

# WARRANTY CLAIM PAYMENT

---

## **Payment Cycle**

ARBOC Specialty Vehicles makes warranty payments to the dealer on a regular schedule.

## **Warranty Payment Documents**

Dealers will receive the following document with each warranty payment cycle:

- **Warranty Check** - Payment for approved warranty claims processed during the payment period. Warranty Claim information can be found on the stub part of the warranty check or a payment voucher statement can be reviewed in the Dealer Portal.

## **Warranty Claim Re-submittals**

Dealers may resubmit for shortages on warranty claims that are denied for lack of sufficient information, documentation, parts return, etc., with the deficiencies corrected via the Dealer Portal. Photocopies of warranty claims will not be accepted as re-submissions. Dealers must use the following procedures for re-submitting warranty claims.

- Re-submittals of warranty claims must be made within 30 days of payment of the original claim. Claims re-submitted after 30 days are subject to rejection.
- Submit only the repair in question, not the entire claim, and only the difference which was not covered. All required information must be included on the claim. Follow normal claim submission procedures.
- Original Warranty Claim number must be noted and original repair dates must be entered on the new claim.

## **Warranty Claim Appeals**

Dealers may appeal warranty claims adjusted due to unsubstantiated parts and labor charges, incomplete information, etc. Photocopies of warranty claims will not be accepted as appeals. The following procedures are to be used to appeal claims.

- Appeals of warranty claims must be made within 30 days of payment of the original claim. Appeal claims submitted after 30 days are subject to rejection.
- Submit only the repair in question, not the entire claim, and only the difference which was not covered. All required information must be included on the claim. Explanations and descriptions which may substantiate the charges must be included in the claim.
- Original Warranty Claim number must be noted and original repair dates must be entered on the new claim.

# WARRANTY CLAIM PAYMENT

---

- Claims can only be appealed or re-submitted once. The decision made by the Warranty Department of appealed or re-submitted claims will be considered final.

## **Warranty Claim Statement / Claim Register Reconciliation**

Dealers are strongly encouraged to keep a claim register independent of the information provided in the ARBOC Dealer Portal. Upon receipt of each payment cycle Warranty Check, dealer service management must review any adjusted claims. Claims that can be corrected are to be re-submitted through the ARBOC Dealer Portal. Make sure all dealer accounting journals, such as the warranty receivable accounts, are adjusted to reflect true receivable amounts.

## **Chargebacks**

Warranty parts may be charged back to the dealers in the form of an invoice. These include “no charge” parts which were provided as a replacement but the defective part testing shows that the part operates correctly or as designed.

## **Late Claim Submission**

Claims must be submitted within (90) calendar days of repair completion. Claims submitted later than (90) calendar days will be subject to rejection.

# LIMITED WARRANTY

---

The selling dealer is to provide a copy of the specific product warranty document to each potential customer. A copy of the Limited Warranty can be obtained through the Dealer Portal and will be provided to every customer through the Customer Link.

**THIS LIMITED WARRANTY COVERS:** (i) **ONLY** the original purchaser of a new vehicle manufactured by ARBOC Specialty Vehicles, LLC (ARBOC) (the “Vehicle”); (ii) **ONLY** if the Vehicle was purchased from an authorized ARBOC Dealer (the “Dealer”); and (iii) **ONLY** Defects in workmanship performed and/or materials used to assemble those portions of the Vehicle not excluded below and/or not otherwise covered by separate manufacturer warranties. “Defect” means, as excluded below, the failure of the workmanship performed and/or materials used within the transit vehicle portion as the final stage up-fit and originally built, installed or modified by ARBOC, to conform within the design and manufacturing specifications and tolerances of ARBOC. This Limited Warranty is not transferable beyond the original purchaser. The Original Purchaser must register the Vehicle with ARBOC within 30 days of taking delivery. Failure to properly register the Vehicle will void this limited warranty.

