



## SCHOOL BUS LIMITED BODY WARRANTY (Starting with 2004 model year)

Micro Bird Inc. warrants that each new school bus body will be free of defects in factory-supplied materials and/or workmanship under normal use and service within the limits described below.

- ① For a period of five (5) years/160,000 kilometers or 100,000 miles, whichever occurs first from date of delivery of the vehicle to the original user, Micro Bird Inc. warrants the:
  - a. Body structure (those structural metal components welded or riveted together forming floor, side walls, roof, front and rear sections) to be free from defects in structural integrity (i.e. breakage or cracking) including rust-through.
  - b. School bus seat frames and barrier frames to be free from defects in structural integrity (i.e. breaking or cracking).
- ② For a period of one (1) year/20,000 kilometers or 12,000 miles, whichever occurs first from date of delivery of the vehicle to the original user, Micro Bird Inc. warrants the:
  - a. Parts on a Micro Bird other than chassis parts.
  - b. Accessories, or components, except those having their own separate warranty, and/or those accessories or components listed under the section Exclusions.

Micro Bird's obligation covered in this limited warranty is limited to the repair or replacement (parts and labor) of such parts as shall, under normal use and service, appear to have been defective in workmanship or material. Without restricting the generality of this limitation, loss of use, commercial loss, and maintenance are specifically not covered.

Micro Bird cannot and will not assume any responsibility in connection with any of its bodies that have been altered outside the factory or without the written approval of Micro Bird Service and Warranty Department. Overloading beyond the normal seated and standee capacity voids all warranties. **This limited warranty is expressly in lieu of all other warranties exposed or implied and all other obligations or liabilities. No person, including salesmen, dealers, distributors, or factory representatives of Micro Bird, is authorized to make any representation or warranty concerning Micro Bird products except to refer purchasers to this limited warranty. Micro Bird makes no warranty of merchantability of fitness for a particular purpose. Micro Bird shall not be liable for incidental or consequential damages. This warranty is to be governed by and interpreted in accordance with the existing laws, trade practices and uses of the province of Quebec.**

Micro Bird reserves the right to make changes in design and changes or improvements upon its products without imposing any obligations upon itself to install the same upon products theretofore manufactured.

### EXCLUSIONS

This limited warranty does not cover maintenance, wear or impact on Micro Bird products, including, but not limited to, flexible and rigid hoses, electric wiring and harnesses and any other item that may show evidence of negligent use, overloading, abuse, accident, lack of or improper maintenance or storage, improper use, or unauthorized alterations. The following factors are beyond Micro Bird's control and do not qualify for a refund pursuant to the warranty.

- a) Vehicle or parts damaged during shipping or storage ;
- b) **Cost of missing options to meet state or province regulations. The minibus is built according to the distributor's signed purchase order ;**
- c) Paint damage caused by road debris, including stone chipping, environmental and industrial fallout ;
- d) Transportation of vehicle for inspection and/or repair purposes ;
- e) Costs incurred by overtime work ;
- f) Troubleshooting and diagnosis time due to a lack of product knowledge ;
- g) Cost of replacement vehicle (similar product) during repairs under warranty ;
- h) Cost of transportation and communications during repairs under warranty ;
- i) Failure on chassis (cut away) or chassis parts ;
- j) Failure caused by non-Micro Bird parts or components;
- k) Normal noises, vibration, deterioration, discoloration, distortion, deformation and fading are not considered defects and not covered by any warranty.

### CLAIMS

All warranty repairs must originate within the warranty period as stated herein and must be submitted through an authorized Micro Bird distributor and through Micro Bird Service and Warranty Department. A warranty repair estimate (parts and labor) over \$200.00 must be submitted in writing for approval by Micro Bird Service and Warranty Department. (Include a detailed description and pictures of the problem in question). The estimate, and all required information, may be submitted via e-mail to speed up processing. **Approval must be obtained prior to any repairs over \$200.00.** Repairs must be completed no later than ninety (90) days following receipt of an approval from Micro Bird Inc. Sublet repairs will be credited at Micro Bird Inc. warranty labor rate.



**MICRO BIRD**  
*by* **GIRARDIN**

Limited Warranty and  
Policy Manual –  
Electric Commercial and  
School bus

Published : March 25, 2024

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## WARRANTY CONTACT INFORMATION

<b><i>Phone technical assistance Powertrain</i></b>	855-706-0618 Prompt 1
<b><i>Phone technical assistance Body</i></b>	819-477-2012 Prompt 364
<b><i>Technical Support Hours</i></b>	Monday – Friday : 8:00 a.m. – 7:00 p.m. EST
<b><i>Email Powertrain support</i></b>	<a href="mailto:support@ecotuned.com">support@ecotuned.com</a>
<b><i>Email Body support</i></b>	<a href="mailto:micro_bird_sav@microbird.com">micro_bird_sav@microbird.com</a>
<b><i>Business Hours</i></b>	Monday – Friday : 8:00 a.m. – 5:00 p.m. EST
<b><i>Claim submission</i></b>	<a href="https://golsystem.microbird.com/">https://golsystem.microbird.com/</a> - Claim Online
<b><i>Warranty Department</i></b>	<a href="mailto:warranty@microbird.com">warranty@microbird.com</a>



## INTRODUCTION

The purpose of the **Warranty Policy and Procedure Manual** is to assist dealers in providing owners of Micro Bird EV vehicles the warranty service to which they are entitled. No policy or procedure contained in this manual is intended to be inconsistent with, or contrary to the warranty statements and applicable state law.

