or use, handling or environment which is improper or not in accordance with Transign’s instructions and specifications
  - 2) any alteration, modification, or repair by anyone other than Transign or its authorized representative; or
  - 3) any accident, misuse or neglect after delivery of the Article to Buyer. This warranty shall not apply to any Article to the extent that the defect or non-conformity is attributable to any part not supplied by or approved by Transign and shall not apply to any Article for which Transign has not received payment in full, including interest, if any.
- h) All other representations, warranties and conditions, whether express or implied, statutory or otherwise, such as warranties or conditions, of merchantability or fitness for a particular purpose, are hereby excluded and disclaimed to the extent they exceed the warranty granted herein.

**LIMITATION OF LIABILITY:** Transign’s liability on any claim of any kind, including negligence, for any loss or damage arising out of, connected with, or resulting from the performance or breach thereof, or from the manufacture, sale, delivery, resale, repair or use of any article covered by this warranty statement shall in no case exceed the price allowable to the article which gives rise to the claim. In no event shall Transign be liable for special, incidental or consequential damages (including, but not limited to, loss of profits, personal injury or death). Buyer acknowledges the reasonableness of this limitation of liability.



## **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.**







## WARRANTY OF CONFORMANCE

This is to warrant that Q'Straint's QRT, Q-5000, M-Series & QLK securement systems, and related occupant systems and components<sup>1</sup>, when installed to Q'Straint's specifications, will meet or exceed the following applicable regulations:<sup>2</sup>

- *Americans with Disabilities Act (ADA)* - 49 Code of Federal Regulations (CFR) Part 38; "Accessibility Specifications for Transportation Vehicles" – Subpart B - Buses, Vans and Systems.
- *NHTSA Federal Motor Vehicles Safety Standards* - 49 Code of Federal Regulations (CFR):
  - Part 571.209; Seat Belt Assemblies.
  - Part 571.210; Seat Belt Assembly Anchorages.
  - Part 571.222; School Bus Passenger Seating and Crash Protection.
  - Part 571.302; Flammability of Interior Materials.
- *SAEJ2249* – SAE Recommended Practice – Wheelchair Tie-down and Occupant Restraint Systems for use in Motor Vehicles.<sup>3</sup>
- *ISO 10542* – Technical Systems and Aids for Disabled or Handicapped Persons – Wheelchair Tie-down and Occupant Restraint Systems.<sup>3</sup>
- *AS 2942* – Australian Wheelchair and Occupant Restraint Assemblies for Motor Vehicles.
- *Canadian Motor Vehicle Safety Standard* – Schedule IV, Part III:
  - Standard 209; Seat belt Assemblies
- *CSA Z605* – "Mobility Aid and Occupant Restraint (MASOR) systems".
- *European Bus Directive 2001/85/EC* Annex VII, Para. 3.8.2.8. and Para. 3.8.2.9.
- *CE* – Essential Requirements of European Council Directive 93/42/EEC, Annex VII of 93/42/EC

### Additional Notes:

<sup>1</sup> Q'Straint Storage Pouch (Q5-8522) is designed and tested to hold up to 20 lbs.

<sup>2</sup> Q'Straint warranty only applies to layouts that use original Q'Straint parts. Use of non-Q'Straint parts voids all warranties and representations.

<sup>3</sup> QLK Docking System successfully crash tested both forward and rearward entry orientations.

\* *Copies of tests are available upon request*







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.







## A&M Systems 12 Month Limited Warranty

A&M Systems 12 Month Limited Warranty does not cover incidentals such as shop supplies, tools, fluids, or miscellaneous parts. Warranty is non-transferrable. A&M Systems shall not be liable for any incidental or consequential damages. A&M Systems does not assume responsibility for any loss of use of the vehicle, loss of time, inconvenience, loss or damage to personal property or revenues. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the previous limitations or exclusions may not apply to you. The 12 Month Limited Warranty does not cover accidental damage, damage cause by misuse, improper installation, or diagnostic work. Any warranty labor must be pre-approved and A&M Systems may require the return of any damaged or malfunctioning parts at their discretion. Any non-pre-approved warranty labor charges are subject to review and approval. In order for a warranty to be approved the model and serial number of the actuator or door leaf must be supplied. A&M Systems will replace or repair broken or damaged parts; reimbursement of the costs of parts used is not covered whether purchased from A&M Systems or from any other supplier. A&M Systems will replace all parts with the most current part available. Parts of like quality and function will be substituted if part obsolescence should occur. The installation of new parts does not renew warranty coverage. All parts exchanged will continue to be covered under the full coverage of the remaining warranty provided they are installed using A&M Systems approved installation methods and procedures. Parts will be shipped UPS Ground at no charge, any other form of shipping or special delivery will incur additional charges, payable at time of shipping. Warranty coverage for the original owner begins on (a) delivery date as determined by the Vehicle Identification Number records or (b) the verified installation date of a new actuator. All warranty claims must be submitted to A&M Systems within 30 days of repair.



# REI LIMITED WARRANTY

## What Does This Warranty Cover?

This warranty only covers failures due to defects in materials or workmanship which occur during normal use.

