

MODEL 1
COMMERCIAL VEHICLES®

OWNER'S GUIDE

CUSTOMER SERVICE
WARRANTY
PARTS SERVICE

LETTER FROM THE CEO

Dear Valued Customer,

Since our founding in 1980, our singular goal has been to satisfy your transportation needs by providing quality vehicles and superior customer service. Your loyal support has helped Model 1 grow from the nation's largest bus dealer to the foremost turnkey commercial vehicle solutions provider. Our breadth of over 75 diverse new product offerings still includes the buses where we got our start, but has expanded to include shuttles, vans, electric vehicles, work trucks, and more.

As we grow, we continue to reinvest in the systems that allow us to best support customers like you, whether that means sales, upfitting, refurbishment, rentals, parts, service, or beyond.

Keeping your new investment operating efficiently and safely is the highest priority of our service department. Many of our 25+ facilities nationwide provide full maintenance services such as fluid changes, emissions testing, and repairs.

We recognize that our success lies in the relationships we create and the satisfaction of customers like you. Thank you again for your trust in us and for choosing Model 1 Commercial Vehicles for your transportation needs.

Sincerely,



TONY MATIJEVICH

CHIEF EXECUTIVE OFFICER, MODEL 1 COMMERCIAL VEHICLES

OWNER RESOURCES

To support valued customers like you, Model 1 has created the Owner Resources page. Scan the QR code below to access valuable information on every feature of your new vehicle as well as operation videos, maintenance and owner's manuals, and more.

Or, visit model1.com and navigate to [Resources](#) ► [Owner Resources](#).

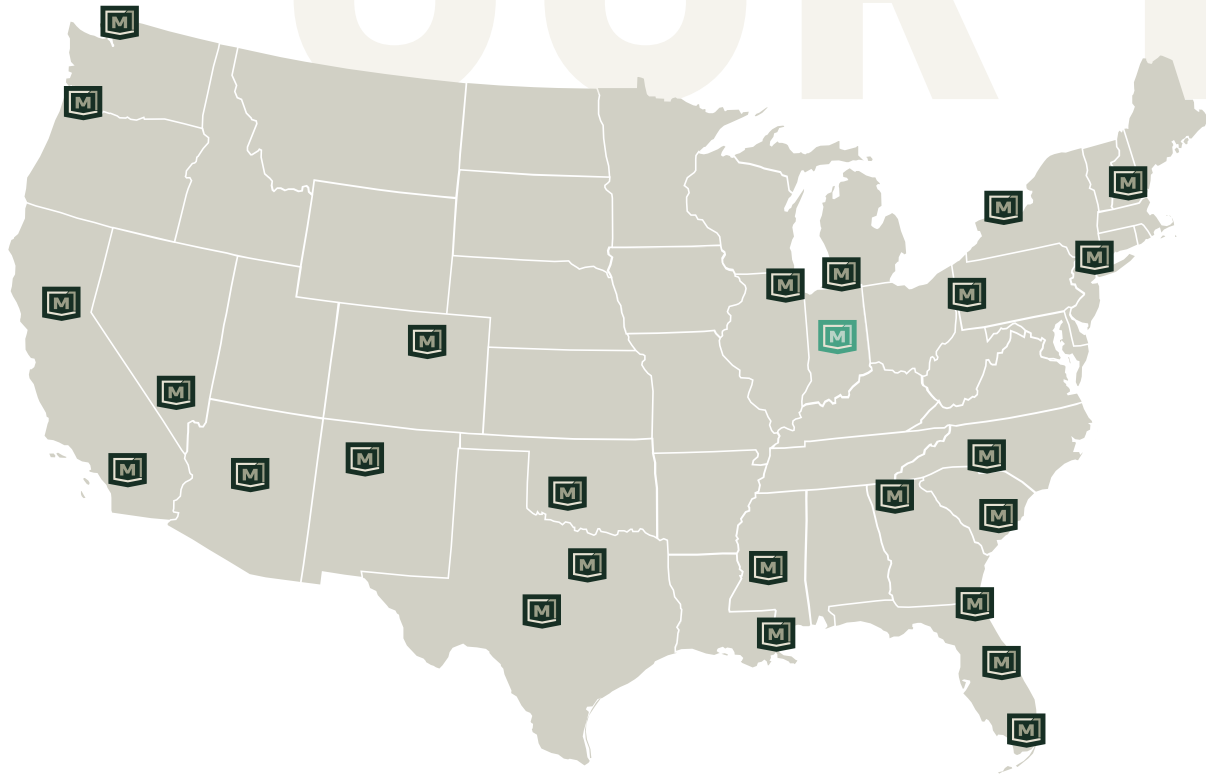
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Scan QR Code to access
Owner Resources.