This manual is essential to a dealership because it contains the information all employees need to provide warranty and policy services fairly and uniformly. It provides detailed information about the responsibilities of Micro Bird, our dealers, and our mutual customers regarding all warranty and campaign coverages.

Applying the provisions of this Manual will help us satisfy new vehicle owners and protect the good name of Micro Bird and your dealership by providing quality warranty and campaign service. These practices will help all of us as partners to accomplish our goal of satisfying customers who will continue to look to us for their new vehicle purchases and service needs.

## GUIDING PRINCIPLES

The guiding principle of Micro Bird's warranty program is that reimbursement shall be made to repair failures which are the result of a defect in material or workmanship. Such failures shall be referred to in this manual as a warrantable defect, warrantable failure, or reimbursable repair. In the event a potential warrantable failure occurs, the customer must contact the servicing dealer to coordinate the repair.

In the event a potential warrantable failure occurs on a component which is not warranted by Micro Bird, but rather the component manufacturer, the customer must still contact the servicing dealer to coordinate repairs with the component manufacturer's authorized repair centers (Ford, Valeo, Freedman).

## WARRANTY COVERAGE

Coverage	1 year 20,000 km 12,000 miles <sup>1</sup>	5 years 160,000 km 100,000 miles <sup>1</sup>	8 years 160,000 km 100,000 miles <sup>1</sup>	8 years 85 MWh 160,000 km 100,000 miles <sup>1</sup>
Body Structure Coverage		X		
Paint adhesion		X		
Parts not included in Body Structure Coverage	X			
Powertrain		X		
High Voltage Components		X		
Propulsion Battery			X	
Propulsion Battery Capacity				X
Towing / Road Service <sup>2</sup>		X		

1. For a period of five (5) years/160,000 kilometers or 100,000 miles, whichever occurs first from date of delivery of the vehicle to the original user, Micro Bird Inc. warrants the:
  - a. Body structure (those structural metal components welded or riveted together forming floor, side walls, roof, front and rear sections) to be free from defects in structural integrity (i.e. breakage or cracking) including rust-through. Proof of undercoating maintenance will be required for rust through claims. If lack of undercoating is the cause of the rust issue, the warranty will not apply.
  - b. Paint adhesion failures which occur as the result of defects in material or workmanship are reimbursable.
  - c. School bus seat frames and barrier frames to be free from defects in structural integrity (i.e., breakage or cracking).
  - d. Electric Vehicle (EV) Powertrain system: Motor, Transmission, Water pump, IC Box, Inverter unit, VCM, DC/DC converter, Onboard charger, Onboard charger connector, Charge cable, PRND Module, Speed sensor, Electric Heating Module, Heating Controller Telematics and powertrain related parts.



2. For a period of eight (8) years/160,000 kilometers or 100,000 miles or 85 MWh gross discharge throughout, whichever occurs first from date of delivery of the vehicle to the original user, Micro Bird Inc warrants the:
  - a. Battery performance to be maintained average seventy percent (70%) of initial battery's capacity after 2000 complete charge cycles. If possible, the lithium-ion battery components will be repaired or replaced, and the original lithium-ion battery will be returned to the vehicle. If necessary, the lithium-ion battery will be replaced with a new, remanufactured or factory reconditioned lithium-ion battery providing at least 70% of the original capacity. **\*\* This warranty covers any repairs needed to correct defects in materials or workmanship subject to the exclusions listed further in this document.**
  
3. For a period of one (1) year/20,000 kilometers or 12,000 miles, whichever occurs first from date of delivery of the vehicle to the original user, Micro Bird Inc. warrants the:
  - a. Parts on a Micro Bird by Girardin other than chassis parts.
  - b. Accessories, or components, except those having their own separate warranty and/or those accessories or components listed under the Exclusion section

Micro Bird Inc. obligation covered in this Commercial Bus Limited Warranty is limited to the repair or replacement (parts and labour) of such parts as shall, under normal use and service, appear to have been defective in workmanship or material. Without restricting the generality of this limitation, loss of use, commercial loss, and maintenance are specifically not covered.

Micro Bird Inc. cannot and will not assume any responsibility in connection with any of its bodies that have been altered outside the factory or without the written approval of the service and Warranty Department. Overloading beyond the normal seated and standee capacity voids all warranties.

