



WARRANTY MANUAL / TECHNICAL DELIVERY



Grand
Executive

Grand
Shuttle

 **Marcopolo**

INTRODUCTION

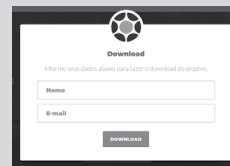
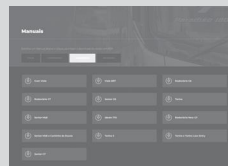
NOTE

• This manual contains basic information about your product. For more detailed information, please refer to Marcopolo's website by accessing the link: <http://www.marcopolomexico.com.mx/central-download/manuals>

If you want to access it directly, open your smart phone's camera and scan the QR code on the side.



Click on the desired model, fill out your name and e-mail and then click on "DOWNLOAD".



This manual is intended to guide users on the terms of the warranty, technical delivery and preventive maintenance. Further information and details can be found in the Operation and Maintenance Manual available on the manufacturer's website (see note on this page).

Read carefully and find out how to correctly handle, operate and care for your vehicle to have a long service life. Before starting your vehicle for the first time, read the information contained in this manual and in the Operation and Maintenance Manual.

The durability of your Product depends on the way it is handled in service, and satisfactory operation is the result of your careful and regularly performed work.

If technical assistance is needed for the vehicle, always consult your Authorized Representative. They will be delighted to help you maintain and conserve the vehicle. They are ready to offer you all the necessary technical assistance.

All information contained in this manual is important for safe driving of the vehicle and should be observed to ensure the safety of its components and the physical integrity of its occupants.

However, we highlight some information that, if not strictly observed, could result in property damage to vehicle components, or cause injury to its occupants.

At the discretion of the sales department, certain special components may be considered mandatory equipment for some vehicle models, in order to meet market requirements.

Only use parts and accessories recommended by the manufacturer. Use of parts and accessories not recognized by the manufacturer may compromise the durability and safety of your product.

The manufacturer reserves the right to modify the specifications or make improvements to the vehicles, at any time, without incurring the obligation to make the same modifications to the vehicles previously sold.

In conclusion, we take the opportunity to congratulate you on choosing a Marcopolo product, assuring you that we have the utmost interest in keeping you satisfied.

This manual contains the warranty agreement, information on service points and the body maintenance plan, as well as other important guidelines and alerts that are necessary for the best use of the vehicle, complementary information, which will be available in the forms shown to the side.

Special attention should be paid to instructions preceded by the words **NOTE**, **WARNING**, and **DANGER** because of their importance.

Check the instructions on the side to avoid personal accidents, damage to the vehicle and assist you in the proper functioning of the vehicle.

Carefully follow the instructions in this manual to obtain the best performance from the vehicle and economical and safe operation.

NOTE

Instructions that warn about the operation, warranty and the necessary precautions for the proper functioning of the vehicle.

WARNING

Instructions that require attention to avoid accidents with personal injury or damage to the vehicle.

DANGER

Instructions on the severity involved in the situation to avoid possible serious or even fatal injuries.

1. WARRANTY AGREEMENT

1.1. The manufacturer ensures its products that, under normal conditions of use, may present defects in material, manufacture or assembly, within the terms specified in this warranty agreement, provided that all maintenance is carried out at the intervals provided for in this warranty agreement.

1.2. This warranty refers to the body of the vehicle, not covering the chassis, the warranty of which is given by its manufacturer, according to its own manual.

NOTE

- In order for a warranty to be considered valid, the failure claim must be generated during the warranty period of the vehicle.
- The following warranty terms may vary in special contracts (bids) and / or specific negotiations.

2. WARRANTY EXPIRATION DATE

2.1. The body warranty is valid for a period of **05 (five) years or 100,000 miles**, subject to the conditions of warranty and limitations, except for the components described in items 2.2 to 2.11 and items 5.1 to 5.15, for which the period in months described below prevails.

2.2. The paint is under warranty for a period of **3 (three) years or 60,000 miles** against possible adhesion and resistance defects, as long as it is cleaned with products recommended by the manufacturer. Over time and through the use of the vehicle, the paint becomes degraded due to the weather and the sun's rays, which characterizes as natural wear of the paint, including its shine, not being covered by warranty.

NOTE

Information on maintenance and cleaning is contained in the Operation and Maintenance Manual available on the manufacturer's website informed at the beginning of this manual.

2.3. Structural Integrity of the Body – Main Structure (except doors and hatches - Wear items) – **05 (five) years or 100,000 miles**, against cracks, failure of designs, materials and manufactures.

