

# Warranty Information

*Dodge Grand Caravan*

# 2015



*Americans with Disabilities Act Complementary  
Paratransit Service Vehicle*



City of Conroe  
Conroe Connection

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## INTRODUCTION

This document provides an overview of the warranty information for the Dodge Grand Caravan and tires, as well as the transit vehicle conversion, camera system, rearview mirror monitor, reverse sensor, wheelchair restraint, fold away seat and wrap. City and/or contractor personnel tasked with tracking warranty issues should follow the Warranty Procedure below and thoroughly review the information applicable to the issue in this document and the applicable attachment.

## VEHICLE INFORMATION

**Year:** 2015

**Make:** Dodge

**Model:** Grand Caravan

**Chassis:** Side Entry Commercial

VEHICLE UNIT	VIN	LICENSE PLATE	IN-SERVICE DATE	VEHICLE VARIATION
1603	2C4RDGCG6FR515810	1289838	December 12, 2015	After-market Backup Camera and Rearview Mirror Monitor
1604	2C4RDGCG7FR749048	1289837	December 12, 2015	Dodge Installed Backup Camera and Radio Display Screen Monitor

## WARRANTY CONTACT (BUS DEALER)

**National Bus Sales and Leasing, Inc.**

Whitney Ramsey

Texas Corporate Office

15580 Hwy 114

Justin, TX 76247

Phone: (817) 636-6340

E-mail: [wfox@nationalbussales.com](mailto:wfox@nationalbussales.com)

## WARRANTY PROCEDURE<sup>1</sup>

1. Complete the following blanks on the National Bus Sales Repair Worksheet (**Attachment A**):
  - a. Date;
  - b. Last 8 of VIN;
  - c. Odometer Reading;
  - d. Complaint; and
  - e. Cause, if known.
2. Submit Repair Worksheet to National Bus Sales, Whitney Ramsey at [wfox@nationalbussales.com](mailto:wfox@nationalbussales.com), and cc: Shawn Johnson at [sjohnson@cityofconroe.org](mailto:sjohnson@cityofconroe.org), and Erik Metzger at [emetzger@cityofconroe.org](mailto:emetzger@cityofconroe.org).
3. National Bus Sales will contact you with further instructions.
4. File all documentation in the vehicle file including a record of phone conversations with National Bus Sales or vendors referred by National Bus Sales.

## WARRANTY QUICK REFERENCE

MAKE / MODEL	WARRANTY	DETAILED WARRANTY INFORMATION
<b>Dodge / Grand Caravan</b>	See Dodge Caravan Warranty Coverage At A Glance (below)	Refer to the Dodge Warranty Booklet ( <b>Attachment B</b> )
<b>Lone Star / Conversion</b>	7 years and/or 70,000 miles	Refer to the Lone Star Handicap Vans Warranty Information for Lowered Floor Conversion ( <b>Attachment C</b> )
<b>CWI / Camera System</b>	Digital Video Recorders - 2 Years; Storage media, Cameras, Accessories and all other equipment - 1 Year	Refer to the CWI Warranty and Return Information ( <b>Attachment D</b> )
<b>Convoy Technologies / RVM0732 Rearview Mirror Monitor</b>	1 year	Refer to Convoy Technologies Warranty and Support Information ( <b>Attachment E</b> )
<b>Intermotive / Reverse Sensor</b>	2 years	<a href="http://www.intermotive.net/policies.html">http://www.intermotive.net/policies.html</a>
<b>Q'Straint / QRTMAX Wheelchair Restraints</b>	3 years	<a href="http://www.qstraint.com/en_na/support/product-warranty-registration">http://www.qstraint.com/en_na/support/product-warranty-registration</a>
<b>Freedman / Go-ES Foldaway Seat</b>	Varies by Seat Component	Refer to the Freedman Seating Company Passenger Seats Limited Warranty & Sales Terms ( <b>Attachment F</b> )
<b>Zilla Wraps / Wrap</b>	5 years	Refer to Zilla Wrap Product Data Sheet ( <b>Attachment G</b> )

<sup>1</sup> **Important Note:** Do not contact the original equipment manufacturers (OEMs) unless told to do so by the National Bus Warranty Contact.

**Yokohama / Avid S33**

First 2/32 inch of tread depth or 12 months

Refer to Yokohama Limited Warranty (Attachment H)

## DODGE CARAVAN WARRANTY

### WARRANTY COVERAGE AT A GLANCE

DESCRIPTION	1 Yr/ 12,000	2 Yr/ 24,000	3 Yr/ 36,000	3 Yr/ 50,000	3 Yr/ Unlimited	5 Yr/ 50,000	5 Yr/ 100,000	5 Yr/ Unlmtd	7 Yr/ 70,000	8 Yr/ 80,000
Basic Limited Warranty Coverage	[Shaded]									
Special Extended Warranty Coverage	[Shaded]									
Anti-Corrosion Perforation Limited Warranty:	[Shaded]									
All Panels	[Shaded]									
Outer Panels	[Shaded]									
Powertrain Limited Warranty	[Shaded]									
Federal Emissions Warranty	[Shaded]									
Federal Emissions Warranty	[Shaded]									
Specified Comp.	[Shaded]									