**This limited warranty is expressly in lieu of all other warranties exposed or implied and all other obligations or liabilities. No person, including salesmen, dealers, distributors, or factory representatives of Micro Bird Inc., is authorized to make any representation or warranty concerning Micro Bird by Girardin products except to refer purchasers to this limited warranty. Micro Bird Inc. makes no warranty of merchantability of fitness for a particular purpose. Micro Bird Inc. shall not be liable for incidental or consequential damages.**

**This warranty is to be governed by and interpreted in accordance with the existing laws, trade practices and uses of the province of Québec.**

Micro Bird Inc. reserves the right to make changes in design and changes or improvements upon its products without imposing any obligations upon itself to install the same upon products previously manufactured.

## WARRANTY CLAIM

All **Powertrain** warranty repairs must originate within the warranty period as stated herein and must be submitted by an authorized Micro Bird by Girardin distributor and through Micro Bird Inc. Service and Warranty Department. **Any amounts over \$1000.00 (parts and labour) must be Preapproved prior to repairs.** A warranty repair estimate must be submitted in writing for approval (via e-mail). A detailed description of the situation and pertaining pictures shall be provided. The authorisation form request is available on GOLS.

All **Body** warranty repairs must originate within the warranty period as stated herein and must be submitted by an authorized Micro Bird by Girardin distributor and through Micro Bird Inc. Service and Warranty Department. **Any amounts over \$300.00 must be Preapproved prior to repairs.** A warranty repair estimate (parts and labour) must be submitted in writing for approval (via e-mail). A detailed description of the situation and pertaining pictures shall be provided. The authorisation form request is available on GOLS.

### PARTS

All **Powertrain** parts must be ordered through Ecotuned Technical support with a case number. The Ecotuned parts will be supply free of charge.

All **Body** parts must be ordered through G-Tech (A.G.I. / Autobus Girardin Inc.) parts department. The parts will be credited at distributor cost. G-Tech's invoice number must be supplied in the PARTS section of the claim online form. G-Tech /Autobus Girardin Inc. Tel: (800) 567-1448 or (819) 477-3222 Fax: (819) 475-9779 [microbirdparts@girardin.com](mailto:microbirdparts@girardin.com)

### LABOUR

The work time allowed for repairs will be credited according to the standard repair time list ([www.golsystem.com](http://www.golsystem.com), SERVICE / ELECTRIC VEHICLES / WARRANTIES / FLAT RATE CHART).

For any **Powertrain** repairs, if more than **2 hours** are spent to locate the source of defect, **Ecotuned Inc. technical support** must be contacted to open a case number.

For any **Body** repairs such as, but not limited to, electrical or water infiltration, if more than **1 hour** are spent to locate the source of defect, please contact **Micro Bird Inc. Service and warranty department** for technical help



## TOWING & TRAVELING

**Transportation of vehicle for Powertrain repair purposes:**

### **Towing**

Below 200 km distance allowed for repairs will be credited according the SRT list ([www.golsystem.com](http://www.golsystem.com), SERVICE / ELECTRIC VEHICLES / WARRANTIES / FLAT RATE CHART)

**Over 200 km must be preapproved prior to repairs by Ecotuned Technical support**

### **Road service**

Below 200 km allowed for repairs will be credited according the SRT list at **66%** of approved warranty labor rate gas included ([www.golsystem.com](http://www.golsystem.com), SERVICE / ELECTRIC VEHICLES / WARRANTIES / FLAT RATE CHART)

**Over 200 km must be approved prior to repairs by Ecotuned Technical support**

\*The reimbursement will be calculated with google maps for time and distance, the shorter will be chosen

## WARRANTY POLICY – PRODUCTS IN STOCK

The distributor shall conduct periodic monthly inspections of product(s) in stock. The distributor shall be solely responsible for any breakage, loss or deterioration which may occur to products in inventory and shall take the necessary steps to ensure that products are properly stored. If, during the storage period, a warranty claim is deemed necessary, it shall be accepted only in the case of a manufacturing defect and, not in the case of improper protection and/or storage protection defect.

## WARRANTY POLICY - DEMONSTRATORS

Demonstrations are sometimes required to promote sales. It is the distributor's responsibility to ensure that any Micro Bird by Girardin used as a demonstrator is in perfect order.

## WARRANTY CLAIMS PROCEDURE

The procedure to submit a claim is as follows:

### A) CLAIM SUBMISSION:

1. **The claims must be submitted by internet on GOLS.** ([www.golsystem.com](http://www.golsystem.com) / SERVICE / Claims Online).
2. All necessary sections of the warranty claim form must be completed.
3. **Each different issue on that vehicle must be separated and explained on different lines of the same claim number.**
4. A detailed description of the complaint, cause and correction made to solve the issue must be supplied.
5. Clear pictures showing the area (close up and farther away) from the bus before modifications must be annexed to enable proper understanding of needed repairs.
6. If the repairs have been performed outside the dealership, or if parts have not been purchased from our parts center, a copy of the sublet or part invoice must be annexed to the warranty claim to provide better documentation relevant to the analysis of the situation.
7. Claims should be checked periodically to provide any additional details or get information on merchandise return. In such cases, the claim will be highlighted in **RED** and our comments will appear in the SUMMARY section.