2.4. Structural Corrosion of the Body - Frame (except doors and hatches - Wear items) – **05 (five) years or 100,000 miles** of warranty provided that the body is used under normal conditions of use, with strict observance of the manufacturer's design specifications, regarding maintenance and conservation, as well as operating in environments of low aggressiveness. This warranty does not cover external coverings and other body components.

2.4.1. External coatings (including ceiling) are under warranty for **05 (five) years or 100,000 miles**, against corrosion and/or manufacturing or assembly defects.

WARNING

- For environments considered aggressive, such as: operation in coastal areas with high salinity, in mining, and conditions of high humidity and/or regular operations on unpaved roads, the respective options made available by the manufacturer to meet these requirements must be included in the order.
- Vehicles used in conditions of severe or special use accelerate the wear of the components and may require maintenance and repairs at **shorter intervals due to aggressive use**.
- Items worn prematurely that do not have a defect in material, manufacture or assembly will be the responsibility of the owner, as well as the costs associated with these events, since premature wear is directly linked to the severity of use.

2.5. Components - **03 (three) years or 60,000 miles** of warranty regarding resistance, operation, bonding and attachment, as long as the defects are not the result of natural wear or abnormal and inappropriate conditions of use.

WARRANTY AGREEMENT

2.6. Windshield, porthole, fixed or movable side windows, mirrors and glass lenses of the lights (when equipped), have a limited warranty of **03 (three) years or 60,000 miles** for breaks and cracks. It will only be recognized when it results from deficiency of accommodation in the body or from an intrinsic defect.

2.6.1. Windshield wiper system (except blades) - 01 (one) year or 20,000 miles of warranty against manufacturing or assembly defects.

2.6.2. Windows and glass in general have 03 (three) years or 60,000 miles of warranty against manufacturing or assembly defects (dimensional, PVB glue, iridescent stains).

2.6.3 Rubbers in general, window panes and channels, are considered parts that suffer natural wear over time and use, and therefore the warranty is limited to 03 (three) years or 60,000 miles.

2.7. Bulbs, fuses, reactors, control keys, coils/solenoids, diodes, micro switches, are all parts with a limited time of use, and have limited warranty coverage of 03 (three) months or 05,000 miles.

2.7.1. Electronics (Multiplex and Entertainment) are under warranty for 01 (one) year or 20,000 miles. All other electronics are under warranty for **02 (two) years or 40,000 miles.**

2.7.2. Lights (Full Led and Hybrid) are under warranty for 02 (two) years or 40,000 miles, and taillights are under warranty for 02 (two) years or 40,000 miles. It is considered misuse if, when replacing bulbs, the sealing caps of the lights are not correctly placed and closed, allowing water and dust to enter.

2.8. Electric motors, heater/defroster blower, overhead luggage rack air blower, windshield washer motors, door guides, are under warranty for 02 (two) years or 40,000 miles.

2.8.1. 2.8.1 Pistons (gas springs) on reclining seats have 02 (two) years or 40,000 miles of warranty. Other gas springs in general (hatches and others) have **a 03 (three) years or 60,000 miles warranty.**

2.8.2. Air conditioning - In accordance with the warranty policy for each equipment (see air conditioning equipment manual). **Notice:** The warranty for the equipment installation is limited to **02 (two) years or 40,000 miles.**

2.9. Adhesives in general, logos, signs, chrome and resin applications (internal and external) are natural wear parts and have a limited warranty of 03 (three) years or 60,000 miles for manufacturing and/or application defects (peeling, bubbles, fading of the print, loss or degradation of brightness, chromium plating), except if misuse by chemical and abrasive attacks due to cleaning and use of the vehicle is detected.

NOTE

Information on maintenance and cleaning is contained in the Operation and Maintenance Manual available on the manufacturer's website informed at the beginning of this manual.

2.9.1. Wooden flooring (naval plywood) and floor covering are under warranty for a period of 03 (three) years or 60,000 miles, except when misuse is identified.

2.9.2. Misuse is understood to be the use of running water or pressurized jets to wash the inside of the vehicle, or even use of the vehicle in places with accumulated water, floods, streams, rivers and the like.

2.9.3. Likewise, any alteration of the original characteristics of the vehicle due to its use is explicitly forbidden, such as and not limited to: alteration of the seat arrangement, new floor drilling and excess weight on the flooring.

2.10. Any other event that is not provided for in this provided for in item 2 and its sub-items, will be subject to analysis and decision by the manufacturer.

2.11. The warranty of Marcopolo body is valid from the issuance of the sales invoice to the first buyer.

3. SCOPE

3.1. The warranty covers the parts and components assembled in the Marcopolo body that present defects or failures, according to item 2 and as long as the exceptions described in item 5 and its sub-items are not verified.