OUR WORLD



ARIZONA

Phoenix

3615 S. 28th St
Phoenix, AZ 85040

SALES (602) 437-2255
M-F 8am-5pm

SERVICE (602) 437-0303
M-F 7am-3:30pm

CALIFORNIA

Los Angeles

14740 Ramona Ave.
Chino, CA 91710

SALES (909) 203-4810
M-F 8am-5pm

SERVICE (909) 993-5045
M-F 7am-3:30pm

Sacramento

7471 Reese Rd.
Sacramento, CA 95828

SALES (916) 596-4210

SERVICE (916) 244-6896
M-F 7am-3:30pm

COLORADO

Denver

4810 Olive St.
Commerce City, CO 80022

SALES (303) 351-7937
M-F 7am-3:30pm

SERVICE (720) 403-4038
M-F 7am-3:30pm

FLORIDA

Jacksonville

8600 Atlantic Blvd.
Jacksonville, FL 32211

SALES (904) 241-6004

SERVICE (904) 539-9497
M-F 7am-3:30pm

Orlando

7380 W. Sand Lake Rd.
Suite 554
Orlando, FL 32824

SALES (407) 816-0617
M-F 8am-5pm

SERVICE (407) 816-0617
M-F 7:30am-4pm

Miami

3314 S.W. 49th Way
Suite 3
Davie, FL 33314

SALES (754) 529-4390

SERVICE (754) 258-5006
M-F 7am-3:30pm

GEORGIA

Atlanta

4850 Massachusetts Blvd.
College Park, GA 30337

SALES (770) 305-0070
M-F 8am-5pm

SERVICE (770) 305-0070
M-F 7am-3:30pm

*All Hours of Operation
are based on local time
at that location.*

ILLINOIS

Chicago

1320 E. Chicago St.
Elgin IL, 60120

SALES & SERVICE (463) 234-9400
M-F 8am-5pm

INDIANA

Elkhart

57475 Co. Rd. 3
Elkhart, IN 46517

SALES (574) 343-1050
M-F 7:30am-4:30pm

SERVICE (574) 584-7803
M-F 7:30am-4pm

Indianapolis (HQ)

9225 Priority Way W. Dr.
Suite 300
Indianapolis, IN 46240

SALES (463) 234-9400
M-F 8am-5pm

EDUCATIONS

LOUISIANA

New Orleans

56396 Frank Pichon Dr.
Slidell, LA 70458

SALES (985) 726-5142

M-F 7:30am-4:30pm

SERVICE (985) 259-6377

M-F 7:30am-4pm

MISSISSIPPI

Pearl

102 Pete Walker Lane
Suites 1 & 2

Pearl, MS 39208

SALES (601) 502-0526

SERVICE (601) 608-5455

M-F 7:30am-4pm

NEVADA

Las Vegas

3640 S. Highland Dr.
Las Vegas, NV 89103

SALES (702) 983-1291

M-F 7am-4pm

SERVICE (702) 983-1291

M-F 8am-4:30pm

NEW HAMPSHIRE

Hudson

13 Rebel Rd.
Hudson, NH 03051

SALES (603) 886-0880

SERVICE (603) 377-8930

M-F 7:30am-4:30pm

NEW JERSEY

Newark/New York City

2 Gowin Street
Sayreville, NJ 08872

SALES (201) 507-8500

M-F 8am-5:30pm

SERVICE (732) 353-1223

M-F 8am-3:30pm

NEW MEXICO

Albuquerque

5760 Pino Ave. N.E.
Albuquerque, NM 87109

SALES (505) 508-5944

M-F 8am-5pm

SERVICE (505) 503-1917

M-F 7am-3:30pm

NEW YORK

Buffalo

1500 N. America Dr.
West Seneca, NY 14224

SALES (716) 256-2510

M-F 8am-4:30pm

NORTH CAROLINA

Charlotte

2529 Oneida Rd.
Charlotte, NC 28269

SALES (704) 399-2700

M-F 7am-4:30pm

SERVICE (704) 399-6335

M-F 7am-3:30pm

OKLAHOMA

Duncan

1450 McCurdy Rd.
Duncan, OK 73533

SALES & SERVICE (463) 234-9400

M-F 8am-4:30pm

OREGON

Portland

7197 S. Tull Rd.
Canby, OR 97013

SALES (503) 226-3493

SERVICE (971) 319-4869

M-F 8am-4:30pm

PENNSYLVANIA

Pittsburgh

2100 Washington Rd.
Canonsburg, PA 15317

SALES (724) 749-8180

M-F 9am-11am

TEXAS

Austin

301 Congress Ave.
Suite 1815
Austin, TX 78701

SALES (888) 633-8380

M-F 8am-5pm

Dallas

4955 W. Northgate Dr.
Irving, TX 75062

SALES (469) 333-8909

M-F 8am-5pm

SERVICE (469) 333-8914

M-F 7am-3:30pm

SOUTH CAROLINA

Charleston

211 Farmington Rd.
Suite C
Summerville, SC 29486

SALES (843) 823-7180

SERVICE (843) 619-7452

M-F 7am-3pm

WASHINGTON

Seattle

11601 Cyrus Way
#101

Mukilteo, WA 98275

SALES (425) 609-1500

SERVICE (425) 609-1500

M-F 8am-4:30pm

View online:



PARTS



To order parts, scan or visit
parts.model1.com



Model 1's Parts Program is dedicated to supporting OEM and Aftermarket parts needs for commercial vehicles, work trucks, shuttles, transit or school buses, and more. Technical assistance can be provided immediately during business hours by contacting the Model 1 Parts team at **(888) 993-5040**.