### B) TERMS AND CONDITIONS:

1. Any claim that includes a replacement part, or parts, must be accompanied by a copy of the invoice (from supplier) so as to justify the refund amount being claimed.
2. **All warranty claims must be submitted on Micro Bird Inc. Website no later than forty-five (45) days after the date of the repair work.**
3. No warranty claim will be processed if the vehicle has not been registered (doesn't apply to stock units).

**Repairs must be completed no later than ninety (90) days following receipt of an approval from Micro Bird Inc.**

Micro Bird Inc.  
Service and Warranty Department  
Tel.: (819) 477-2012 Ext. 364 Fax: (819) 475-9633  
[dave.caskenette@microbird.com](mailto:dave.caskenette@microbird.com)

## EXCLUSIONS

### BATTERY EXCLUSIONS

#### Damage or Failures due to:

Exposing a vehicle to ambient temperatures above 120°F (49°C) for over 24 hours. Leaving your vehicle for over 14 days where the lithium-ion battery reaches a zero or near zero state of charge. High-voltage battery damages due to improper vehicle storage. Refer to Micro Bird for the proper ways to maintain the vehicle high-voltage battery in the event the vehicle is not driven or is store for an extended period. Physically damaging the lithium-ion battery or intentionally attempting to reduce the life of the lithium-ion battery. Exposing the lithium-ion battery to contact with a direct flame. Immersing any portion of the lithium-ion battery in water or fluids. Opening the lithium-ion battery enclosure or having it serviced by someone other than a Micro Bird Dealer certified technician. Neglecting to follow correct charging procedures. Use of incompatible charging devices. Consequential damage caused by the failure to repair an existing problem.

The lithium-ion battery (EV battery), like all lithium-ion batteries, will experience gradual capacity loss with time and use. Loss of battery capacity due to or resulting from gradual capacity loss is NOT covered under this warranty beyond the terms and limits specified in the battery performance warranty above. See your service manual for important tips on how to maximize the life of the battery.

### GENERAL EXCLUSIONS

This limited warranty does not cover maintenance, wear or impact on Micro Bird by Girardin products, including, but not limited to, flexible and rigid hoses, electric wiring and harnesses and any other item that may show evidence of negligent use, overloading, abuse, accident, improper maintenance or storage, improper use, or unauthorized alterations.

The following factors are beyond Micro Bird Inc. control and do not qualify for a refund pursuant to the warranty.

- a) Vehicle or parts damaged during shipping or storage;
- b) Cost of missing options to meet state or province regulations. The minibus is built according to the distributor's signed purchase order.**
- c) Paint damage caused by road debris, including stone chipping, environmental and industrial fallout;
- d) Transportation of vehicle for inspection
- e) Costs incurred by overtime work;
- f) Troubleshooting and diagnosis time due to a lack of product knowledge;
- g) Cost of replacement vehicle (similar product) during repairs under warranty;
- h) Cost of transportation and communications during repairs under warranty;



- i) Failure on chassis (cut away) or chassis original parts;
- j) Failure caused by non-Micro Bird by Girardin parts or components;
- k) Normal noises, vibration, deterioration, discoloration, deformation and fading are not considered defects and are not covered by any warranty.

## PARTS RETENTION

**Defective part(s) can be disposed of only once the claim has been credited.** It may be necessary to return defective parts for evaluation. In such cases, a Returned Merchandise Authorisation (RMA) number will be given and defective parts will need to be shipped according to Micro Bird's instructions.

To facilitate prompt handling of your claim, returned parts must be cleaned and accompanied by a copy of the Returned Merchandise Authorisation. **In cases where a defective part is not returned by the distributor, as required by Micro Bird Inc., the associated claim will be cancelled within fifteen (15) days** of the date indicated on the authorized Returned Merchandise Authorisation.

## DISTRIBUTOR'S RESPONSIBILITIES

As a Micro Bird Inc. distributor, you are responsible for:

1. **Conducting a visual inspection within ten (10) days of the shipping date of the vehicle from the Micro Bird Inc. facility to your premises. No claim will be accepted for missing or damaged components after this delay.**
2. Checking each product for damage that may have occurred during shipping. Micro Bird Inc. cannot be held liable for damage occurring during shipping. Any claim must be filed with the carrier.
3. Conducting periodic monthly inspections of products in stock. You are solely responsible for any breakage, loss or deterioration which may occur to products in inventory and must take the necessary steps to ensure that products are properly stored.
4. Completing the Warranty Registration form on GOLS, making sure to provide accurate contact information concerning your customer. Any relevant information that is missing will result in a delay in the event of a recall notice and/or campaign.
5. Entering this information on GOLS is essential for the validation of our warranty program. No claims will be accepted unless the vehicle has been registered. (Does not apply to unsold vehicles).