3.2. The warranty covers labor corresponding to the services performed within the deadlines set forth in item 2 for any material, manufacturing or assembly failures.

3.3. The warranty covers necessary repairs or replacement of parts and components proven to be defective due to material, assembly or manufacturing failure. IN NO EVENT WILL THE PRODUCT BE REPLACED.

3.4. Any event that is not foreseen in this agreement will be object of analysis and decision of the manufacturer.

3.5. The replacement of mechanical, electrical and electronic assemblies/aggregates will only be considered in the impossibility of their repair.

4. CONDITIONS FOR THE VALIDITY OF THE WARRANTY

4.1. Perform the preventive maintenance established by the manufacturer for the product through the Marcopolo Authorized Representatives network.

4.2. Use the product properly, according to its technical specifications and use it for its intended purpose.

It is understood as using the product properly when the body is used under normal conditions of use, with strict observance of the manufacturer's design specifications, regarding its maintenance and conservation, as well as operating in environments of low aggressiveness.

4.3. Observe the guidelines given in the vehicle's Operation and Maintenance Manual, available on the manufacturer's website informed at the beginning of this manual.

4.4. Keep the original structure of the product unchanged.

4.5. Only use capacity and loads that do not exceed the established limits.

4.6. Only allow the vehicle to be driven by persons authorized by law.

4.7. Request and perform scheduled maintenance and services exclusively at an Authorized Marcopolo Representative.

① NOTE

Failure to comply with any sub-item of item 4 automatically cancels the product's warranty.

5. WARRANTY LIMITATIONS

5.1. Defective and replaced parts or components under warranty will become the property of the manufacturer.

5.2. The warranty covers possible failures of material, manufacture or assembly resulting from the product's construction processes, and the manufacturer is responsible for repairing it through the Marcopolo Authorized Representatives network, with the replacement of parts or components approved by the manufacturer or in the provision of services, aimed at correcting the anomaly.

5.3. The parts or components that suffer natural wear and tear must be replaced according to the vehicle's use, with the owner responsible for the expenses, except if a material, manufacturing or assembly defect is found, within the warranty periods specified in item 2.

5.4. Replacements of these parts, which are necessary due to the end of their service life, are the sole responsibility of the customer. Wear is visible on the parts thus characterized, the duration of which is closely linked to the driving conditions, mileage traveled, use type and driving style.

5.5. This warranty excludes expenses related to the maintenance items indicated below: lubricants, tests and adjustments, general tightening and air conditioning gas load (when leakage occurs for a long period of inactivity).

5.5. This warranty applies exclusively to the body, its parts and components, and does not cover expenses with towing, transportation, parking of the vehicle or personal expenses, such as: phone calls, accommodation and others, as well as emerging damages and loss of profits, direct, indirect or from third parties, and is limited to repairing the vehicle, replacing or repairing its parts or components.

5.6. The travel expenses of the Marcopolo Authorized Representative to the vehicle and the vehicle to the Marcopolo Authorized Representative's premises are not covered by this warranty.

5.7. Parts that have defects resulting from the application of other parts and / or components not approved by Marcopolo that do not maintain the original characteristics of the product are excluded from the warranty.

5.8 This warranty does not cover equipment or changes performed and applied by third parties that are not authorized by documents from the manufacturer.

5.9 The replacement of defective parts or components with new ones, or services performed within the product warranty period does not imply an extension of the validity period of the original product warranty described in item 2.

5.10 This warranty does not cover defects caused by prolonged disuse, accidents of any kind, unforeseeable events or force majeure.

WARRANTY AGREEMENT

5.11. Some components have a warranty from the respective manufacturers, radio, destination sign, video monitors, air conditioning, refrigerator, liquid heater, coffee maker, monitors, DVD, DVR, cameras, driver's seat, lifts (Elevittá, Foca and OrtoBrás brands, Palfinger brands, only via Marcopolo), streaming, parking sensor (Orbe brand, Bosch brand only via Marcopolo).

5.11.1. These should be sent to Marcopolo's Authorized Representative, who will send them to the respective authorized representatives of the component manufacturer, which will provide the appropriate warranty, as long as the validity periods in item 2 are observed.

5.12. The warranty excludes discoloration or alteration of paint caused by improper use or natural or accidental wear of the product.

