

STANDARD TRUCK WARRANTY CERTIFICATE



Volvo Group North America LLC, d/b/a Volvo Trucks North America, warrants certain individual components of the new Volvo truck to be free from defects in material and workmanship under normal use and service up to the periods as specified, provided all Volvo Trucks North America maintenance and inspection requirements found in the Operator's Manuals and service manuals/instructions are followed. All warranty periods are calculated from date in service. All coverage is 100% for parts and labor except as noted.

LIMITATIONS AND EXCLUSIONS TO THIS WARRANTY APPEAR ON THE REVERSE SIDE OF THIS CERTIFICATE. THESE LIMITATIONS AND EXCLUSIONS ARE IMPORTANT AND MUST BE READ AND UNDERSTOOD.

This warranty applies to **Model Year 2016 and newer** VNL, VNM, VNX, VHD and VAH models manufactured by Volvo Trucks North America operated in the United States and Canada. Specific coverage is based on the application and weight class as described in the following chart:

	Standard NORMAL DUTY	Standard HEAVY DUTY	Standard SEVERE DUTY
Typical Vocations	Line / Long Haul, Short Haul, or Pickup & Delivery	Heavy Line Haul, Construction, Refuse, Fire or Rescue Service	Heavy Construction, Heavy Refuse, Off- Road, Heavy Haul, Mining, Logging, or Oil Field
Weight Class Qualifications	<i>Vehicle must have</i> GVWR ≤ 63,000 lbs. (≤ 28 metric tons) <i>or</i> GCWR ≤ 110,000 lbs. (≤ 50 mt.)	<i>Vehicle must have</i> GVWR ≤ 80,000 lbs. (≤ 36 mt.) <i>or</i> GCWR ≤ 143,000 lbs. (≤ 65 mt.)	<i>Vehicle must have</i> GAWR > 46,000 lbs. (> 21 mt.) <i>or</i> GVWR > 80,000 lbs. (> 36 mt.) <i>or</i> GCWR > 143,000 lbs. (> 65 mt.)
Basic Coverage	12 months <i>or</i> 100,000 miles (160 934 km)	12 months <i>or</i> 100,000 miles (160 934 km)	12 months <i>or</i> 100,000 miles (160 934 km)
Chassis Towing	Towing/Road Service coverage is limited to 90 days or 5,000 miles (8047 km), whichever occurs first. See paragraph 22.		Not Applicable
Air Conditioning	Air conditioning (sealed system only) is covered for 12 months with no mileage limitation.		
Engine / Emission	Not covered under this warranty certificate. See respective engine manufacturer's warranty certificate. See paragraph 14.		
Transmission, Driveline, Rear Axle, Front Non-Drive Steer Axle	36 months <i>or</i> 350,000 miles (563 270 km) Covered Components are as follows: • Manual Transmission-Transmission assembly • Rear Axle-Differential carrier assembly & axle housing • Front Non-Drive Steer Axle-Axle beam, steering knuckle, & tie rod • Driveline-Bearings, hangers & shafts		12 months <i>or</i> 100,000 miles (160,934 km)
	Allison Automatic Transmissions are not covered under this warranty certificate. See paragraph 14.		
I-Shift Transmission	Engine Torque ≤ 1750 ft/lb: 60 months <i>or</i> 750,000 miles (1 207 008 km) * Engine Torque > 1750 ft/lb: 36 months <i>or</i> 500,000 miles (804 672 km)	I-Shift: 36 months <i>or</i> 250,000 miles (402 336 km); I-Shift Severe Duty: 36 months with no mileage limitation	I-Shift: 12 months <i>or</i> 100,000 miles (160 934 km); I-Shift Severe Duty: 24 months with no mileage limitation
I-Shift Clutch	36 months <i>or</i> 300,000 miles (482 803 km)	36 months <i>or</i> 250,000 miles (402 336 km); I-Shift and I-shift Severe Duty	I-Shift: 12 months <i>or</i> 100,000 miles (160 934 km); I-Shift Severe Duty: 24 months <i>or</i> 250,000 miles (402 336 km)
I-Shift Transmission Towing	Towing and Roadside Assistance on warrantable failures are covered for 24 months or 250,000 miles (402 336 km) whichever occurs first. See paragraph 22.		Not Applicable
Cab Structure	60 months <i>or</i> 500,000 miles (804 672 km)	60 months <i>or</i> 500,000 miles (804 672 km)	36 months <i>or</i> 250,000 miles (402 336 km)
Internal Cab Corrosion	60 months <i>or</i> 500,000 miles (804 672 km)	60 months <i>or</i> 500,000 miles (804 672 km)	48 months <i>or</i> 350,000 miles (563 270 km)
	Covered only where metal is perforated from the inside to the outside. See paragraph 13.		
Frame Rail / Crossmembers	72 months <i>or</i> 750,000 miles (1 207 008 km)	60 months <i>or</i> 500,000 miles (804 672 km)	36 months <i>or</i> 250,000 miles (402 336 km)
Noise Emission	LIFE OF VEHICLE: Volvo Trucks North America warrants to the first purchaser of this vehicle for purposes other than resale, and to each subsequent purchaser, that this vehicle was designed, built and equipped to conform, at the time of sale to such first purchaser, with all applicable U.S. EPA noise control regulations. This warranty is not limited to any vehicle particular part, component, or system of the vehicle. Defects in the design, assembly or any part, component or system of the vehicle which at the time of sale to such first purchaser, caused noise emission levels to exceed Federal standards are covered by this warranty for the life of the vehicle. EXCLUSIONS: Failures which arise as a result of tampering rather than from defects in the design, assembly, or any part, components, or system of the vehicle are not covered by this warranty.		

