



Authorized Glaval Bus Dealer:



Phone: (866) Bus-Sale

Limited Warranty and Owners Information

GLAVAL BUS LIMITED WARRANTY AND CUSTOMER INFORMATION

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GLAVAL BUS Commitment

We are committed to supplying you with a bus that has been designed and manufactured using quality materials and the finest workmanship available to our industry.

We focus on providing the highest standards of quality control over every component that goes into your bus to ensure maximum safety and reliability. Due to our commitment and focus we are able to provide you with one of the longest warranties in the industry.

About this Booklet

This booklet explains in detail the warranty coverage for your bus. This booklet also explains **Owner Assistance** information and information regarding alternative **Dispute Resolution**.

Please note that other warranty coverage's are provided by the chassis and/or other component manufacturers. Review the other manufacturers' warranty manuals for their particular warranty coverage. Refer to **Other Warranties That May Apply**.

We ask that you keep this booklet in your bus for reference and to be available to any repair facility that is providing warranty service. We also ask that you pass this manual on to any future owners.

Warranty Registration Notice

As an Owner your Warranty Registration Start Form must be completed, signed and mailed to GLAVAL BUS. If you do not remember signing the warranty card during the initial delivery please contact your dealer.

The warranty registration helps ensure that we can find you in the event that either GLAVAL BUS or a Component Manufacturer needs to contact you. We must have the company name, owner's name, street address, city, state/province, zip/postal code and telephone number.

This signed form **must** be returned to GLAVAL BUS Warranty Department **before** the GLAVAL BUS Limited Warranty will be in affect.

Note: The GLAVAL BUS Limited Warranty is one of the many express warranties that accompany your bus and are included within your packet of information. Please review the information to be sure you are properly registered with the manufacturers of the chassis and other components. Refer to **Other Warranties That May Apply**.

Warranty Start Date

For a new bus the Warranty Start Date for the GLAVAL BUS Limited Warranty is the day you take delivery of your new bus.

For a GLAVAL BUS Demo the Warranty Start Date for the GLAVAL BUS Limited Warranty is the day you take delivery. However, the Manufacturers' warranties for other components will run from the original in service date for the bus.

For a GLAVAL BUS Dealer Demo the Warranty Start Date for the GLAVAL BUS Limited Warranty is the day the Dealer put the bus into service.

Who Warrants the Bus

Each new bus body is warranted by the manufacturer and installer of the body: GLAVAL BUS, Division of Forest River, Inc., hereinafter referred to as GLAVAL BUS, 914 County Road 1 North, Elkhart, Indiana; and is administered by the GLAVAL BUS Customer Service Department, Elkhart, Indiana 46514.

Who Is Covered

GLAVAL BUS, the warrantor, extends this limited warranty to the original and any subsequent owners of the bus during the WARRANTY PERIOD.

What Is Covered

GLAVAL BUS warrants that each new bus body will be free from defects in any materials or workmanship supplied or performed by GLAVAL BUS that occur under normal use within the applicable warranty period and subject to certain limitations and exclusions as specified in this limited warranty.

Refer to items under **Other Warranties That May Apply, Exclusions and Limitations** and **Limits of Warranty**.

Replacement parts provided under the terms of the warranty will whenever possible, match original equipment. When necessary, GLAVAL BUS will substitute parts of comparable function and value. Defective items may be replaced with new, remanufactured, reconditioned or repaired components.

OEM warranty service resulting from, or as a result of vehicle modifications during the Glaval Bus production process will be covered by Glaval Bus.

Warranty Period

The **GLAVAL BUS Limited Warranty** is for a period of five (5) years from the date of first delivery or 100,000 miles, whichever occurs first, **except** for other coverage's listed under this paragraph and items listed under **Other Warranties That May Apply, Exclusions and Limitations and Limits of Warranty**.

Paint and/or Tape application, if performed by GLAVAL BUS, is warranted to be free of substantial defects in workmanship and materials provided by GLAVAL BUS for **1 year (12 months)** from date of first delivery.

Exterior Body parts are warranted against rust-through due to improper application or assembly for two (2) years from date of first delivery, regardless of mileage.

Wiring performed by Glaval Bus is warranted to be free of defects in workmanship for 1 year (12 months) from the first day of delivery or 100,000 miles whichever comes first.

Other Warranties That May Apply

The bus's engine, chassis, drive train, suspension system, battery, and other chassis components are covered by a separate warranty offered by the chassis manufacturer and are administered by the chassis manufacturer's authorized dealers. The tire manufacturer separately warrants tires.

Other components throughout the bus may also be covered by separate warranties from the component manufacturer(s) and administered by the manufacturer(s) and/or their authorized dealers.

If you do not understand the different warranty cards and registrations supplied with your bus please contact your dealer for assistance.

Examples of the other manufacturer warranties. These are subject to change per the manufacturer and there may be others.