5.13. Only Marcopolo Authorized Representatives are able to provide warranty service.

5.14. The parts replaced under warranty, within the period specified in item 2, will have its validity according to the current term of the vehicle warranty. Example: if a certain component has a **12-month** warranty and failed in the 10th month due to a proven manufacturing or assembly defect, the part is replaced and will be under warranty for the additional period of the genuine part that left the factory, i.e., for another **02 months**.

5.15. After the vehicle's warranty period, genuine parts purchased from an Authorized Marcopolo Representative and replaced at the vehicle's facilities will be under warranty for **12 (twelve) months**. Except for parts mentioned in item 2.6 (wear items).

NOTE

- **Genuine parts** purchased from the Marcopolo Authorized Representative and replaced outside its premises, have a legal warranty of **06 (six) months**.
- **Original or alternative parts** purchased from the Authorized Marcopolo Representative and replaced at the same or outside the same premises, have a legal warranty of **90 (ninety) days**.

6. TERMINATION OF THE WARRANTY

6.1. The warranty is extinguished after the terms of item 2.

6.2. If, within the period referred to in item 2. and sub-items, it is found that the conditions established in this warranty agreement are not observed, especially the provisions in items 4.1. to 4.7.

6.3. The warranty on the product structure ceases.

6.3.1 If there are any changes to the original chassis suspension system;

6.3.2. If there are cracks or breaks in the chassis, or if the vehicle has damaged suspension components and/or if the components have been removed (shock absorbers, stabilizers, springs, etc.)

6.3.3. If there are dents on the bottom of the bus body;

6.3.4. If the vehicle suffers an accident or collision.

6.3.5. If the vehicle structure has been repaired or altered outside an Authorized Marcopolo Representative;

6.3.6. If the vehicle has carried loads above the stipulated weight limit, which is a maximum of 100 (one hundred) Kg/m² and/or passenger capacity exceeds the vehicle's load capacity according to its specifications and/or exceeds that permitted by the chassis;

6.3.7. If there are installations of components or accessories not approved by the manufacturer;

6.3.8. Failure to follow manufacturer's instructions.

6.3.9. For the non-execution in time of all and/or any maintenance established in the Maintenance Plan by an Authorized Marcopolo Representative.

WARRANTY AGREEMENT

7. GENERALITIES

7.1. The manufacturer reserves the right to modify designs and/or improve them without implying any obligation to apply them to previously manufactured products.

7.2. Some options must be requested at the time of purchase of the vehicle and the manufacturer reserves the right to change the price, table of offers, specifications, standard equipment and/or any other product options, at any time and without prior notice.

Some items mentioned in this manual vary depending on the model and version of the vehicle chosen.

7.3. This Warranty Agreement applies only to Marcopolo products, commitments assumed by third parties, which differ from this Warranty Agreement, are not the responsibility of the manufacturer.

7.4. The manufacturer recommends that purchasers check their products to consult the Marcopolo Authorized Representative Network and the Operation and Maintenance Manual for the correct and proper use of the product for the full warranty agreement.

7.5. The drawings in the manuals are for illustrative purposes only. The manufacturer reserves the right to demonstrate illustrative options in the vehicle's Operation and Maintenance Manual without implying any obligation to apply them to products sold without due specification at the time of purchase.

GENERAL INFORMATION

- Do not put this product into operation without first carefully reading the Operation and Maintenance Manual, available on the manufacturer's website informed at the beginning of this manual. It contains important information regarding proper use and conservation of the product.

- It is the owner's responsibility to send the vehicle to an Authorized Marcopolo Representative for maintenance.

- Always seek an Authorized Marcopolo Representative to perform warranty services.

- The Marcopolo Authorized Representative is qualified to provide Technical Assistance to the customer. Look for it whenever you deem necessary in order to clarify any questions regarding handling, maintenance, technical characteristics, application and others that involve the Marcopolo product.

- Carefully observe the instructions contained in the maintenance plan, contained in this manual and in the vehicle's Operation and Maintenance Manual, available on the manufacturer's website informed at the beginning of this manual. The service life of your product depends on how often you perform the items described, within the periods established for it.

- When any problems with your product occur, regardless of the review period, go immediately to an Authorized Marcopolo Representative in order to resolve it.

SEVERE OR SPECIAL CONDITIONS OF USE

We emphasize that there are differences between the **warranty period against manufacturing defects and the service life of each component**.

Some component replacements are necessary due to the end of their service life, caused by natural or accelerated wear due to improper or accidental use, severe use or use in an aggressive environment, and these conditions and their consequences on the product are the sole responsibility of the customer.

Wear and tear is visible in the parts characterized in this way, whose durability/service life is closely linked to the driving conditions, mileage traveled, type of application and driving style.