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## ORIGINAL EQUIPMENT MANUFACTURERS (OEM)

### Transit Vehicle Manufacturer (Conversion) Information

Lonestar Handicap Vans, LLC  
 12953 Hwy 64 West  
 Tyler, TX 75704  
 Phone: (903) 592-8366  
 E-mail: [norma@lshvans.com](mailto:norma@lshvans.com)

### Camera System

CWI Digital Systems, Inc.  
 10 Carter Court, Ste 200  
 Allen, TX 75002  
 Phone: (214) 704-1674  
 E-mail: [support@cwidigital.com](mailto:support@cwidigital.com)

### Rearview Mirror Monitor

Convoy Technologies  
 3300 Irvine Ave., Suite 310  
 Newport Beach, CA 92660  
 Phone: (888) 565-2583

**Reverse Sensor**

Intermotive, Inc.  
12840 Earhart Ave.  
Auburn CA 95602  
Phone: (800) 969-6080

**Wheelchair Restraints**

Q'Straint America  
5553 Ravenswood Road, Suite #110  
Ft. Lauderdale, Fl 33312  
Toll-Free: (800) 987-9987  
Direct: (954) 986-6665  
Fax: (954) 986-0021  
Email: [qstraint@qstraint.com](mailto:qstraint@qstraint.com)

**Foldaway Seat**

Freedman Seating Company  
4545 West Augusta Boulevard  
Chicago, IL 60651  
Phone: (800) 443-4540  
Fax: (773) 252-7450  
Email: [info@freedmanseating.com](mailto:info@freedmanseating.com)

**Tires**

Yokohama Tire Corporation  
Corporate Headquarters  
601 South Acacia Avenue  
Fullerton, California 92831  
Phone: (800) 423-4544  
Customer Assistance: (800) 722-9888

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**ATTACHMENT A – NATIONAL BUS SALES AND LEASING  
REPAIR WORKSHEET**

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**Repair Worksheet**  
**Estimate for Repair – ANY ADDITIONAL REPAIR REQUIRES PRIOR APPROVAL**

To: National Bus Sales and Leasing  
Warranty Department: Whitney Ramsey  
15580 Hwy 114  
Justin, TX 76247  
Phone# 817-636-2365

Direct# 817-636-6340

Repaired By: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
Fax# 817-636-6341

**Warranty      Customer Pay      Cost of Sales**

Date: \_\_\_\_\_ Last 8 of VIN: \_\_\_\_\_ Odometer: \_\_\_\_\_

**Complaint:** \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Cause:** \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Correction:** \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Parts Needed:**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Labor Time:** \_\_\_\_\_

Once approval for repair is received, authorization will expire in 30 days. Repairs *CANNOT* be made without prior approval. The "WARRANTY WORKSHEET" must be completed and received by the warranty administrator prior to work beginning.

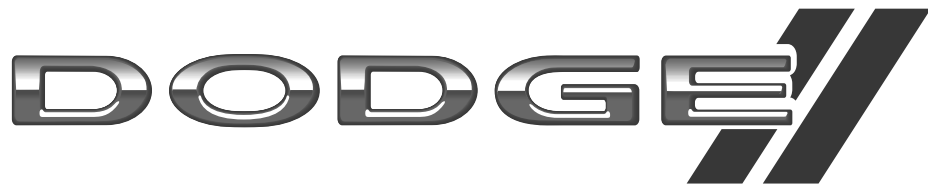
\*NOTE: Please keep ALL parts replaced. Failure to do so may cause warranty claim to be denied.  
Warranty Worksheet must be completed and received by warranty administrator prior to any work being done.



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# **ATTACHMENT B – DODGE WARRANTY BOOKLET**

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**2015**

**All Vehicles**

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**WARRANTY INFORMATION**

B - 2

***IMPORTANT***

*This booklet contains Chrysler Group LLC limited warranties. It should be kept in your vehicle and presented to your Dealer if any warranty service is needed.*

*The warranty text begins on page 4 of this booklet.*

**WARRANTY COVERAGE AT A GLANCE**

<b>DESCRIPTION</b>	<b>1 Yr/ 12, 000</b>	<b>2 Yr/ 24,000</b>	<b>3 Yr/ 36,000</b>	<b>3 Yr/ 50,000</b>	<b>3 Yr/ Unlimited</b>	<b>5 Yr/ 50,000</b>	<b>5 Yr/ 100,000</b>	<b>5 Yr/ Unlmtd</b>	<b>7 Yr/ 70,000</b>	<b>8 Yr/ 80,000</b>
Basic Limited Warranty Coverage										
<b>Special Extended Warranty Coverage</b>										
Anti-Corrosion Perforation Limited Warranty:										
All Panels										
Outer Panels										
Powertrain Limited Warranty										
Federal Emissions Warranty										
Federal Emissions Warranty Specified Comp.										

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## 1. Your Legal Rights Under These Limited Warranties

The warranties contained in this booklet are the only express warranties that Chrysler Group LLC ("Chrysler") makes for your vehicle. **These warranties give you specific legal rights. You may also have other rights that vary from state to state.** For example, you may have some implied warranties, depending on the state where your vehicle was sold or is registered.

