

VICINITY BUS
WARRANTY
GUIDE
BOOKLET

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Note: VMC reserves the right to change any or all the provisions in this book.



Dear Customer,

Congratulations on the purchase of your Vicinity bus and welcome to our growing family. Vicinity Motor (VMC) is committed to supporting our customers by offering the best component combination available while incorporating the latest technology. We are confident that you will be more than satisfied with your Vicinity bus. Our team at Vicinity Motor (VMC) will provide the highest level of service, parts, and technical support. This booklet is designed to give you a brief overview of the Warranty offered by Vicinity Motor (VMC), your responsibilities as an owner, and our responsibilities as the manufacturer.

Vicinity Motor (VMC) does not assume responsibility for any undertaking, representation, or warranty made by dealers, agents, salespersons, representatives, employees, or any other persons, other than those expressed herein.

Should you have any questions regarding the Warranty, please contact us and we will

happily assist you. Sincerely,

The Vicinity Motor Team

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1. WARRANTY REGISTRATION

- 1.1.1. The Warranty Registration Form must be submitted to the warranty department at VMC within 30 days of receiving the vehicle.
- 1.1.2. The Warranty Registration Form must be received by VMC before a warranty claim can be submitted.

2. VICINITY WARRANTY

- 2.1.1. Specific subsystems and components are warranted and guaranteed to be free from defects in materials or workmanship as follows, and subject to limitations and/or exclusions as outlined in Section 3 below.

2.2. START OF WARRANTY

- 2.2.1. Warranty start date will be the date of customer acceptance.

2.3. COMPLETE BUS

- 2.3.1. Each Vicinity bus is warranted and guaranteed to be free from defects in materials or workmanship for two (2) years or 120,000 km (75,000 mi), whichever comes first.
- 2.3.2. The warranty period begins as defined in 2.2 above and is subject to the conditions outlined in this document.

2.4. STRUCTURE

- 2.4.1. The following warranty is provided on the structure of the Vicinity bus

Chassis Structure	100% parts 100% labor	12 years	800,000 km (500,000 mi)	With limitations*
Corrosion of chassis structure	100% parts 100% labor	12 years	800,000 km (500,000 mi)	with limitations**

** 12-year warranty for the chassis structure members that have failed or have the demonstrated potential to fail causing a major failure. The decision to apply a remedy as to a major failure is the sole jurisdiction of VMC. This warranty is non-transferable. This warranty shall be void if maintenance procedures prescribed by VMC for the structure are not followed. These procedures can be found in your service manual.*

*** 12-year warranty against corrosion affecting structural integrity, excluding surface corrosion. The decision as to the presence of corrosion affecting the structural integrity is the sole jurisdiction of VMC. This warranty applies to the structural integrity of the vehicle. This warranty is non-transferable. This warranty is void if maintenance procedures prescribed by VMC for the structure are not followed.*

2.5. WARRANTIES ADMINISTERED BY VICINITY MOTOR (VMC)

2.5.1. The following warranties are offered on the Vicinity bus which are administered by VMC.

Warranty	Warranty Coverage	Time	Mileage
Roof to Road (Complete Bus)	100% parts 100% labor	2 years	120,000 km (75,000 mi)
Composite Flooring	100% parts	10 years	600,000 km (373,000 mi)
Battery	100% parts 100% labor	1 year	Unlimited
Floor covering	see manufacturer coverage and exclusions		
Driver Seating	See manufacturer coverage and exclusions		
Ramp	See manufacturer coverage and exclusions		
Mobility Aid Securements	See manufacturer coverage and exclusions		
Headlamp	100% parts 100% labor	3 year	Unlimited
Exterior lighting	100% parts 100% labor	12 years parts, 2 years labor	Unlimited
Radiator and CAC	See manufacturer coverage and exclusions		

2.6. MAJOR COMPONENT WARRANTY ADMINISTERED BY YOUR LOCAL DEALER

2.6.1. The following warranties are offered on the Vicinity bus which are administered by the local representative of the vendor.

Warranty	Warranty Coverage	Time	Mileage
Engine	100% parts 100% labor	2 years	Unlimited
Engine Aftertreatment	100% parts 100% labor	5 years	160,000 km (100,000 mi)
Transmission	See manufacturer coverage and exclusions		
Destination Sign	See manufacturer coverage and exclusions		

2.6.2. Any warranty supplied by the vendor that exceeds the VMC 2-year Roof to Road warranty is administered by the vendor.

2.6.3. Vendor warranty can be supplied by an authorized dealer for the listed major component.

- 2.6.4. Any component not listed here is covered under the VMC 2-year Roof to Road warranty.
- 2.6.5. The failure of VMC on any one or more instances to insist upon the performance by the first purchaser of any one of the requirements of this warranty shall not be construed as a waiver of any such requirements; but the same shall continue and remain in full force and effect the same as if no such failure or waiver had occurred.