The following applications are considered to be conditions of severe or special use:

- Frequent traffic on poor, dusty roads or lanes.
- Use in coastal strip areas or salt water.
- Constant circulation in heavy rain or in flooded areas.
- Use on roads without asphalt cover, mountainous or submerged terrain.
- Application in situations with a high level of suspended particles, contaminating dust, high salt concentration or high air humidity (mining, cement, steel and marble industries, as well as saline and volcanic regions, etc.).
- Other types of application that accelerate the wear and/or deterioration of vehicle components beyond normal.

GENERAL CONDITIONS WARRANTY AGREEMENT

a. The obligations provided for in this warranty are limited to the free replacement or repair of defective components or parts by Authorized Marcopolo Representatives, provided that the examination carried out by the factory reveals defects in material and/or workmanship in the parts or components. Parts known to be defective replaced by Marcopolo will become the property of Marcopolo, not implying a right to extend the period of validity of the warranty, but only supplement the original warranty agreement;

b. The terms of this warranty will not apply if the manufacturer finds misuse, negligence, carelessness, or accidents, as well as deficiency or lack of proper maintenance of the body;

c. The warranty does not cover expenses related to personnel displacement, product immobilization, lodging, rescue, towing, fines and personal injuries and materials of the buyer or third parties;

d. Marcopolo S.A. reserves the right to make changes and improvements in its products, at any time, without incurring in the obligation to make the same changes in products already sold.

SAFETY STANDARDS

1- When we drive a vehicle, we are assuming a serious commitment, because simple imprudence or lack of maintenance can lead to damages that can vary from simple incidents to more serious accidents, putting the life of the driver, passengers, and pedestrians at risk.

That is why we recommend that you strictly follow traffic laws, as well as the information that we transmit below:

2 - Wear your seat belt

3 - Keep all safety and warning equipment in the vehicle;

WARRANTY AGREEMENT

- 4 - Replace tires when they are no longer safe;
- 5 - Keep the lights in perfect condition and regulated correctly;
- 6 - Observe the maximum passenger limit and the correct luggage distribution so as not to compromise the stability and safety of the vehicle, as well as the legal permissible load limits per axle and total gross weight - PBT and the limits established by the manufacturer;
- 7 - When parking the vehicle, leave it in a low gear with the parking brake on;
- 8 - Do not keep the vehicle running for prolonged periods in closed rooms, as carbon monoxide, which is highly toxic, is released with the exhaust gases;
- 9 - Never travel with capacity and luggage beyond the maximum capacity of the vehicle, which is calculated based on an average weight of 70 kg per passenger plus the load (luggage) per passenger of 10, 20 or 35 KG, depending on the chosen configuration by the customer at the time of purchase and which is specified in the invoice, provided that they are evenly distributed in the vehicle, in order to respect the regulatory limits established by legislation and the permissible limits for axle load and total gross weight capacity - PBT of the chassis.

WARNING

Carry out periodic maintenance of the vehicle as required by the preventive maintenance plan.

If you believe that your vehicle has a safety defect that could cause an accident, serious injury or death, you must immediately inform National Highway Traffic Safety Administration (NHTSA), in addition to notifying Marcopolo Mexico - Polomex.

If the NHTSA receives similar complaints, they can open an investigation and if they find that a safety defect exists in a group of vehicles, they can request a recall and a repair campaign. However, NHTSA cannot become involved in individual problems between you and your dealer or Marcopolo Mexico - Polomex S.A.

• National Traffic Safety Administration - contact information Highway:

To contact NHTSA, you can call the Auto Safety Hotline toll-free at 1-888-327-4236 (or TTY 1-800-424-9153) or visit www.safercar.gov, or write to the NHTSA Administrator, U.S. Department of Transportation, 1200 New Jersey Avenue SE, Washington, D.C. 20590.

You can also get more information about vehicle safety on the website.

• Information to contact Marcopolo Mexico - Polomex S.A:

To notify Marcopolo Mexico - Polomex S.A. of the safety defect, call +52 722 319 2603 and ask for Customer Service.

If you prefer to write a letter, the customer service address for Marcopolo Mexico - Polomex S.A is:

Polomex S.A. de C.V. (Warehouse)

Mariano Matamoros # 602, Col. Reforma, Delegación Santa María Totoltepec 52120 Toluca de Lerdo, Mex., Mexico

After-sales Department

AUTHORIZED REPRESENTATIVES

Whenever you need any assistance, look for an Authorized Marcopolo Representative.

NOTE

The updated list of Marcopolo Authorized Representatives is available on the website as described below.