These implied warranties are limited, to the extent allowed by law, to the time periods covered by the express written warranties contained in this booklet.

If you use your vehicle primarily for business or commercial purposes, then these implied warranties do not apply and Chrysler completely disclaims them to the extent allowed by law. And the implied warranty of fitness for a particular purpose does not apply if your vehicle is used for racing, even if the vehicle is equipped for racing.

Some states do not allow limitations on how long an implied warranty lasts, so the above limitations may not apply to you.

### 1.1 Incidental and Consequential Damages Not Covered

**Your warranties don't cover any incidental or consequential damages connected with your vehicle's failure, either while under warranty or afterward.**

Examples of such damages include:

- lost time;
- inconvenience;
- the loss of the use of your vehicle;
- the cost of rental vehicles, gasoline, telephone, travel, or lodging;
- the loss of personal or commercial property; and
- the loss of revenue.

**Some states don't allow incidental or consequential damages to be excluded or limited, so this exclusion may not apply to you.**

## 2. What's Covered Under Chrysler Group LLC's Warranties

### 2.1 Basic Limited Warranty

#### A. Who Is Covered?

You are covered by the Basic Limited Warranty if you are a purchaser for use of the vehicle.

#### B. What's Covered

The Basic Limited Warranty covers the cost of all parts and labor needed to repair any item on your vehicle when it left the manufacturing plant that is defective in material, workmanship or factory preparation. There is no list of covered parts since the only exception are tires and Unwired headphones. You pay nothing for these repairs. These warranty repairs or adjustments — including all

parts and labor connected with them — will be made by your dealer at no charge, using new or remanufactured parts.

#### C. Items Covered by Other Warranties

The following are covered by separate warranties offered by their makers. They are **not covered** by the Basic Limited Warranty:

- tires;
- Unwired headphones; or
- items added or changed after your vehicle left the manufacturing plant, such as accessories or protection products, or items changed because of customization or van conversion.

Be sure you get a copy of any warranty that applies to these items from your dealer, or from the maker of the product. You can find the tire and Unwired headphone warranty statements in your Owner's Literature Package.



### **D. Towing Costs Are Covered Under Certain Circumstances**

The Roadside Assistance covers the cost of towing your vehicle to the nearest Chrysler, Dodge, Jeep, or Ram dealer if your vehicle becomes disabled as a result of a mechanical breakdown. If you choose to go to another dealership, you will be responsible for the cost if the extra distance exceeds 10 miles. See Section 6.2 for information on how to get towing service in the United States and Canada.

### **E. When It Begins**

The Basic Limited Warranty begins on either of the following dates, whichever is earlier:

- the date you take delivery of the vehicle; or
- the date when the vehicle was first put into service — for example, as a dealer “demo” or as a Chrysler company vehicle.

### **F. When It Ends**

The Basic Limited Warranty lasts for 36 months from the date it begins or for 36,000 miles on the odometer, whichever occurs first. But the following items are covered only for 12 months or for 12,000 miles on the odometer, whichever occurs first:

- brakes (rotors, pads, linings, and drums);
- wiper blades;
- clutch discs or modular clutch assembly (as equipped);
- windshield and rear window; and
- wheel alignment and wheel balancing

### G. Registration and Operation Requirements

The Basic Limited Warranty covers your vehicle only if:

- it was built for sale in the U.S.;
- it's registered in the U.S.;
- it's driven mainly in the U.S. or Canada; and
- it's operated and maintained in the manner described in your Owner's Manual.

### H. If Your Vehicle Leaves the United States (We Include U.S. Possessions and Territories as Part of the United States for Warranty Purposes):

**EXCEPT WHERE SPECIFICALLY REQUIRED BY LAW, THERE IS NO WARRANTY COVERAGE ON THIS VEHICLE IF IT IS SOLD IN OR REGISTERED IN COUNTRIES OTHER THAN THE UNITED STATES.**

This policy does not apply to vehicles that have received authorization for export from Chrysler. Dealers may not give authorization for export. You should consult an authorized dealer to determine this vehicle's warranty coverage if you have any questions.

This policy does not apply to vehicles registered to U.S. government officials or military personnel on assignment outside of the United States.

## 2.2 Corrosion Warranty

### A. Who Is Covered?

You are covered if you are a purchaser for use of the vehicle.

### B. What's Covered

This warranty covers the cost of all parts and labor needed to repair or replace any sheet metal panels that get holes from rust or other corrosion. If a hole occurs because of something other than corrosion, this warranty does not apply. Cosmetic or surface corrosion — resulting, for example, from stone chips or scratches in the paint — is not covered. For more details on what isn't covered by this warranty, see 3.5.

### C. How Long It Lasts

The Corrosion Warranty starts when your Basic Limited Warranty begins under 2.1(E).

This warranty has two time-and-mileage limits:

- For sheet metal panels, the limit is 36 months, with no mileage limit.
- For an outer-body sheet metal panel — one that is finish-painted and that someone can see when walking around the vehicle — the limits are 5 years or unlimited miles on the odometer, whichever occurs first.