Elec. Components Limited Warranty

Alternators Limited Warranty

Air Conditioning Limited Warranty

Heater(s) Limited Warranty

Electric Door Limited Warranty

Wheelchair lift

Braun Limited Warranty

Ricon Limited Warranty

Wheelchair tie down

What Is Not Covered

As stated previously, GLAVAL BUS does not warrant the base vehicle engine, chassis, drive train, suspension system, battery, and other chassis components. These components are covered by a separate warranty offered by the chassis manufacturer and administered by the chassis manufacturer's authorized dealers. The tire manufacturer separately warrants tires.

GLAVAL BUS does not cover any accessory covered by a separate warranty offered and administered by the component manufacturer. Examples of these are listed in **"Other Warranties That May Apply."**

All items are subject to the terms set forth under **"Exclusions and Limitations"** and **"Limits of Warranty."**

Exclusions and Limitations

The GLAVAL BUS Limited Warranty specifically does not extend to the following:

Components that have been Altered, Modified or Substituted

Components or systems which have been modified, altered, substituted or repaired by unauthorized personnel without the written authorization of GLAVAL BUS.

Contact GLAVAL BUS Customer Service before you make any changes to your bus.

Damages resulting from Overloading

Damages that may occur as the result of overloading or uneven weight distribution, including damages to the chassis, frame, and other parts or components, will not be covered and can invalidate portions of the GLAVAL BUS Limited Warranty.

Note: To avoid damage when loading make sure the weight is evenly distributed throughout the unit.

Deterioration from Normal Wear and Tear

Deterioration from normal wear and tear is not covered including, but not limited to, wear and tear to the interior seating, flooring, facing of fabrics, carpeting or windows and exterior body panels, lights, trim, mirrors and other accessories.

Maintenance and Consumable Items

The GLAVAL BUS Limited Warranty does not cover parts and/or consumables needed to maintain the bus including, but not limited to, light bulbs, fuses, wiper blades, batteries, etc.

Damages Caused by Lack of Maintenance

Damages caused by failure to perform regular and reasonable preventive maintenance are not covered including, but not limited to,

- Failure to maintain the paint and/or finishes which can result in rust or corrosion.
- Failure to maintain and flush the underbody to remove salt and other road chemicals which can result in rust or corrosion.
- Failure to yearly inspect undercoating and to replace gouged or missing areas which can result in rust or corrosion.
- Failure to yearly inspect and repair exterior caulk and sealant resulting in leaks.

Damages resulting from Accidents, Abuse or Misuse

Your warranty does not cover damages caused by driver, other people in or around the bus and/or road situations including, but not limited to,

- Accidents, collisions or objects striking the bus (including power washers)
- Negligence
- Theft, vandalism
- Customer applied chemicals or accidental spills.
- Misuse (driving over curbs, etc) or otherwise using the bus in a manner other than its intended purpose.

Damages caused by the Environment

Damages or surface corrosion caused by the environment, exposure to road chemicals or exposure to the elements are not covered including, but not limited to,

- Acid rain, air borne fallout, road salt or other road condition chemicals.
- Tree sap, bird and bee droppings, tree damage
- Natural disasters, flood, fire or explosion, lightning, hail, freezing conditions, or windstorms
- Acts of war or riot

Damages caused by Road Hazard

Road hazard damage is not covered. It may be necessary for the owner to check and adjust the chassis alignment due to rough road conditions, or hitting curbs, pots holes, etc.

The need for a front suspension alignment is maintenance and not covered under the GLAVAL BUS Limited Warranty.

Stones or rocks and other items hitting into glass and/or the body causing cosmetic damage and/or surface corrosion are not covered.

Other Expenses

GLAVAL BUS does not cover the costs of loss of vehicle use, rental vehicle, interim transportation, storage, payment for loss of time or pay, lost revenue or profits, lodging, meals, transporting of the bus to an appropriate Warranty Service Location for service, travel costs, downtime, or any other incidental or consequential damages or expenses or inconvenience incurred while your bus is out of service due to warranty repair work.

LIMITS OF WARRANTY

THIS WARRANTY IS EXCLUSIVE AND IN LIEU OF ALL OTHER WARRANTIES OF ANY KIND WHETHER WRITTEN, ORAL, OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. IT CANNOT BE AMENDED BY ANY DEALERSHIP, SALESPERSON OR AGENT. THE SOLE OBLIGATION OF GLAVAL BUS UNDER THIS WARRANTY SHALL BE TO REPAIR OR REPLACE AT THE DISCRETION OF GLAVAL BUS, ANY DEFECTIVE COMPONENT OR PART.

