



February 28, 2025

RE: Dealer Value Add Warranty Support – TRA 25-01 Supply and Delivery of School Buses

Western Canada Bus is proud to have been the leading supplier of both diesel and electric-powered school buses in BC for over a decade. We strive for excellence, in our manufacturing partnerships, leading-edge safety features while proudly offering the largest network of warranty facilities of any bus distributor in Western Canada.

This year we are also submitting proposals on stock Type A2, 24 and 29 (30) passenger gas powered Collins Bus school buses. Having multiple stock units on order at the time of submission, these may be built on a Ford or GM chassis depending on availability at time of order. As they are stock units only, there is a limited but generous supply of them available to the ASTSBC group.

Warranty items for the respective chassis OEM's will all need to be directed to the nearest authorized OEM chassis dealer to your location. Western Canada Bus will help you through this process if required. For any warranty items on the Collins Bus side we have the ability to work through these issues with your individual service teams, or at competent local repair facilities. All warranty work must be pre-authorized, and reasonable labor times will be reimbursed to either.

Exceptions to these provisions will be authorized on a case-by-case basis, at the discretion of Western Canada Bus as we have always done, and will continue to offer our operators. This assistance is always outside the scope of legal warranty entitlements and is paid by Western Canada Bus as goodwill to the operator.

Western Canada Bus has maintained an excellent reputation for ensuring our clients are treated fairly and equitably.

Several examples are noted below:

- Early replacement of dozens of units deemed to have not reached their expected life span, specifically units equipped with MaxxFace engines.
- Payment of parts, mobile technicians and towing for repair requirements which arose in geographic locations which made driving the bus to a local dealer too onerous on the operator.
- Technical resources by phone, email and in-person to aid in a local in-house repair of minor issues on components.
- Our 60 minute promise – an email reply or return call will always be within 60 minutes of first contact in the event of an operational concern. Most often, a 10 minute response time should be expected.

Joel J. Landry
BC Account Manager
Western Canada Bus