### D. What's Not Covered

Please note that while the standard Corrosion Limited Warranty applies to defects in material and/or workmanship, it does not cover the vehicle's matte finish appearance (if equipped).

Maintaining the matte finish appearance is solely the responsibility of the vehicle owner as described in your Owner's Manual.

## **2.3 Restraint System Limited Warranty (Vehicles sold and registered in the State of Kansas only)**

For vehicles sold and registered in the State of Kansas, seatbelts and related seatbelt components are warranted against defects in workmanship and materials for 10 years, regardless of mileage. This warranty does not cover replacement of seatbelts and related components required as the result of collision.

## **2.4 Powertrain Limited Warranty**

### **A. Who Is Covered?**

You are covered by the Powertrain Limited Warranty if you are a purchaser for use of the vehicle.

### **B. What's Covered**

The Powertrain Limited Warranty covers the cost of all parts and labor needed to repair a powertrain component listed in section 2.4.E below that is defective in workmanship and materials.

### **C. How Long It Lasts**

The Powertrain Limited Warranty lasts for up to 5 years or 100,000 miles on the odometer, whichever occurs first, calculated from the start date of the Basic Limited Warranty, as set forth in Section 2.1(E).

### **D. Towing Costs Are Covered**

The Powertrain Limited Warranty covers the cost of towing your vehicle to the nearest authorized Chrysler, Dodge, Jeep or Ram dealer if your vehicle cannot be driven because a covered part has failed.

## WHAT'S COVERED UNDER CHRYSLER GROUP LLC'S WARRANTIES

If you choose to go to another dealership, you will be responsible for the cost if the extra distance exceeds 10 miles. See Section 6.2 for information on how to get towing service in the United States and Canada.

### E. Parts Covered

The Powertrain Limited Warranty covers these parts and components of your vehicle's powertrain supplied by Chrysler Group LLC:

#### **Gasoline Engine:**

cylinder block and all internal parts; cylinder head assemblies; timing case, timing chain, timing belt, gears and sprockets; vibration damper; oil pump; water pump and housing; intake and exhaust manifolds; flywheel with starter ring gear; core plugs; valve covers; oil pan; turbocharger housing and internal parts; turbocharger wastegate actuator; supercharger; serpentine belt tensioner; seals and gaskets for listed components only.

#### **Transmission:**

transmission case and all internal parts; torque converter; drive/flex plate; transmission range switch; speed sensors; pressure sensors; transmission control module; bell housing; oil pan; seals and gaskets for listed components only.

**NOTE:** MANUAL TRANSMISSION CLUTCH PARTS ARE NOT COVERED AT ANY TIME.

#### **Front Wheel Drive:**

transaxle case and all internal parts; axle shaft assemblies; constant velocity joints and boots; differential cover; oil pan; transaxle speed sensors; transaxle solenoid assembly; PRNDL position switch; transaxle electronic controller; torque converter; seals and gaskets for listed components only.

**NOTE:** MANUAL TRANSMISSION CLUTCH PARTS ARE NOT COVERED AT ANY TIME.

**All Wheel Drive (AWD):**

power transfer unit and all internal parts; viscous coupler; axle housing and all internal parts; constant velocity joints and boots; driveshaft and axle shaft assemblies; differential carrier assembly and all internal parts; output ball bearing; output flange; end cover; overrunning clutch; vacuum motor; torque tube; pinion spacer and shim, seals and gaskets for listed components only.

**Rear Wheel Drive:**

rear axle housing and all internal parts; axle shafts; axle shaft bearings; drive shaft assemblies; drive shaft center bearings; universal joints and yokes; seals and gaskets for listed components only.

**Four-Wheel Drive (4X4):**

transfer case and all internal parts; transfer case control module and shift mode motor assembly; axle housing and all internal parts; axle shafts; axle shaft bearings; drive shafts assemblies (front and rear); drive shaft center bearings; universal joints and yokes; disconnect housing assembly; seals and gaskets for the listed components only.

**F. Other Provisions of This Powertrain Limited Warranty**

All other terms of the New Vehicle Limited Warranty including the Section 1 (Your Rights Under These Limited Warranties) and Section 3 (What's Not Covered) apply to this Powertrain Limited Warranty.

## 3. What's Not Covered

### 3.1 Modifications Not Covered

#### A. Some Modifications Don't Void the Warranties But Aren't Covered

Certain changes that you might make to your vehicle do not, by themselves, void the warranties described in this booklet. Examples of some of these changes are:

- installing non-Chrysler Group LLC ("Chrysler") parts, components, or equipment (such as a non-Chrysler radio or speed control); and
- using special non-Chrysler materials or additives.

But your warranties don't cover any part that was not on your vehicle when it left the manufacturing plant or is not certified for use on your vehicle. Nor do they cover the costs of any repairs or adjustments that might be

caused or needed because of the installation or use of non-Chrysler parts, components, equipment, materials, or additives.

Performance or racing parts are considered to be non-Chrysler parts. Repairs or adjustments caused by their use are not covered under your warranties.