- A/C & Heating
- Body
- Chassis
- CNG/Fuel
- Electrical
- Engine
- Exterior
- Fire Suppression
- Mirrors
- Seating
- Wheelchair Lift Parts
- Wipers





SERVICE

With numerous service locations across the nation, Model 1 is equipped to accommodate all your commercial vehicle servicing needs rapidly and efficiently. Our service bays are equipped with the newest state-of-the-art equipment to service your light, medium, and heavy-duty vehicles. Combined with our extensively trained and certified service technicians, you can count on Model 1 to provide the highest level of service and reliability.

Preventative Maintenance, Warranty, Advanced Repairs

- Preventive Maintenance
- State and Federal Inspections
- Warranty Services
- A/C Service & Repairs
- Alignment
- Engine Overhaul
- Driver Protection (Driver Barriers)
- Passenger Protection (Freedman Seating)
- Lift Inspections
- Camera/Audio Installation
- Child Checkmate Installation
- Bus Customization
- Passenger Counting System

OEM Factory-Trained Technicians, ASE Certified

- Ford / GM / IC / ARBOC / Starcraft
- Braun & Ricon Lift
- TransAir / Valeo / ACT

Maintenance Plans

Remote & Onsite Service

NEED MAINTENANCE, WARRANTY REPAIR, OPTION INSTALLATION, OR OTHER SERVICE?

Contact our Customer Care Department



(888) 633-8380



customer@model1.com



CONTACT US BEFORE BEGINNING ANY WARRANTY WORK

Please contact **warranty@model1.com** before any warranty work begins.

The following information will be needed in order to determine warranty coverage:

Year, Make, Model, VIN, Mileage

NOTE: Failure to follow this procedure may result in the denial of future vehicle warranty claims.

DON'T FORGET: It is extremely important to file your warranty claim within 30 days of the repair, or your claim could be subject to disapproval.

WARRANTY & REPAIR

WHERE DO I GET MY VEHICLE SERVICED FOR WARRANTY REPAIRS?

If you are near a Model 1 location (see page 02), we invite you to visit us for all warranty repairs. If there is no convenient location in your region, our Warranty team will assist you in locating an authorized warranty repair facility in your area. After determining where the repairs will be completed, a repair estimate must be provided to our Warranty team. No repairs are authorized to be completed for warranty purposes until the Model 1 Warranty team has approved the estimate provided.

I HAVE OTHER QUESTIONS ABOUT WARRANTY REPAIRS

Scan the QR Code to see a list of frequently asked questions regarding the warranty process. If you have a question that is not addressed in the FAQ, please contact us at **warranty@model1.com** for a prompt response.



Scan QR Code or visit
info.model1.com/warranty-faq
to see more warranty FAQs.

DEALER WARRANTY STATEMENT

Warranty restitution can only be applied to completed repairs if proper procedures are followed and it is determined that the issue is covered under the chassis, body, or component warranty.

VEHICLE / CHASSIS WARRANTY ITEMS

Contact us at **warranty@model1.com** for all your Model 1 Warranty needs or assistance in locating your local chassis dealer.

SUPPORTING OPERATIONS

MODEL 1 TELEMATICS POWERED BY GEOTAB

- **Reduce Risk** – Know what’s happening before incidents occur
- **Driver Safety** – Be alerted to critical events and coach at-risk drivers
- **Enhance Visibility** – Get a complete 360-degree view of your assets
- **Increase Uptime** – Be proactive with data-driven maintenance plans



MODEL 1 FLEET FUEL CARD BY WEX

- **Control** – Real time alerts notify you instantly when unusual purchases occur
- **Driver-Specific Security** – Every transaction requires a driver-specific PIN
- **Enhanced Visibility** – Every purchase is linked to a specific driver and vehicle
- **Integration** – Seamlessly integrated with Geotab
- **Increased Security** – You’re alerted if a fuel card is used while not in range of a designated vehicle

ALTERNATIVE FUEL SERVICES

OFFERING CARB & EPA-CERTIFIED DEDICATOR + BI-FUEL SYSTEMS

- Systems available for many manufacturers:
- Compressed Natural Gas and Propane Systems
- Proprietary specifications and schematics
- Comprehensive customer owner manuals
- Detailed BOMs and engineering drawings
- Onsite and remote customer training experiences available
- Largest Ford Pro Upfitter - Alternative Fuel Installer
- Certified service technicians nationwide for remote and onsite assistance
- Multiple field service teams available







VIEW VEHICLE INVENTORY, SCHEDULE MAINTENANCE, PURCHASE PARTS, & MORE



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