6. As the end customer's primary source of information, you are responsible for informing your customers about the necessity of following a preventive maintenance program, about best operating practices, and about the safety rules to be followed when using a Micro Bird by Girardin.
7. Micro Bird Inc. Service Department can help you solve technical problems over the phone or by e-mail. In the event that a Micro Bird Inc. service representative must be dispatched to the location to help service the vehicle, the distributor is responsible for dispatching his own technical personnel on-site at the same time.
8. Wash the frame and underbody section from salt accumulation occurred during shipping to prevent any premature rust.

**Notice:** A survey may be sent directly to some of Micro Bird by Girardin owners to verify their level of satisfaction on the following points:

- Condition of the vehicle received (ex.: cleanliness, missing components).
- Quality of the vehicle received.
  
- Information received from his distributor (preventive maintenance program, operating practices, and safety rules).
- Quality of the sales service provided by his distributor.
- Quality of the after-sales service provided by his distributor.
- Etc.

## REVIEW OF DECISION

A distributor who wishes to appeal a claim settlement decision must communicate, in writing, the reasons for requesting a second examination of the warranty claim to [warranty@microbird.com](mailto:warranty@microbird.com) . Each case will be reviewed by a committee of experts and special agreements, if necessary, may be arrived at.



BLUE BIRD

## ***Standard Limited Warranty***

*North America (U.S.A. & Canada)*

Blue Bird Body Company (Blue Bird) warrants each bus to be free from defects in material and workmanship under normal use and service within the limits described below:

1. For a period of five (5) years from date of delivery to the original user, Blue Bird warrants the:
  - Interior and exterior paint adhesion to the body shell (those components forming side walls, roof, front and rear sections), doors (entrance/exit, emergency, compartments), BBCV hoods, and front/rear bumpers.
2. For a period of five (5) years/100,000 miles/160,000 kilometers, whichever occurs first from date of delivery to the original user, Blue Bird warrants the:
  - Chassis frame rails and cross-members to be free from defects in structural integrity (breaking or cracking).
  - Body shell (those structural metal components welded or riveted together forming floor, side walls, roof, front and rear sections) to be free from defects in structural integrity (breaking or cracking) including rust-through.
  - School bus seat frames and barrier frames to be free from defects in structural integrity (breaking or cracking).
  - Blue Bird emissions components not covered by the engine manufacturer conform with all U.S. federal emissions regulations at the time of manufacture and that they are free from defects in material or workmanship which would cause them not to meet the U.S. federal emissions regulations. Refer to the engine manufacturer's limited warranty statement for emissions warranty coverage by the engine manufacturer.
3. For a period of four (4) years/50,000 miles/80,000 kilometers, whichever occurs first from date of delivery to the original user, Blue Bird warrants the:
  - Front axle assembly, including king pins, I-beam, bushings and spindles, excluding brakes and axle ends.
  - Rear axle assembly and differential, excluding brakes and axle ends.
4. For a period of three (3) years/36,000 miles/60,000 kilometers, whichever occurs first from date of delivery to the original user, Blue Bird warrants the:
  - Comfort Aire® integrated air conditioner, if equipped, subject to documented annual service inspections. Contact your Blue Bird Dealer for assistance.
5. For a period of two (2) years from date of delivery to the original user, Blue Bird warrants the:
  - School bus passenger and driver windows. Transit-style windows not included.
6. For a period of two (2) years from date of manufacture, Blue Bird warrants the:
  - Paint gloss: Gloss reading shall not drop below 60 on 60° meter (70% of initial gloss).
  - Paint color retention: Color coat shall not shift colors more than 4ΔE from the centroid of the national standard
7. For a period of two (2) years/24,000 miles/40,000 kilometers, whichever occurs first from date of delivery to the original user, Blue Bird warrants the:
  - Suspension, excluding pins and bushings.
  - Driveshafts, support bearings and universal joints.
  - Tires (excluding wear), effective Dec. 2, 2013, conform with all U.S. federal emissions regulations at the time of manufacture and they are free of defects in material or workmanship which would cause them not to meet the U.S. federal emissions regulations. The warranties of the tire manufacturers may exceed the minimum U.S. federal emissions regulations. Refer to the tire manufacturers' limited warranty statements for complete warranty coverage by the tire manufacturers.
8. For a period of one (1) year/12,000 miles/20,000 kilometers, whichever occurs first from date of delivery to the original user, Blue Bird warrants:
  - All other components not covered in 1-7 above, except diesel engines, propane engines/fuel systems, automatic transmissions, wheelchair lifts, non-Blue Bird air conditioners, and batteries. The warranties of the diesel engine, propane engine/fuel system, automatic transmission, wheelchair lift, non-Blue Bird air conditioners, and batteries, are provided solely by, and are the responsibility of, those manufacturers and are not a part of Blue Bird's limited warranty.