Examples of the types of alterations not covered are:

- installing accessories — except for genuine Chrysler / MOPAR accessories installed by an authorized Chrysler, Dodge, Jeep or Ram dealer;
- applying rustproofing or other protection products;
- changing the vehicle's configuration or dimensions, such as converting the vehicle into a limousine or food service vehicle; or
- using any refrigerant that Chrysler has not approved.

## **B. Modifications That WILL Void Your Warranties**

These actions will void your warranties:

- disconnecting, tampering with, or altering the odometer will void your warranties, unless your repairing technician follows the legal requirements for repairing or replacing odometers; or
- attaching any device that disconnects the odometer will also void your warranties.

## **3.2 Environmental Factors Not Covered**

Your warranties don't cover damage caused by environmental factors such as airborne fallout, bird droppings, insect damage, chemicals, tree sap, salt, ocean spray, acid rain, and road hazards. Nor do your warranties cover damage caused by hailstorms, windstorms, tornadoes, sandstorms, lightning, floods, and earthquakes.

Your warranties do not cover conditions resulting from anything impacting the vehicle. This includes cracks and chips in glass, scratches and chips in painted surfaces, or damage from collision.

## **3.3 Maintenance Costs Not Covered**

Your warranties don't cover the costs of repairing damage caused by poor or improper maintenance. Nor do they cover damage caused by the use of contaminated fuels, or by the use of fuels, oils, lubricants, cleaners or fluids other than those recommended in your Owner's Manual.



The warranties don't cover the costs of your vehicle's normal or scheduled maintenance — the parts and services that all vehicles routinely need. Some of these parts and services, which your warranties don't cover, include:

- lubrication;
- engine tune-ups;
- replacing filters, coolant, spark plugs, bulbs, or fuses (unless those costs result from a covered repair);
- cleaning and polishing; and
- replacing worn wiper blades, worn brake pads and linings, or clutch linings.

### 3.4 Racing Not Covered

Your warranties don't cover the costs of repairing damage or conditions caused by racing, nor do they cover the repair of any defects that are found as the result of participating in a racing event.

### 3.5 Certain Kinds of Corrosion Not Covered

Your warranties don't cover the following:

- corrosion caused by accident, damage, abuse, or vehicle alteration;
- surface corrosion caused by such things as industrial fallout, sand, salt, hail, ocean spray, and stones;
- corrosion caused by the extensive or abnormal transport of caustic materials like chemicals, acids, and fertilizers; and
- corrosion of special bodies, body conversions, or equipment that was not on your vehicle when it left the manufacturing plant or was not supplied by Chrysler.

### 3.6 Other Exclusions

Your warranties don't cover the costs of repairing damage or conditions caused by any of the following:

- fire or accident;
- abuse or negligence;
- misuse — for example, driving over curbs or overloading;
- tampering with the emission systems, or with a part that could affect the emission systems;
- use of used parts, even if they were originally supplied by Chrysler (however, authorized Chrysler / MOPAR remanufactured parts are covered);
- windshield or rear window damage from external objects;
- any changes made to your vehicle that don't comply with Chrysler; or
- using any fluid that doesn't meet the minimum recommendations in your Owner's Manual.

### 3.7 Total Loss, Salvage, Junk, or Scrap Vehicles Not Covered

A vehicle has no warranty coverage of any kind if:

- the vehicle is declared to be a total loss by an insurance company;
- the vehicle is rebuilt after being declared to be a total loss by an insurance company; or
- the vehicle is issued a certificate of title indicating that it is designated as “salvage,” “junk,” “rebuilt,” “scrap,” or some similar word.

Chrysler will deny warranty coverage without notice if it learns that a vehicle is ineligible for coverage for any of these reasons.

### 3.8 Restricted Warranty

Your warranties can also be restricted by Chrysler. Chrysler may restrict the warranty on your vehicle if the vehicle is not properly maintained, or if the vehicle is abused or neglected, and the abuse or neglect interferes with the proper functioning of the vehicle. If the warranty is restricted, coverage may be denied or subject to approval by Chrysler before covered repairs are performed.

## 4. Other Terms of Your Warranties

### 4.1 Exchanged Parts May Be Used in Warranty Repairs

In the interest of customer satisfaction, Chrysler Group LLC ("Chrysler") may offer exchange service on some vehicle parts. This service is intended to reduce the amount of time your vehicle is not available for your use because of repairs. Parts used in exchange service may be new, remanufactured, reconditioned, or repaired, depending on the part involved.

All exchange parts that might be used meet Chrysler standards, and have the same warranties as new parts.

Examples of the kinds of parts that might be serviced in this way are:

- engine assemblies;
- transmission assemblies;
- instrument cluster assemblies;
- radios, tape, CD and DVD players;
- speedometers; and
- powertrain control modules.

To help control suspected ozone-depleting agents, the EPA requires the capture, purification, and reuse of automotive air-conditioning refrigerant gases. As a result, a repair to the sealed portion of your air-conditioning system may involve the installation of purified reclaimed refrigerant.

## 4.2 Pre-Delivery Service

A defect in or damage to the mechanical, electrical, sheet-metal, paint, trim, and other components of your vehicle may have occurred at the factory or while it was being shipped to the dealer.

Such a defect or damage is usually detected and corrected at the factory. In addition, dealers must inspect each vehicle before delivery. They repair any defects or damage detected before the vehicle is delivered to you.