PURCHASER'S EXCLUSIVE REMEDY

THIS WARRANTY SHALL BE THE OWNER'S SOLE AND EXCLUSIVE REMEDY AGAINST GLAVAL BUS, WHETHER IN CONTRACT, UNDER STATUTE (INCLUDING STATUTORY PROVISIONS AS TO CONDITIONS AS TO QUALITY OR FITNESS FOR ANY PARTICULAR PURPOSE OF GOODS SUPPLIED PURSUANT TO THE CONTRACT OF SALE), WARRANTY, TORT, STRICT LIABILITY OR ANY OTHER LEGAL THEORY.

LIMITATION OF LIABILITY

THE LIABILITY OF GLAVAL BUS UNDER THIS WARRANTY IS LIMITED TO THE COST TO REPAIR OR REPLACE, IN THE SOLE DISCRETION OF GLAVAL BUS, THE DEFECTIVE COMPONENT OR PART, WHICH IN NO EVENT SHALL EXCEED THE FAIR MARKET VALUE OF THE BUS AT THE TIME THE DEFECT IS DISCOVERED. IN NO EVENT SHALL GLAVAL BUS BE LIABLE ON A CLAIM OF ANY KIND FOR SPECIAL, INDIRECT, INCIDENTAL OR CONSEQUENTIAL DAMAGES INCLUDING, BUT NOT LIMITED TO INJURIES TO PERSONS OR DAMAGE TO PROPERTY, LOSS OF PROFITS OR ANTICIPATED PROFITS, OR ANY LOSS OF VEHICLE USE, RESULTING FROM THE OWNERSHIP OR USE OF THE BUS.

DISPUTE RESOLUTION

Should you be unable to resolve a disagreement with your dealer regarding your right to pursue warranty coverage for a needed repair, contact the GLAVAL BUS Customer Service Manager (see address on page 8). If a dispute about warranty service arises between GLAVAL BUS and you, the owner, the disagreement will be resolved in accordance with the customary procedures of the American Arbitration Association relating to commercial transactions, or the dispute will be submitted to a panel of three (3) arbitrators for decision. The panel will be made up of one member appointed by GLAVAL BUS, one member appointed by the complainant/owner, and one member from the arbitrators group mentioned above. Any and all legal remedies shall be available to the owner after pursuing this informal dispute resolution if a ruling is entered against GLAVAL BUS and GLAVAL BUS fails to abide the ruling. The expenses of the arbitration will be paid by the party against whom the arbitrator(s) rule.

FEDERAL COMPLIANCE

THE TERMS OF THE WARRANTOR'S UNDERTAKING EXPRESSED IN THIS LIMITED WARRANTY ARE DRAFTED TO COMPLY WITH THE MAGNUSEN MOSS WARRANTY LEGISLATION, P.L. 93-637 OF 1974, AND OTHER APPLICABLE LAW. ANY WARRANTY PROVISIONS PROMULGATED BY THE FEDERAL TRADE COMMISSION PURSUANT TO RULES OR ANY OTHER LAW RELATIVE THERETO ARE EXPRESSLY INCORPORATED HEREIN. TO THE EXTENT ANY PROVISIONS OF THIS LIMITED WARRANTY ARE INCONSISTENT WITH STATE LAWS, ONLY THOSE PARTS INCONSISTENT ARE VOID.

Who Performs Warranty Service

You need to be aware that not all dealers and/or repair facilities are equipped to understand a bus body and/or features.

To obtain warranty service, contact or visit the dealership where you originally purchased your vehicle. Your dealer should be able to meet your service needs or can refer you to another GLAVAL BUS warranty service facility. If you need assistance in locating a servicing dealer and/or repair facility contact GLAVAL BUS Customer Service Department listed below.

Who Pays For Warranty Repairs

When you have warranty work performed by a GLAVAL BUS dealer or a GLAVAL BUS repair facility you will not be charged for the repairs.

Your claim must be made within 30 days of the discovery of the defect. Based on the determination of GLAVAL BUS, and subject to the terms of the warranty, the warranty repair work will be authorized by GLAVAL BUS.

If you prefer a non GLAVAL BUS service facility, or a GLAVAL BUS service center is not available, you may be required to initially pay for the repairs.

Please Note: In the case that you need to stop at or rely on a non GLAVAL BUS repair facility, **before** the repair is started, have the facility call GLAVAL BUS for assistance and authorization. Unauthorized repairs amount could alter your reimbursement.

Once the job is complete send a copy of the paid repair order either by mail or fax along with the authorization number for reimbursement. See below for contact information.

Owner Assistance

Should you ever encounter a problem or issue that is not resolved to your satisfaction with either your dealer or repair facility please contact GLAVAL BUS Customer Service.

Please have available the Vehicle Identification Number or the GLAVAL BUS Unit number when calling and/or include with any written correspondence.

GLAVAL BUS Customer Service
914 County Road #1 North· Elkhart, IN 46514
Phone: 1-800-445-2825 or 574-262-2212 • Fax: 574-264-9036

If we can not resolve the issue to your satisfaction please follow the steps outlined under **Dispute Resolution** on page 7.