Blue Bird's obligation covered in this limited warranty is limited to the repair or replacement of such parts as shall, under normal use and service, appear to have been defective in workmanship or material. This warranty is applicable to Blue Bird bus products, All American (AFE, A3RE, D3FE, D3RE, T3FE, T3RE) and Vision (BBCV), that are registered and operated in the United States of America, Canada, Puerto Rico, U.S. Virgin Islands, Guam, and American Samoa. The warranty period begins on the date the bus is delivered to the original user. During the warranty period, this warranty is transferable to subsequent Owners/Operators in U.S.A. or Canada.

**THIS LIMITED WARRANTY IS EXPRESSLY IN LIEU OF ALL OTHER WARRANTIES EXPRESSED OR IMPLIED AND ALL OTHER OBLIGATIONS OR LIABILITIES. NO PERSON, INCLUDING SALESPERSONS, DEALERS, OR FACTORY REPRESENTATIVES OF BLUE BIRD, IS AUTHORIZED TO MAKE ANY REPRESENTATION OR WARRANTY CONCERNING BLUE BIRD PRODUCTS EXCEPT TO REFER PURCHASERS TO THIS LIMITED WARRANTY. BLUE BIRD MAKES NO WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. BLUE BIRD SHALL NOT BE LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES.**

Contact your Blue Bird Dealer to obtain service for your Blue Bird bus. Your Blue Bird Dealer will help arrange for repairs by the Dealer or another qualified repair facility. Defects must be reported to a Blue Bird Dealer immediately upon discovery of the defect and within the warranty period as stated herein. Defects must be repaired immediately upon discovery of the defect and within the warranty period as stated herein. Unless authorized by the Blue Bird Dealer, repairs under this limited warranty are to be performed by the Blue Bird Dealer. It is the responsibility of the Owner/Operator to return the bus to the Blue Bird Dealer, or qualified repair facility authorized by the Blue Bird Dealer for warranty repairs. All claims for warranty repairs by other than the Blue Bird Dealer must be received by the Blue Bird Dealer not later than 30 days after the repair date. The owner/operator is responsible for operating and maintaining the bus as described in the Operator's and Service Manuals. All maintenance records should be retained by the owner/operator. Your Blue Bird Dealer will register the bus with Blue Bird and can assist with registering components that are warranted by the component manufacturers.

## **Limitations & Exclusions**

In addition to the limitations described on the previous page, items specifically not covered include but are not limited to:

- Engines, automatic transmissions, wheelchair lifts, air conditioners (other than Blue Bird Comfort Aire® system), tires, and batteries. The limited warranties for these components are provided solely by and are the responsibility of those manufacturers and are not a part of Blue Bird's limited warranty.
- Loss of use and incidental consequential expenses, including but not limited to commercial loss, loss of commercial fares, driver time or pay, lease or rental of substitute vehicle, storage, lodging, meals, telephone calls and other travel costs.
- Wear, wear-out and consumption. This warranty shall not apply to any parts or components which must be repaired, replaced or adjusted during the warranty period **that are due to wear, wear-out or consumption**, including but not limited to brake pads and linings, drums and rotors, wiper blades, light bulbs, filters, lubricants, fluids, belts, bearings other than those specifically covered by the limited warranty, suspension pins and bushings, batteries, worn seat covers, worn steptreads and floor covering, worn door and window seals, discharged fire extinguishers, damaged (scratches, cracks) gauge and light lenses, and tires. Wear not only includes friction-type wear but can also include environmental deterioration including but not limited to surface corrosion on exhaust pipes/clamps and brake drums/rotors, as well as fading, cracking or discoloration of seat covers caused by U.V.
- Maintenance including but not limited to tightening loose fasteners, axle & wheel alignments, wheel-balancing, tightening body tie-downs, door adjustments, tightening hose clamps, and sealing/caulking windows, doors, roof hatches and lights.
- This warranty shall not apply to any parts or components which must be repaired, replaced or adjusted during the warranty period as a result of accident damage, abnormal operation, misuse and/or abuse, including but not limited to excessive operation on unpaved, un-maintained roads, operation on cross-country trails or off-road conditions, collision, fire, vandalism, explosion, objects striking the vehicle, theft, freezing, riot, flood.
- Paint adhesion, gloss and/or color failures resulting from accidents/abrasions, road chemicals, caustic detergents/cleaners, and/or improper maintenance. Paint adhesion failures, whether warrantable defects or non-warrantable events, that are not repaired immediately upon discovery of the failure may deteriorate the finish and/or panels underneath. Surface corrosion and/or other progressive deterioration as a result of not repairing paint adhesion failures immediately is not covered by this warranty. Contact your Blue Bird Dealer before making any repairs to the paint finish.
- Paint gloss and color failures without evidence of proper care and maintenance, as recommended in the Driver's Handbook, nor repairs to correct paint gloss or color failures without preapproval by Blue Bird. Contact your Blue Bird Dealer before making any repairs to the paint finish.
- Vehicle modifications or equipment installations performed without the written approval of Blue Bird, to the extent the modifications or equipment installations adversely affect other vehicle components or performance, Blue Bird shall not accept any product liability or claims under the terms of the limited warranty. These claims become the sole responsibility of the company performing the modifications and/or installations.
- Transportation expenses to deliver the bus to a Blue Bird Dealer or nearest qualified repair facility, including but not limited to fuel, driver time/pay, mileage and towing.
- Repairs to parts or components which have been previously replaced with parts not obtained from Blue Bird or failures caused by non-Blue Bird parts or components. Rework of repairs not performed by or approved by a Blue Bird Dealer.
- Excessive labor hours, premium labor costs, overtime labor costs, local taxes. This limited warranty covers reasonable labor to perform replacement or repair.
- Defects not reported to a Blue Bird Dealer and repaired during the warranty period. Repairs are to be made immediately upon discovery of the defect.
- Damage caused by using improper or contaminated fluids, including but not limited to fuels, lubricants and coolant. Damage caused by using fluids that do not meet Blue Bird's or the Manufacturers' minimum recommendations. Damage caused by the lack of fluids and/or improper fluid maintenance.
- Using non-Blue Bird service parts. Usage of non-Blue Bird parts will affect future warranty coverage.
- Overloading beyond the normal seated and standee capacity voids all warranties.