## 4.3 Production Changes

Changes may be made in vehicles sold by Chrysler and its dealers at any time without incurring any obligation to make the same or similar changes on vehicles previously built or sold.

## 5. Emission Warranties Required By Law

### 5.1 Federal Emission Warranty

#### A. Parts Covered for 2 Years or 24,000 Miles

Federal law requires Chrysler Group LLC ("Chrysler") to warrant the following emissions parts for 2 years or 24,000 miles, whichever occurs first. Chrysler covers all of these parts under the Basic Limited Warranty for 3 years or 36,000 miles, whichever occurs first.

- Air system controls;
- electronic fuel injection system, including injector;
- evaporative-emission canister and controls;
- exhaust manifold;
- exhaust gas recirculation valve and control system;
- exhaust pipes (between exhaust manifold and catalyst);

- fuel cap and tank assembly, pump, and fuel lines;
- ignition system;
- intake manifold;
- on-board diagnostic-system components;
- oxygen sensors;
- positive crankcase-ventilation (PCV) valve or orifice;
- secondary ignition wires;
- spark plugs;
- throttle body;
- transmission-control module;
- vacuum hoses, clamps, and fittings, as well as tubing used for these components;
- vacuum, temperature, altitude, speed, time-sensitive valves, sensors, and switches used in these components and systems.

**B. Parts Covered for 8 years or 80,000 miles**

If your vehicle has one of the following parts, this Federal Emission Warranty covers that part for a period of 8 years or 80,000 miles, whichever occurs first, calculated from the start of the Basic Limited Warranty as set forth in Section 2.1(E). The covered parts are:

- catalytic converter; and
- powertrain control module.

**5.2 Emission Performance Warranty**

This warranty supplements the federal warranty under 5.1. It lasts for 2 years or 24,000 miles on the odometer, whichever occurs first. If your vehicle has one of the following parts, catalytic converter and powertrain control module, this Federal Emission Warranty covers that part for a period of 8 years or 80,000 miles, whichever occurs first. These limits are counted from the time when your Basic Limited Warranty begins under 2.1(E).

The Emission Performance Warranty covers the cost of repairing or adjusting any components or parts that might be needed for your vehicle to pass Federal Emission Standards for a federally approved state or local emissions test, but only if:

- your vehicle has failed a federally approved state or local emissions test;
- your vehicle has been maintained and operated properly up until it fails such a test; and
- you face a real penalty — for example, a fine or the loss of the use of your vehicle — because the vehicle has failed the test.

Section 6.4 explains how to get service under this warranty.

## 6. How to Get Warranty Service

### 6.1 Where to Take Your Vehicle

#### A. In the United States (We Include U.S. Possessions and Territories as Part of the United States for Warranty Purposes):

Warranty service must be done by an authorized Chrysler, Dodge, Jeep or Ram dealer. We strongly recommend that you take your vehicle to your Selling Dealer. They know you and your vehicle best, and are most concerned that you get prompt and high quality service. If you move within the United States, warranty service may be requested from any authorized Chrysler, Dodge, Jeep or Ram dealer.

#### B. In Canada and Mexico:

If you are traveling temporarily in Canada or Mexico, and your vehicle remains registered in the United States, your Chrysler warranty still applies. Service may be requested at any authorized Chrysler, Dodge, Jeep or Ram dealership.

#### C. In a Foreign Country Outside of North America:

If you are traveling temporarily outside of North America, and your vehicle remains registered in the United States:

- You should take your vehicle to an authorized Chrysler, Dodge, Jeep or Ram dealer. They should give you the same warranty service you receive in the United States.



- If the authorized dealership charges you for repairs which you feel should be covered under your warranty, please get a detailed receipt for the work done. Make sure that this receipt lists all warranty repairs and parts that were involved. (This receipt will be similar to the one used by the dealer who normally services your vehicle.)
- When your vehicle returns to the United States, contact the Chrysler Customer Assistance Center (section 7.2) for reimbursement consideration. You will normally need to provide a copy of the receipt, your vehicle registration and any other relevant documents.
- Reimbursement will not be considered if the vehicle does not return to the United States.

### **D. If You Move:**

If you move to another country, be sure to contact the Chrysler Customer Assistance Center (section 7.2) and the customs department of the destination country before you move. Vehicle importation rules vary considerably from country to country. You may be required to present documentation of your move to Chrysler in order to continue your warranty coverage. You may also be required to obtain documentation from Chrysler in order to register your vehicle in your new country.

### **E. Notice:**

If your vehicle is registered outside of the United States, and you have not followed the procedure set out above, your vehicle will no longer be eligible for warranty coverage of any kind. (Vehicles registered to United States government officials or military personnel on assignment outside of the U.S. will continue to be covered.)

## 6.2 How To Get Roadside Assistance Service - U.S. or Canada Only \*

### A. Who Is Covered:

You are covered by the Roadside Assistance services if you are a purchaser for use of the vehicle. The Roadside Assistance services lasts for 5 years or 100,000 miles on the odometer, whichever occurs first, calculated from the start date of the Basic Limited Warranty, as set forth in Section 2.1(E).