The manufacturer has several service points distributed throughout Brazil and abroad. To find the nearest Marcopolo service point, access the website using a cell phone, computer or tablet <http://www.marcopolomexico.com.mx/representatives/outdoor?tipo=mapa&area=technical-service-network-and-parts-sales> and click on the menu button in the upper right corner, following the sequence below.

AFTER SALES

Technical Assistance and Parts Sales

Maintenance Tips

Training

Manuals

Bulletins

Original Parts

Warranty Agreement

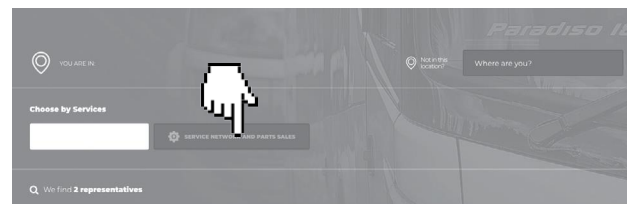
Maintenance Videos

If you want to access it directly, open your smart phone's camera and scan this QR CODE.



Fill out the “Where are you” field with the desired location and the nearest service points will be shown.

Once you get the results, you can get the service points according to the services you need, so the system will direct you to the most appropriate point:



Another alternative can also be to click on the point of your preference identified on the map.



TECHNICAL DELIVERY RECORD (Send to manufacturer)

Delivery date	Model	Mileage
Owner		Invoice No
Address (Street, Avenue, etc.)	Number	Neighbourhood/district
City	State	Zip
e-mail		Phone
Bus body no.	Chassis	Representative

Delivery verification checklist

- | | | |
|--|---|--|
| ☐ Paint | ☐ Service door | ☐ Toilet system |
| ☐ Plating, headliner and roof fairings | ☐ Luggage compartments | ☐ Audio and video system |
| ☐ External logos | ☐ Spare tire holder | ☐ Bar system |
| ☐ Front grill | ☐ Fuel tank hatch, engine sides, battery and rear | ☐ Air conditioning system |
| ☐ Windshield wiper system | ☐ Driver's cabin | ☐ Heating system |
| ☐ Windshield Wipers | ☐ Cabin / passenger area interior | ☐ Internal lining |
| ☐ External mirrors | ☐ lighting | ☐ (overhead luggage rack, sides and floor) |
| ☐ External lighting (signals, lights, reflectors, roof delimiters) | ☐ Partition wall and separation door | ☐ Mandatory accessories |
| | ☐ Seat set | ☐ Other Accessories |

INSTRUCTIONS FOR TECHNICAL DELIVERY

The main objective of the TECHNICAL DELIVERY is to instruct the owner on the guidelines to follow and the verification of the items of the delivery inspection.

1 General Basic Guidelines

- ☐ 1.1 Warranty Agreement (warranty agreement, expiration date, scope, warranty agreement, warranty limitations, warranty termination and general information);
- ☐ 1.2 Lubrication and Retightening Plan;
- ☐ 1.3 Vehicle Functioning;
- ☐ 1.4 Care for original factory seals;
- ☐ 1.5 Capacity and Load Limit;
- ☐ 1.6 Show the operation of the QR Code of this manual to access the Operation and Maintenance Manual;
- ☐ 1.7 Present accessories manuals (air conditioning, lift, etc.);

2 Dashboard Guidelines

- ☐ 2.1 Dashboard Indicators;
- ☐ 2.2 Dashboard Keys and Switches;
- ☐ 2.3 Start Key and Master switch;
- ☐ 2.4 Sound System - multimedia functions;
- ☐ 2.5 Power Station (location and care);
- ☐ 2.6 Engine hood or rear engine hatch;
- ☐ 2.7 Electronic display sign;

3 Implementation Guidelines

- ☐ 3.1 Driver, co-driver and passenger seat (adjustments) and seat belts;
- ☐ 3.2 Internal and External Lighting;
- ☐ 3.3 Air outlet and emergency exit;
- ☐ 3.4 Heating and air conditioning system;
- ☐ 3.5 Rear-view mirrors;
- ☐ 3.6 Door(s) - activation and emergency mechanism;
- ☐ 3.7 Fire extinguisher (location and instructions for use);
- ☐ 3.8 External Covers and Hatch;
- ☐ 3.9 Bus body Paint;
- ☐ 3.10 Bell;
- ☐ 3.11 Spare tire, jack, wheel wrench and safety triangle;
- ☐ 3.12 Towing pin;
- ☐ 3.13 Emergency window hammers and levers;
- ☐ 3.14 Internal and External storage;

4 General Safety and Accessibility Guidelines - Guide the customer on current specifications regarding accessibility regulatory standards and their proper applications (door security system, lift, wheelchair area, stop request button, tactile adhesive, and other reserved seats).