Blue Bird reserves the right to make changes in design and changes or improvements upon its products without imposing any obligations upon itself to install the same upon products theretofore manufactured. Any suit alleging a breach of this limited warranty or of any other alleged warranty, including any claim for rescission or revocation of acceptance, must be filed within one year of breach.

## **Controlling Law and Severability**

This Limited Warranty shall be governed by and construed in accordance with the laws of the State of Georgia, U.S.A. The owner/operator agrees and consents to the exclusive jurisdiction of the courts of the State of Georgia for all purposes regarding this Limited Warranty and further agrees and consents that venue of any action involving this Limited Warranty or any other alleged warranty, including any claim for rescission or revocation of acceptance, shall be exclusively in Peach County, Georgia. Owner/Operator hereby submits to personal jurisdiction in Peach County, Georgia and waives any objection or argument related to venue, personal jurisdiction, forum non convenienc, and/or transfer. If any portion hereof is found to be void or unenforceable, the remaining provisions of the Limited Warranty shall remain in full force and effect.



Bulletin Number: 6567524	Released Date: 7/2024
US and Canada PowerDrive 7000 (PD7000) 2024/02 Battery Electric Systems	

# US and Canada PowerDrive 7000 (PD7000) 2024/02 Battery Electric Systems

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## Coverage

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### Product Warranted

This Limited Warranty is subject to the separate coverages and the exclusions and limitations described below. This Limited Warranty applies to new PowerDrive 7000 (PD7000) 2024/02 Battery Electric Systems sold by Cummins and delivered to the first owner on or after November 1, 2024 within the US and Canada\*. The Base Warranty covers any failures of the Battery Electric System (Powertrain and Battery Pack) which result, under normal use and service, from a defect in material or factory workmanship (Warrantable Failure) during the terms set forth below.

### Powertrain Warranty

The Powertrain Warranty covers Warrantable Failures of the Powertrain, including Propulsion Motor, Inverter, Cooling Pumps, Coolant Heaters, High Voltage Junction Box, High Voltage DC/DC Converter, Refrigerant Compressor, DC/AC Inverter, System Controller and Battery Management Controller or any other powertrain components supplied by Cummins. This coverage begins with the sale of the Battery Electric System by Cummins and ends 5 years or 100,000 miles whichever occurs first, after the date of delivery of the Battery Electric System to the first user.

### Battery Pack Warranty

The Battery Pack Warranty covers Warrantable Failures of Battery Pack (covered part). This coverage begins with the sale of the Battery Electric System and ends 8 years or 195MWhrs of gross discharge throughput per pack, whichever occurs first, after the date of delivery of the Battery Electric System to the first user. If throughput is exceeded within the first three years, coverage continues until the end of the third year or 50,000 miles, whichever occurs first. Battery state of health deterioration below 75% within the terms listed above is a warrantable failure of the Battery Electric System. The procedure for determining state of health can be found in the service manual. **These Warranties are made to all Owners in the chain of distribution and coverage continues to all subsequent Owners until the end of the periods of coverage.**

## Cummins Responsibilities

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### During The Product Warranty



Cummins will pay for all parts and labor needed to repair the damage to the Battery Electric System resulting from a Warrantable Failure. Cummins will pay for antifreeze and other maintenance items that are not reusable due to a Warrantable Failure. Cummins will pay for reasonable labor costs for Battery Electric System removal and reinstallation when necessary to repair a Warrantable Failure. Cummins will pay reasonable costs for towing a disabled vehicle to the nearest authorized repair location when caused by a Warrantable Failure. In lieu of towing expenses due to a Warrantable Failure, Cummins will pay reasonable costs for mechanics to travel to and from the location of the vehicle, including meals, mileage and lodging, when the repair is performed at the site of the failure.