### B. What To Do:

If your vehicle requires jump start assistance, out of gas/fuel delivery, tire service, lockout service or towing as a result of a mechanical breakdown, dial toll-free

1-800-521-2779. Provide your name, vehicle identification number, license plate number, and your location, including the telephone number from which you are calling. Briefly describe the nature of the problem and answer a few simple questions.

You will be given the name of the service provider and an estimated time of arrival. If you feel you are in an “unsafe situation”, please let us know. With your consent, we will contact local police or safety authorities.

\* Towing services provided through Cross Country Motor Club, Inc., Medford, MA 02155, except in AK, CA, HI, OR, WI, and WY, where services are provided by Cross Country Motor Club of California, Inc., Medford, MA 02155.

### C. Covered Services:

#### **Flat Tire Service**

If you are inconvenienced by a flat tire, we will dispatch a service provider to use your vehicle's temporary spare tire (if equipped) as recommended in your Owner's Manual. This is not a permanent flat tire repair.

#### **Out of Gas/Fuel Delivery**

Drivers can't always count on a gas station being nearby - especially when traveling away from home. Just call 1-800-521-2779, and we will dispatch a service provider to deliver a small amount of fuel (maximum 2 gallons) to get you to a nearby station.

#### **Battery Jump Assistance**

No time is a good time for a dead battery, but with Roadside Assistance, you don't have to worry about being stranded. We will dispatch a service provider to provide you with a battery jump anytime, day or night.

#### **Lockout Service**

Whether the keys are locked in your vehicle or frozen locks are keeping you from getting on your way, help is just a phone call away at 1-800-521-2779. This service is limited to providing access to the vehicle's seating area. It does not cover the cost of replacement keys.

#### **Towing Service**

Our towing service gives you peace of mind and confidence. If your vehicle becomes disabled as a result of a mechanical breakdown, Roadside Assistance will dispatch towing service to transport your vehicle to the closest authorized Chrysler, Dodge, Jeep or Ram dealer. If you choose to go to another dealership, you will be responsible for the cost if the extra distance exceeds 10 miles.

**D. If Unable to Contact Roadside Assistance:**

If you are unable to contact Roadside Assistance and you obtain towing services on your own, you may submit your original receipts from the licensed towing or service facility, for services rendered within 30 days of the occurrence. Be sure to include your vehicle identification number, odometer mileage at the time of service and current mailing address. We will process the claim based on vehicle and service eligibility. If eligible, we will reimburse you for the reasonable amounts you actually paid, based on the usual and customary charges for that service in the area where they were provided. Chrysler Group LLC's determination relating to reimbursement are final. Correspondence should be mailed to:

Chrysler Towing Assistance  
P.O. Box 9145  
Medford, MA 02155  
Attention: Claims Department

**6.3 Emergency Warranty Repairs**

If you have an emergency and have to get a warranty repair made by someone other than an authorized Chrysler, Dodge, Jeep or Ram dealer, follow the reimbursement procedure in 6.1(C).

**6.4 Getting Service Under the Federal Emission Performance Warranties****A. What to Do**

If your vehicle has failed an emissions test described in 5.2:

- Take it to an authorized Chrysler, Dodge, Jeep or Ram dealer as soon as possible.
- Give the service representative the printout showing that your vehicle failed the test.

## HOW TO GET WARRANTY SERVICE

- If possible, bring all service receipts, maintenance logs, and records proving that your vehicle has been properly maintained, since you may be required to show them.

### **B. Further Steps You Can Take, and How to Get More Information**

If you think your dealer has wrongly denied you emission-warranty coverage, follow the steps described in 7.1. Chrysler will reply to you in writing within 30 days after receiving your complaint (or within the time limit required by local or state law). If the owner is not notified within 30 days that a performance warranty claim is denied, the manufacturer must repair the vehicle free of charge.

If you want more information about getting service under the Federal Emission Warranty or the Performance Warranty, or if you want to report what you think is a violation of these warranties, you can contact:

Manager, Certification and Compliance  
Division Warranty Claims  
Environmental Protection Agency  
1200 Pennsylvania Avenue, NW  
Mail Code 6403J  
Washington, D. C. 20460

## 7. How to Deal with Warranty Problems

### 7.1 Steps to Take

#### A. In General

Normally, warranty problems can be resolved by your dealer's sales or service departments. That's why you should always talk to your dealer's service manager or sales manager first. But if you're not satisfied with your dealer's response to your problem, Chrysler Group LLC ("Chrysler") recommends that you do the following:

#### Step 1:

Discuss your problem with the owner or general manager of the dealership.

#### Step 2:

If your dealership still can't resolve the problem, contact the Chrysler Customer Assistance Center. You'll find the address in section 7.2.

#### B. What Chrysler Will Do

Once you have followed the two steps described in 7.1(A), a Chrysler representative at Chrysler headquarters will review your situation. If it's something that Chrysler can help you with, Chrysler will provide your dealer with all the information and assistance necessary to resolve the problem. Even if Chrysler can't help you, Chrysler will acknowledge your contact and explain Chrysler's position.