I have hereby received, on this date, instructions and guidance on this page.

Notes: _____

I declare that this vehicle was delivered to me on this date, completely revised and in perfect conditions of appearance and operation. I also received guidelines from the Warranty Agreement, revisions, as well as instructions on the operation and maintenance of the vehicle.

Stamp and signature of the Representative

Owner's Full Name

Owner's Signature

TECHNICAL DELIVERY RECORD (Customer's Copy)

Delivery date	Model	Mileage
Owner	Invoice No	
Address (Street, Avenue, etc.)	Number	Neighbourhood/district
City	State	Zip
e-mail	Phone	
Bus body no.	Chassis	Representative

Delivery verification checklist

- | | | |
|--|---|--|
| ☐ Paint | ☐ Service door | ☐ Toilet system |
| ☐ Plating, headliner and roof fairings | ☐ Luggage compartments | ☐ Audio and video system |
| ☐ External logos | ☐ Spare tire holder | ☐ Bar system |
| ☐ Front grill | ☐ Fuel tank hatch, engine sides, battery and rear | ☐ Air conditioning system |
| ☐ Windshield wiper system | ☐ Driver's cabin | ☐ Heating system |
| ☐ Windshield Wipers | ☐ Cabin / passenger area interior | ☐ Internal lining |
| ☐ External mirrors | ☐ lighting | ☐ (overhead luggage rack, sides and floor) |
| ☐ External lighting (signals, lights, reflectors, roof delimiters) | ☐ Partition wall and separation door | ☐ Mandatory accessories |
| | ☐ Seat set | ☐ Other Accessories |

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- ☐ 3.1 Driver, co-driver and passenger seat (adjustments) and seat belts;
- ☐ 3.2 Internal and External Lighting;
- ☐ 3.3 Air outlet and emergency exit;
- ☐ 3.4 Heating and air conditioning system;
- ☐ 3.5 Rear-view mirrors;
- ☐ 3.6 Door(s) - activation and emergency mechanism;
- ☐ 3.7 Fire extinguisher (location and instructions for use);
- ☐ 3.8 External Covers and Hatch;
- ☐ 3.9 Bus body Paint;
- ☐ 3.10 Bell;
- ☐ 3.11 Spare tire, jack, wheel wrench and safety triangle;
- ☐ 3.12 Towing pin;
- ☐ 3.13 Emergency window hammers and levers;
- ☐ 3.14 Internal and External storage;

4 General Safety and Accessibility Guidelines - Guide the customer on current specifications regarding accessibility regulatory standards and their proper applications (door security system, lift, wheelchair area, stop request button, tactile adhesive, and other reserved seats).

I have hereby received, on this date, instructions and guidance on this page.

Notes: _____

I declare that this vehicle was delivered to me on this date, completely revised and in perfect conditions of appearance and operation. I also received guidelines from the Warranty Agreement, revisions, as well as instructions on the operation and maintenance of the vehicle.

Stamp and signature of the Representative

Owner's Full Name

Owner's Signature

PREVENTIVE MAINTENANCE

To maintain the safe operation of your vehicle, work on the maintenance schedule must be performed regularly and at regular intervals.

Make sure that maintenance work is always performed in a qualified workshop that has the appropriate technical knowledge and tools to perform the necessary work. For this purpose, the manufacturer recommends its network of authorized representatives.

The work indicated in the maintenance plan does not include repairs. Repair work, when required, should be performed with a separate work order.

MARCOPOLO PARTS AND ACCESSORIES

To ensure maximum durability and safe operation of your Marcopolo, use only parts and accessories approved by Marcopolo.

SERVICES TO BE PAID BY THE CUSTOMER

The checks related to the daily and weekly inspection are the responsibility of the Customer/Driver and, therefore, are not included in the periodic maintenance services of the vehicle.

The daily inspection must be carried out by the driver before starting vehicle operation.

If any irregularity is found during the daily inspection that cannot be remedied by the Customer/Driver themselves, send the vehicle to an Authorized Marcopolo Dealer to be repaired.

LUBRICATION PLAN AND PREVENTIVE PERIODIC TIGHTENING

The items listed in the following tables refer to the lubrication points and retightening that must be faithfully performed according to the indicated frequency.

NOTE

The execution of the lubrication and retightening points assures the vehicle a longer service life and better operational conditions, performance, and safety.

Trust lubrication and retightening services to an Authorized Marcopolo Representative.