## **Owner Responsibilities**

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### **During The Product Warranty**

Owner is responsible for the cost of antifreeze, filter elements and other maintenance items replaced during Warranty repairs unless such items are not reusable due to the Warrantable Failure. Owner is responsible for the operation and maintenance of the Battery Electric System as specified in the applicable Cummins Operation and Maintenance Manuals. Owner is also responsible for providing proof that all recommended maintenance has been performed. Before the expiration of the applicable Warranty, Owner must notify a Cummins distributor, authorized dealer or other repair location approved by Cummins of any Warrantable Failure and make the Battery Electric System available for repair by such facility. Except for Battery Electric Systems disabled by a Warrantable Failure during the Base Warranty such that repairs are performed at the site of the failure, the Owner must also deliver the Battery Electric System to the repair facility. Service locations are listed on the Cummins Worldwide Service Locator at [cummins.com](http://cummins.com). Owner is responsible for communication expenses, meals, lodging and similar costs incurred as a result of a Warrantable Failure. Owner is responsible for non-Battery Electric System repairs and for "downtime" expenses, fines, cargo damage, all applicable taxes, all business costs and other losses resulting from a Warrantable Failure.

## **Limitations**

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Cummins is not responsible for failures or damage resulting from what Cummins determines to be abuse or neglect, including, but not limited to: operation without adequate coolants; lack of maintenance of cooling systems; improper storage, starting, or shutdown practices; unauthorized modifications of the Battery Electric System; or use of the Battery Electric Systems or Battery Packs as a stationary power source except when operating a Cummins approved V2G capability. Any unauthorized modifications to the Battery Electric System will void the Warranty. Cummins is also not responsible for failures caused by incorrect coolant. Cummins is not responsible for any Battery Pack damage resulting from attempting, either by physical means, programming, or other methods, to extend (other than as specified in Cummins Operation and Maintenance Manuals) or reduce the life of the Battery. Cummins is not responsible for failures/ damages resulting from a defect/failure within a vehicle charger or use of a charger that does not meet Cummins specifications. Cummins is solely responsible for

determining if a charger meets Cummins specifications. Parts used to repair a Warrantable Failure may be new Cummins parts or Cummins approved rebuilt, repaired or refurbished parts. Cummins is not responsible for failures resulting from the use of parts not approved by Cummins. A new Cummins or Cummins approved rebuilt, repaired or refurbished parts used to repair a Warrantable Failure assumes the identity of the part it replaced and is entitled to the remaining Coverage hereunder. For warranty claims specific to Battery Pack capacity, the replacement Battery Pack will be in a condition appropriate to the age and mileage of the PowerDrive 7000 (PD7000) 2024/02 systems sufficient to achieve or exceed the minimum Battery Pack capacity for the remainder of the warranty period of the original Battery Pack. Note that PowerDrive 7000 (PD7000) 2024/02 system range estimates are an imperfect measure of Battery Pack capacity because they are affected by additional factors separate from Battery Pack capacity. The measurement method used to determine Battery Pack capacity, and the decision of whether to replace or provide rebuilt, repaired or refurbished reconditioned or remanufactured parts, and the condition of any such rebuilt, repaired or refurbished parts, are at the sole discretion of Cummins. The Battery Pack, like all lithium-ion batteries, will experience gradual energy or power loss with time and use. Loss of Battery Pack energy or power over time or due to, or resulting from, Battery Pack usage is NOT covered under this Powertrain Limited Warranty, unless it has degraded below the state of health specified in the terms of this coverage. Low voltage batteries are NOT covered under this Battery Pack and Powertrain Limited Warranty. Cummins Inc. reserves the right to interrogate System Control Module (SCM) data for purposes of failure analysis. **CUMMINS DOES NOT COVER WEAR OR WEAROUT OF COVERED PARTS. THESE WARRANTIES SET FORTH HEREINAFTER ARE THE SOLE WARRANTIES MADE BY CUMMINS IN REGARD TO EACH BATTERY ELECTRIC SYSTEM AND THE COMPONENTS THEREOF. CUMMINS MAKES NO OTHER WARRANTIES, EXPRESS OR IMPLIED, OR OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. CUMMINS SHALL NOT BE LIABLE FOR LOST REVENUES OR PROFITS, BUSINESS INTERRUPTION, DAMAGE TO GOODWILL, ENHANCED DAMAGES OR FOR ANY CONSEQUENTIAL OR INCIDENTAL DAMAGES RESULTING FROM OR CAUSED BY THE USE, OPERATION, FAILURE OR DEFECT OF ANY PRODUCTS.** This Warranty shall be enforced to the maximum extent permitted by applicable law. This Warranty gives you specific legal rights, and you may also have other rights which vary from state to state or country to country. \*United States includes American Samoa, the Commonwealth of Northern Mariana Islands, Guam, Puerto Rico and the U.S. Virgin Islands.