3. EXCLUSIONS AND LIMITATIONS

3.1. GENERAL EXCLUSIONS

- 3.1.1. This warranty shall not apply to the failure of any part or component of the bus that directly results from misuse, negligence, accident, or repairs not conducted in accordance with the maintenance manuals provided by VMC and with workmanship performed by adequately trained personnel in accordance with recognized standards of the industry.

3.2. DAMAGES RESULTING FROM IMPROPER MAINTENANCE OR NOT FOLLOWING THE SERVICE SCHEDULE

- 3.2.1. The warranty shall be void if the Customer fails to conduct normal inspections and scheduled preventive maintenance procedures as recommended in VMC maintenance manuals and if that omission caused the part or component failure. The Customer shall maintain documentation, auditable by VMC, verifying service activities in conformance with the VMC maintenance manuals.

3.3. DAMAGES RESULTING FROM INCOMPLETE CAMPAIGNS AND/OR TSBs

- 3.3.1. This warranty will not cover any direct or progressive damage resulting from the failure to complete a released campaign in the stipulated time frame.

3.4. INCIDENTAL DAMAGES

- 3.4.1. VMC does not assume responsibility for any consequential or incidental damages incurred as a result of any defect in the vehicle. Such consequential or incidental damages may include, but are not limited to, loss of use of the vehicle; loss of time; inconvenience; mental distress; expense for fuel, travel, lodging or damage to personal property; or loss of earning or other revenue.

3.5. OTHER EXCLUSIONS

- 3.5.1. This warranty shall not apply to the following items:

- scheduled maintenance items
- normal wear items
- items furnished by the Customer

- 3.5.2. Warranty will not apply to scheduled maintenance and/or normal wear items as defined in APPENDIX A: DEFINITIONS.

- 3.5.3. Items furnished by the Customer such as radios, fare boxes, and other auxiliary equipment are also not covered under this warranty.
- 3.5.4. Should the Customer require the use of a specific product and has rejected VMC request for an alternate product, then the standard vendor warranty for that product shall be the only warranty provided to the Customer. This product will not be eligible under 4 below, FLEET DEFECTS.
- 3.5.5. Damaged or product failure caused by freezing, earthquake, tornado, tsunami, flooding, fire, climate change or any occurrence that may be termed an "Act of Nature".

4. FLEET DEFECTS

4.1. DEFINITION

- 4.1.1. A fleet defect is defined as a failure of the same component(s) in a minimum of 25% of the buses in a fleet size of twelve (12) or more busses in the same production batch in the same or similar application. Fleet defects only apply to components that are covered under warranty pursuant to Sections 2 and 3.

4.2. VICINITY MOTOR (VMC) RESPONSIBILITY

- 4.2.1. If a fleet defect is identified during the agreed warranty coverage period, whether it is safety-related or not, VMC shall undertake, at its cost, a design defect engineering review without delay and propose a re-design or alternate solution for the customer. The VMC design defect review shall recommend a solution that will prevent the re-occurrence of the same defect.
- 4.2.2. VMC shall correct all design defects at its expense. Where the specific defect can be solely attributed to a specific part(s), the work program shall include redesign and replacement of only the defectively designed and/or manufactured part.
- 4.2.3. In all cases, the work program shall include inspection and/or correction of all the buses in the fleet via a mutually agreed arrangement.

4.3. CUSTOMER RESPONSIBILITY

- 4.3.1. The customer should provide notification in writing to VMC warranty department of any identified fleet defects. This notification must be done no later than 60 calendar days past the warranty end date of the last bus received under this agreement. Warranty coverage may be extended for the defect component until such time that a permanent resolution is proposed, accepted, and implemented at the sole discretion of VMC.
- 4.3.2. It is the responsibility of the customer to demonstrate that any complex, intermittent, or operationally unique types of defects meet fleet defect requirements. This may require the customer to reproduce the conditions of defect, demonstrate the symptoms, provide defective parts, and provide other information as requested by VMC.

5. WARRANTY REPAIR PROCEDURE

5.1. REPAIR PERFORMANCE

- 5.1.1. When warranty repairs are required, the Customer and the VMC representative shall agree within five (5) days after notification on the most appropriate course for the repairs and the exact scope of the repairs to be performed under the warranty.

5.2. REPAIR BY CUSTOMER

- 5.2.1. VMC prefers all warranty repairs to be carried out by the customer or a VMC approved service provider.

5.3. REPAIRS BY VICINITY MOTOR (VMC)

5.3.1. If the Customer is unable to perform warranty repair work in a satisfactory manner, a mutually agreed arrangement may be set up between VMC and the Customer. This agreement will be at the sole discretion of VMC.

