



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. Our industry-leading warranty is offered by International Motors LLC and documents the legal obligation upon the manufacturer of the vehicle in favor of the purchaser. The complexity of the equipment featured on our buses often requires specific tools and software to determine the root-cause of issues which may arise from time to time, which must be determined in order for the manufacturer to approve a warranty claim. As such, as stated in the International warranty statement, warranty support must be obtained by presenting to an authorized International repair facility. Also, it is the responsibility of the operator to deliver the defective vehicle to an authorized repair facility.

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 MaxxForce 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