**WHAT IS NOT COVERED:** (i) accessories and equipment added or changed after the Vehicle leaves ARBOC’s manufacturing facility; (ii) any unauthorized modifications made to the Vehicle outside of the ARBOC final stage up-fit; (iii) accessories and equipment that are working as designed, but which you are unhappy with because of the design, normal wear and usage; (iv) any “distressed” Vehicle (i.e. sold to Dealer “AS IS”, not purchased as new or not sold as new by a Dealer); (v) any Vehicle purchased from an unauthorized Dealer, through auction, through a bank or other financial institution; (vi) any Vehicle transferred beyond the Original Purchaser; (vii) any Vehicle damaged as a result of misuse, neglect, or failure to provide reasonable and necessary maintenance; (viii) any damage caused or exacerbated by unauthorized repair or attempted repair; (ix) any cosmetic flaws, including, but not limited to, scratches, bumps, tears, punctures, misuse, or fading; (x) any damage caused by mold or mildew; (xi) any damage caused by collision, fire, theft, war, terrorism, Acts of God, vandalism, explosions, overloading in excess of rated capacities, off-road use, and odometer tampering; (xii) any Vehicle previously used for promotional purposes; (xiii) the automotive chassis and power train, including, by way of example, the engine, drive-train, steering, ride and handling, braking, wheel balance or alignment, muffler, tire wear or failure, tubes, electrical system, fuel system, brake system, batteries and gauges; electrical systems unrelated; (xiv) any damage caused by the environment, including chemical off-gassing, pollutants, salt, tree sap, and hail; (xv) any Vehicle registered and/or used outside of the United States or Canada; and (xvi) any routine maintenance items such as front-end alignments, ride height, torque specifications, tire rotations, filters, belts, fluids, or other operational parts and supplies, service calls and procedures, such as adjustments to doors and ramps which are part of normal, routine maintenance.

# LIMITED WARRANTY

Please see the ARBOC Limited Warranty Statements for specifics, but below is an overview of coverage:

ARBOC Standard Warranty Coverage	Years	Miles	Kilometers	Coverage	Contact
<i>Spirit of Freedom</i> <i>Spirit of Mobility</i> <i>Spirit of Independence</i> <i>Spirit of Liberty</i> <i>Spiriti of America</i>	3	50,000	80,000	Parts & Labor	ARBOC
<i>Spirit of Equess</i>	3	75,000	120,700	Parts & Labor	ARBOC
ARBOC Structural Warranty Coverage	Years	Miles	Kilometers	Coverage	Contact
<i>Spirit of Freedom</i> <i>Spirit of Mobility</i> <i>Spirit of Independence</i> <i>Spirit of Liberty</i> <i>Spiriti of America</i>	5	100,000	160,000	Parts & Labor	ARBOC
<i>Spirit of Equess</i>	7	250,000	402,336	Parts & Labor	ARBOC
Powertrain Warranty Coverage	Years	Miles	Kilometers	Coverage	Contact
<i>Spirit of Freedom</i> <i>Spirit of Mobility</i> <i>Spirit of Independence</i> <i>Spirit of Liberty</i> <i>Spiriti of America</i>	See Chassis Manufacturer for Warranty Coverage				
<i>Spirit of Equess</i>	7	250,000	402,336	Parts & Labor	ARBOC
Manufactured Supplied Coverage	Years	Miles	Kilometers	Coverage	Contact
<i>Spirit of Freedom</i> <i>Spirit of Mobility</i> <i>Spirit of Independence</i> <i>Spirit of Liberty</i> <i>Spirit of America</i> <i>Spirit of Equess</i>	The optional accessories and/or components covered by separate manufacturer warranties and originally installed by ARBOC including, but not limited to electronic components (alternators, batteries, TVs, radios, PA systems, destination signs, camera systems), air conditioning/heating (not related to chassis system), paint, wheelchair ramps, safety equipment, and seating equipment. Warranty terms on these items will be subject to separate manufacturer warranties and may be administrated separately by the component manufacturer.				

**NOTE: Customer supplied parts will not include Warranty Coverage. ARBOC will only provide warranty against installation failure for 6 months/10,000 miles.**