5.4. VICINITY MOTOR (VMC) SUPPLIED PARTS

5.4.1. The Customer may request that VMC supply new parts for warranty-covered repairs being performed by the Customer. These parts shall be shipped to the place of business designated by the Customer from any source selected by VMC within ten (10) working days of receipt of the Purchase Order for said parts.

5.4.2. VMC cannot be held responsible for losses of revenue incurred in exceptional cases of prolonged shortages.

5.5. REIMBURSEMENT FOR PARTS NOT SUPPLIED BY VICINITY MOTOR (VMC)

5.5.1. When parts are not purchased from VMC, VMC may, at its discretion, reimburse the Customer for replacement of the defective parts. In this case, the amount reimbursed will be the lower of

- the billed price of the part(s).
- the VMC part(s) price.

5.5.2. Any subsequent failure of the part in this case is not covered by VMC.

5.6. DEFECTIVE COMPONENTS RETURN

5.6.1. VMC may request that parts covered by the warranty be returned to the Service Centre or at any other location designated by VMC. VMC shall pay all reasonable transportation expenses. Parts must be returned in accordance with VMC instructions.

5.6.2. The request for return of the part(s) shall be made by VMC within 30 days of the filing of the warranty claim. If the request is not made by VMC in this time period, the customer may dispose of the part at their discretion pursuant to safe disposal protocols.

5.7. REIMBURSEMENT FOR LABOUR

5.7.1. VMC shall reimburse the Customer for the labor necessary to perform any warranty repairs at VMC Standard Repair Times and rate.

5.8. THIRD-PARTY CHARGES REIMBURSEMENT

5.8.1. Any third-party repairs must be pre-authorized by VMC.

5.9. APPROVAL LIMITS

- 5.9.1. The customer is required to obtain approval from VMC for any diagnostic time exceeding two hours to be eligible for reimbursement under this warranty. Approval will come from a VMC Service Technician.
- 5.9.2. Once Approval has been given, Standard Repair Times will apply.

5.10. ROAD CALL/TOWING

- 5.10.1. Road calls and towing are not covered by VMC.
- 5.10.2. VMC may, at its discretion, assist the Customer to pursue road call and/or towing claims with the appropriate vendor. (engine, transmission, etc.)

6. SERVICE SUPPORT & RESPONSE TIMES:

6.1. SERVICE TECHNICAL SUPPORT

- 6.1.1. VMC Service support is required after 2 (two) hours of unsuccessful diagnostics.
- 6.1.2. VMC on-site service call: after 8 hours of unsuccessful diagnostics via email/phone support.
- 6.1.3. VMC service support is available Monday-Friday during normal business hours.

6.2. RESPONSE TIMES

- 6.2.1. VMC response time for service support: Within 24 hours email/phone call.

6.3. SERVICE RATES

- 6.3.1. VMC Service support and on-site service calls are available for free for all Vicinity buses during their base warranty period as defined in section 2.3 above.
- 6.3.2. If a service call is required and the VMC Service Technician determines the fault was caused by improper maintenance or the customer has not followed specific testing instructions via phone or email, there may be a charge for the technician's travel and time at VMC service rates applicable at that time.

7. WARRANTY AFTER REPLACEMENT/REPAIRS BY OPERATOR

- 7.1.1. If any component is repaired, rebuilt or replaced by VMC, the new component, unit or subsystem shall be warranted for the remaining portion of the original warranty.
- 7.1.2. If the Customer chooses to rebuild a component, the Customer assumes responsibility for the quality of the work performed on the component. VMC will not be responsible for any future failure of the component even if the vehicle is still under warranty.

7.1.3. After the original warranty expires, all parts supplied by VMC will be warranted for 30 days, unless a higher warranty is available from the vendor.

8. WARRANTY CLAIM PROCESS

8.1.1. All warranty claims must be submitted in the VMC de West Warranty Portal within thirty (30) days of the date of failure.

8.1.2. The replaced/failed parts must be made available for review when requested by VMC as per 5.6 above.

8.1.3. Claims may be rejected if the replaced parts are not made available in a reasonable amount of time.

APPENDIX A: DEFINITIONS

1. Wear Items

Normal wear items include the following

- a) Brake friction materials
 - b) Fluids including engine oil and coolant
 - c) Metallic and elastomeric bushings
 - d) Tires
 - e) Filters
 - f) Belts
2. Customer, for the purposes of this document, is the entity that owns the bus. Customer could be different from the operator of the bus.
3. Company, for the purposes of this document, refers to VMC, its subsidiaries or holding or group companies.
4. Vendor, for the purposes of this document, is a source of any part. This term may also denote the manufacturer.
5. OEM, for the purposes of this document, refers to VMC, its subsidiaries or holding or group companies.

CONTACT INFORMATION

Warranty Department

warranty@vicinitymotor.com

Parts Department

parts@vicinitymotor.com

Service Department

service@vicinitymotor.com