## What Does This Warranty Not Cover?

This warranty does not cover damage which occurs in shipment or failures which are caused by products not supplied by REI or failures which result from accident, misuse, abuse, neglect, mishandling, misapplication, faulty installation, set-up adjustment, improper maintenance, alteration, improper antenna, inadequate signal pick-up, maladjustment of consumer controls, modification, line power surge, or damage that is attributable to acts of God, or service by anyone other than a REI Factory Service Center. This warranty does not include service or labor charges connected with the determination or replacement of defective parts or the operation of this equipment. REI is not responsible for any labor charges incurred by any person or company other than REI authorized repair centers.

## LIMITS AND EXCLUSIONS

There are no express warranties except as listed above.

REI SHALL NOT BE LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES RESULTING FROM THE USE OF THIS PRODUCT, OR ARISING OUT OF ANY BREACH OF THIS WARRANTY, INCLUDING WITHOUT LIMITATION, DAMAGES TO TAPES OR DISCS. ALL EXPRESS AND IMPLIED WARRANTIES, INCLUDING THE WARRANTIES OF MERCHANTABILITY, ARE LIMITED TO THE APPLICABLE WARRANTY PERIOD SET FORTH BELOW. Some states do not allow the exclusion or limitation of incidental or consequential damages, or limitations on how long an implied warranty lasts, so the above exclusions or limitations may not apply to you.

This warranty gives you specific legal rights and you may also have other rights which vary from state to state.

## What is the Period of Coverage?

REI will repair this product, free of charge, from the date of original purchase in the event of a defect in materials or workmanship as follows:

**For ninety (90) days** - microphones, speakers, antennas, housings, rechargeable batteries, remanufactured product and all non-warranty repairs (replaced parts and labor only).

**For one (1) year** - all other manufactured products.

**For three (3) years** - select manufactured motorcoach products.

**For three (3) years** - select surveillance equipment.

REI may have contractual agreements which provide REI motorcoach and surveillance products with additional coverage.

Call 877-726-4617 for details.

Any product supplied by REI, but not manufactured by REI, will include the original manufacturers warranty only.

## What Will REI Do to Correct Problems?

Once the product is deemed by REI to be a warrantable defect, REI will, at its own discretion, repair or replace the product with new or reconditioned product. All warranty repairs and/or product replacements will include the remaining warranty from the original purchase date.

## How Do You Get Service?

For assistance in obtaining service for REI products call toll free 877-726-4617 (Continental United States and Canada only) or 402-339-2200 (outside Continental United States and Canada) between the hours of 7:00A.M. - 5:00P.M. CST Monday thru Friday (excluding Holidays).

Prior to calling REI, customers must have the part number, serial number, VIN number (if it's a motorcoach product) and detailed description of the problem ready to provide to the REI service representative. After providing the proper information to REI, customers will be issued a return authorization number. When the REI service representative provides the return authorization number, they will also give instructions for returning the item. Any discrepancies in following this procedure may cause shipments to be refused or warranty claims to be rejected.

**IMPORTANT!** REI does not accept product returns for repair or replacement without first issuing a return authorization number. All returns must be sent freight prepaid and insured by the customer. REI will not accept COD shipments.

**IMPORTANT!** REI does not accept responsibility for lost shipments. It is the customer's responsibility to provide REI with the part number, serial number, return authorization number and shipper tracking number in the event REI does not have record of receiving product for repair or replacement.

Once warranty service has been performed on your product, REI will ship the item freight prepaid to any business address in the Continental United States or Canada. Customers located outside the Continental United States and Canada are responsible for all freight charges. Any duties or fees, if any, are the customer's responsibility.

Any repair deemed non-warranty by REI will be subject to all freight charges, and in some cases inspection fees, to be paid by the customer. These fees may exist regardless of whether the product is repaired. If a customer requires help in trouble shooting a problem, contact REI and request technical assistance before requesting a return authorization number.

## What Must You Do To Keep This Warranty in Effect?

KEEP YOUR ORIGINAL PROOF OF PURCHASE AS IT MAY BE REQUIRED IN ORDER TO RECEIVE WARRANTY SERVICE.

Make sure the serial number is not removed, altered or defaced.

Do not attempt to have your product repaired by anyone other than a REI Factory Service Center.

Also, see "What Does This Warranty Not Cover".

## REI AUTHORIZED REPAIR FACILITIES:

REI  
6534 L Street  
Omaha, Nebraska 68117  
Phone: 877-726-4617

REI  
1376 Bennett Drive, Unit 126  
Longwood, Florida 32750

## What if your Product is a Non-Warranty Repair?

All Products sent to REI for repair which are determined, at REI's discretion, to be non-warrantable repair may incur inspection fees regardless of actual repair being performed or will incur repair fees if the product is repaired. All non-warranty repairs include a 90 day warranty for any components that are replaced, if any, and labor performed. Inspection fees apply regardless of whether a product is determined to be non-warrantable prior to shipping to REI. All freight charges, duties or fees associated with non-warranty repair are the customer's responsibility.