The torque of the screws and nuts of the main items are indicated in the tightening table of the Operation and Maintenance Manual.

As for the screws, nuts, clamps and connections, not listed in the retightening table, check if they are firmly in place and, if necessary, retightened them every 6 months.

WARNING

The repairs and lubrications mentioned and those suggested in this Plan are for preventative maintenance and are not covered under warranty.

ITEMS FOR TIGHTENING AND CHECKING	RELEASE PERIODICITY
Service door (Double sheet)	Every 3 months or 15.500 miles (whichever comes first)
Service door (Pantographic)	
Outer hood	
Windshield wipers	
Separation doors	
Luggage area hatches (Lateral)	Every 6 months or 31.000 miles (whichever comes first)
Rear hatch	
Lift door	
External Rear-view Mirrors	
Overhead luggage rack	
Air intake mechanism	
Dashboard (Cross Car Beam)	
Passenger seats	
Driver's seat	
Battery Cable Connections	
Bumpers	

WARNING

• Observing the periods indicated in this manual, retighten the fixing screws and nuts of the several supports and body components. The torque of the screws and nuts of the main items are indicated in the tightening table of the Operation and Maintenance Manual.

• Regarding the specific torques of the screws, nuts, clamps and connections, they are indicated and detailed in the Operation and Maintenance Manual in each specific item. As for the torques not specified, they must be proved to be firmly placed and, if necessary, retightened.

NOTE

If you want to access the Operation and Maintenance Manual, open your smart phone's camera and scan the QR Code below.



MAINTENANCE PLAN

LUBRICATION ITEMS	TYPE OF LUBRICATION	LUBRICATION PERIOD
Service door (Double sheet)	Grease	Every 3 months or 15500 miles (whichever comes first)
Service door (Pantographic)	Grease	
Outer hood	Grease	
Windshield wipers	Oil	
Separation door	Oil	
Luggage area hatches (Lateral)	Oil	Every 6 months or 31.000 miles (whichever comes first)
Rear hatch	Oil	
Lift Door	Grease	
Air intake mechanism	Oil	
Driver's seat mechanism	SAE 20W40 Oil	
General latches, internal and external	Grease	
External Lock keyhole	Graphite	
Sliding glass window	Graphite	

TYPE OF GREASE	SPECIFICATION
Grease	Lithium soap grease, NLGI 2
Oil	Spray lubricating oil
Graphite	Graphite powder or spray

ITEMS FOR PREVENTIVE MAINTENANCE	MAINTENANCE TYPE	PERIOD
Rubber luggage area hatches	Visual Inspection of the rubber: Observe damage, fit and integrity of the splices	Every 6 months or 45.000 miles
Rubber on the doors		
Internal Defroster filter	Clean with soap and water	Minimum once a week
External Defroster filter		
Air conditioning return filter		
Air Renewal filter in the luggage area		

DANGER

For your safety, always use PPE suitable for maintenance work to be carried out on the vehicle.

Parts at the end of their service life

Pay attention to the identification of post-consumer waste. The hazardous waste must be segregated and sent to the appropriate final destination according to the environmental legislation in effect.

Hazardous waste

Electro-electronic components, fluorescent lamps, lubricating oils and their packaging, materials contaminated with oil, paints, solvents, etc.

For other discarded materials, separate for recycling.

Battery Recycling

Return your used battery to the dealer upon exchange. According to local legislation.

Every consumer/end user is required to return their used battery to a point of sale. Do not dispose of it in the trash.

Points of sale are obliged to accept the return of their used battery, as well as store it in an appropriate place and return it to the manufacturer for recycling.

Ecological Maintenance

Always perform preventive maintenance of the vehicle in order to minimize the emission of pollutant materials into the atmosphere.

Risk of Contact with Acid Solution and Lead:

Acid solution and lead in the battery, if improperly disposed of in nature, can contaminate the soil, subsoil and water, as well as pose a risk to human health.

DANGER

In case of accidental contact with eyes or skin, wash immediately with running water and seek medical advice. Basic composition: lead, dilute sulfuric acid and plastic.

Chemical and Recyclable Waste

Do not improperly discard any type of lubricating oil, additive water, fuel, grease, brake fluid and power steering, or the like.

These compounds harm the environment and cause huge damage when in contact with water. There are companies that specialize in collecting this waste, which pay for what we dispose of.

Always give preference to recycling materials and get used to separating the different types of garbage in proper containers for this purpose. This attitude saves energy and resources that are extracted from nature.

WARNING

All components, materials, and inputs used in the maintenance and construction of the body must be disposed of at sites approved/licensed for this purpose.



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