*Includes Sales Codes: 1017X9, 1017Y0, 1017Y1, 1017Y2, 1017Y3, 1017Y4, 1018D2

Volvo Trucks North America reserves the right to make any changes in design or to make additions to or upon its products without incurring any obligations to install the same on vehicles previously built.

THIS WARRANTY IS EXPRESSLY IN LIEU OF ALL OTHER WARRANTIES AND REPRESENTATIONS OR CONDITIONS, STATUTORY OR OTHERWISE, EXPRESSED OR IMPLIED INCLUDING, BUT NOT LIMITED TO, IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.

THESE LIMITATIONS AND EXCLUSIONS ARE IMPORTANT AND MUST BE READ AND UNDERSTOOD.

LIMITATIONS – Volvo Trucks North America's obligation is limited to, at its sole option, repair or replacement of parts which are acknowledged by it to be defective. In the case of acknowledged defective assemblies, exchange with factory rebuilt units may occur. The defective parts or assemblies replaced shall become the property of Volvo Trucks North America. Warranty repairs performed by an authorized Volvo trucks dealer in accordance with the terms of the warranty set forth herein are free of charge. Warranty repairs do not constitute an extension of the original warranty period for the vehicle or any part thereof. Warranty consideration can only be given if the deficiency is brought to the attention of an authorized Volvo Trucks dealer upon discovery and the vehicle must be made available, in a timely fashion during the coverage period, for repair.

NO PAYMENT OR OTHER COMPENSATION WILL BE MADE FOR CONSEQUENTIAL, INDIRECT OR INCIDENTAL EXPENSES OR DAMAGES OF ANY KIND.

EXCLUSIONS:

1. **REPAIR:** Warranty consideration can only be given if the deficiency is brought to the attention of an authorized Volvo Trucks dealer upon discovery and the truck must be made available, in a timely fashion during the warranty period, for repair. Failures resulting from the user's unreasonable delay in making the truck available, after being notified of a potential product problem, are not covered.
2. **DAMAGES:** Damages due to accidents, misuse, negligence, improper operations, alterations, storage or transport, operation at excessive speeds, loading beyond the factory rated load capacity, and improper or insufficient maintenance services are not covered. Damages due to failure to follow Volvo Trucks North America's recommended service procedures are considered damages due to improper maintenance services.
3. **APPLICATION:** The selling dealer is responsible for the correct application and/or specification for a vehicle sold to a customer. Vehicle application problems, including but not limited to, replacement of incorrect axle or transmission gear ratios, failures of component parts of vehicles being operated in excess of the factory rated load capacities, or the use of a vehicle for a purpose of which it was not intended are not covered.
4. **ENVIRONMENTAL DAMAGE:** Parts made out of cloth, leather, wood, rubber, synthetics, paint or chrome which have been effected by exposure to the elements or chemical influence including, but not limited to road salts/chemicals, industrial fall-out or the use of improper cleaners, polishes, and or waxes are not covered.
5. **GLASS:** Glass breakage and scratches are not covered unless positive physical proof of manufacturing responsibility is established.
6. **SUSPENSION PARTS:** Suspension parts, including but not limited to rubber bushings, torque rod bushings, spring pins and bushings, and all greased lubrication points that fail due to improper maintenance, abnormally severe service or abuse are not covered.
7. **ALTERATIONS:** Any vehicle or vehicle system repaired, altered, or inspected in any way, so as to adversely affect, in Volvo Trucks North America's sole judgment, its stability, durability, or reliability, is not covered.
8. **OPTIONAL EQUIPMENT:** Any part of the truck that fails, malfunctions or does not perform as a result of improper conversion or installation of special bodies or equipment by other manufacturers or suppliers is not covered.
9. **MAINTENANCE AND PARTS CONSUMED** ("Consumables"): Normal maintenance services including, but not limited to, replacement of oil filters, adjustments of the engine injection pump / transmission / brakes / linkages, as well as diagnosis, test time and all other adjustments, are not covered. Parts which are normally consumed or worn out during the vehicle's usual service life and customarily replaced during usual maintenance service are not covered or have limited coverage. These parts include, but are not limited to, the following:
NOT COVERED - Brake linings, clutch brake, clutch linings, mud flaps and brackets.
COVERED FOR 30 DAYS - Fluorescent lights or ballast, light bulbs, fuses, wiper blades and all filters (oil, fuel, air, etc.).
COVERED FOR 90 DAYS - Loose fasteners, leaking fittings, or hose clamps.
COVERED FOR 12 MONTHS, OR 100,000 MILES (160 934 km), WHICHEVER OCCURS FIRST - Cab suspension on models used in heavy duty applications, batteries, frame paint, sealed light assemblies, exhaust flex pipe, hose clamps, all rubber/nylon bushings or mounts, flexible hoses, all belts, shock absorbers (leakage only), wheel seals, and all grease lubricated points (including non-serviceable tie rods ends, king-pins, u-joints, spring pins, drag links, and the like.)
10. **ALIGNMENT:** Alignment of axle(s) and balancing of tires, including changing of axle camber, caster, toe and thrust angle settings are not covered.
11. **NON-GENUINE PARTS:** Any vehicle which has been repaired by use of parts and accessories, as well as major assemblies and exchange units, which do not meet factory standards and which cause a vehicle component or system to fail are not covered.
12. **TIRES:** Tires are covered by separate warranties given by their respective manufacturers.
13. **CAB STRUCTURE AND CORROSION:** Cab structural defects or cab corrosion that occurs in areas of the cab that have been previously damaged, repaired, altered or modified are not covered. Cab corrosion where metal is perforated from the outside to the inside is not covered.
14. **ENGINES AND AUTOMATIC TRANSMISSIONS:** The engines and Allison automatic transmissions used in Volvo trucks are warranted by their respective manufacturers and not by Volvo Trucks North America. Refer to the engine and transmission manufacturers' warranty statements.
15. **ODOMETER READING:** Any vehicle in which the odometer has been disconnected or the mileage reading has been altered and/or the actual mileage cannot be readily determined is not covered.
16. **ACCESS TO INFORMATION:** The user must allow Volvo Trucks North America full access to all data stored in all Electronic Control Modules; failure to do so may result in the loss of warranty coverage.
17. **PREMIUM LABOR:** Labor for overtime and/or shift differential is not covered.
18. **EXCESSIVE LABOR:** Excessive labor for a warrantable repair due to the prior installation of equipment or body is not covered.
19. **MISC. EXPENSE:** Meals, lodging, electronic messaging equipment, travel time and expense, loss of cargo, downtime, loss of profit/revenue, rental vehicles, or driver's wages and other miscellaneous expenses are not covered. Shop supplies, lube oil, lubricants, sealers, anti-freeze, filter elements and labor performed by a non-approved location are not covered.
20. **ADDITIONAL COMPONENTS:** Components or parts that are not installed by Volvo Trucks North America are not covered. During a warrantable repair, additional time to remove any customer installed bodies, components, and accessories will not be covered under warranty. Volvo Trucks North America factory manufacturing records will be determinative as to factory installed components.
21. **APPLICATION CHANGE OR CHANGE OF OWNERSHIP:** If at any time during the term of the original warranty there is a change in the application of the vehicle or a change in ownership, the owner must notify Volvo Trucks North America, Post Office Box 26115, Greensboro, NC 27402-6115 in writing and within 30 days of date of the change. Failure to provide such timely notice may result in the warranty becoming null and void. If the change in ownership is accepted by Volvo Trucks North America, and/or the change in application does not affect coverage, Volvo Trucks North America will transfer any remaining applicable portion of the warranty to the new owner or for the new application.
22. **TOWING:** Towing and/or road service charges due to a failure of a non-covered component or from the result of an accident are not covered. Towing coverage is limited to a single tow per incident for covered vehicles that are accessible from a MAJOR paved highway and towed to the nearest authorized Volvo Trucks service center when a vehicle is inoperable or continued operation would result in additional damage due to a component listed in the Plan's component coverage list. When towing is covered on this certificate, charges in excess of \$1,000.00 will be rejected unless Volvo Action Service is contacted.



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