**C. If Your Problem Still Isn't Resolved For Customers Residing in Arkansas, Idaho, Kentucky, Minnesota and Montana ONLY:**

(NOTE: This Process is not available for residents of other states.)

If you can't resolve your warranty problem after following the two steps described in 7.1(A), and you live in Arkansas, Idaho, Kentucky, Minnesota or Montana ONLY, you can contact the Chrysler Group LLC Customer Arbitration Process in your area.

You may obtain a brochure describing Chrysler Group LLC's Customer Arbitration Process, including an application, by calling (800) 423-6343. This service is strictly voluntary, and you may submit your dispute directly to the Customer Arbitration Process (CAP) at no cost. The CAP is administered by an independent dispute settlement organization and may be contacted in writing at the following address:

National Center for Dispute Settlement  
P.O. Box 727  
Mt. Clemens, MI 48046

The CAP reviews only vehicle disputes involving Chrysler Group LLC ("Chrysler") Limited Warranty or a Chrysler / Mopar Part Limited Warranty. The CAP does not review disputes involving the sale of a new or used vehicle, personal injury/property damage claims, disputes relating to design of the vehicle or part, or disputes which are already the subject of litigation.

The CAP will need the following information from you: 1) Legible copies of all documents and repair orders relevant to your case, 2) Vehicle identification number of your vehicle, 3) A brief description of your unresolved concern, 4) The identity of your servicing/selling dealer, 5) The date(s) of repair(s) and mileage at the time, 6) Current mileage, and 7) A description of the action you expect to resolve your concern.

Upon receipt of your request:

- The National Center for Dispute Settlement (NCDS) will acknowledge receipt of your request, by mail, within ten (10) days, and advise you whether or not your dispute is within the jurisdiction of the Process.
- When your request is within jurisdiction NCDS will request Chrysler and the dealer to present their side of the dispute. You will receive copies of their responses.
- While your dispute is pending NCDS or Chrysler may contact you to see if your case can be settled by agreement. If a settlement is offered to you, Chrysler will ask you to sign a form that contains that settlement. Your case will then be closed. There is no requirement for you to participate in this settlement process.
- If you requested an oral hearing, a decision-maker will contact you to arrange a convenient time and place for a hearing. Usually, this will be at a dealership near you.
- If you request a documents-only review, an NCDS panel will review and decide your case. Neither you, the dealer nor Chrysler need be present.
- NCDS will send you a written Statement of Decision. This statement will include the decision, any action to be taken by the dealer or Chrysler and the time by which the action must be taken. The decision will be binding on the dealer and Chrysler but not on you unless you accept the decision.
- If any action is required on the part of the dealer or Chrysler you will be contacted within ten (10) days after the date by which the dealer or Chrysler must act to determine whether performance has been rendered.
- The entire dispute settlement process will normally take no longer than 40 days.



- The CAP dispute settlement procedure does not take the place of any state or Federal legal remedies available to you. Whether or not you decide to submit your dispute to the Process, you are free to pursue other legal remedies.

### D. Notice Under State Lemon Laws

Some states have laws allowing you to get a replacement truck or a refund of the truck's purchase price under certain circumstances. These laws vary from state to state. If your state law allows, Chrysler requires that you first notify us in writing of any service difficulty that you may have experienced so that we can have a chance to make any needed repairs before you are eligible for remedies provided by these laws. In all other states, we ask that you give us written notice of any service difficulty. Send your written notice to the Chrysler Customer Assistance Center at the address in 7.2.

## 7.2 Helpful Addresses and Telephone Numbers

Here are the addresses and telephone numbers of the Chrysler Customer Assistance Center that can help you wherever you happen to be. Contact the one that covers your area:

- **In the United States:**  
**Chrysler Customer Assistance Center**  
P.O. Box 21-8004  
Auburn Hills, Michigan 48321-8004  
Phone: (800) 423-6343

**To contact Chrysler by email,**  
simply access the following website:  
[www.dodge.com](http://www.dodge.com)  
(click on the "Contact Us" button)

- **In Canada:**

**Chrysler Canada, Inc.**

**Customer Service**

Chrysler Centre

P.O. Box 1621

Windsor, Ontario N9A-4H6

Phone: (800) 465-2001

- **In Mexico, contact the Customer Relations Office for Chrysler, Dodge, Jeep and Ram vehicles at:**

1240 Prolongacion Paseo de la Reforma Av.

Santa Fe, C.P. 05109

Deleg. Cuajimalpa, Mexico

Phone (in Mexico): (015) 5081-7568

Phone (outside Mexico): (800) 505-1300

- **In Puerto Rico and U.S. Virgin Islands:**

**Customer Service**

Chrysler Group International Services LLC

Box 191857

San Juan, Puerto Rico 00919-1857

Phone: (787) 782-5757

Fax: (787) 782-3345

## 8. Optional Service Contract

Chrysler Group LLC's or Chrysler Service Contract Company LLC's optional service contracts offer valuable protection against repair costs when these warranties don't apply. They compliment but don't replace the warranty coverages outlined in this booklet. Several plans are available, covering various time-and-mileage periods and various sets of components. (Service contracts aren't available if you live in a U.S. possession or territory.) Ask your dealer for details.

## 9. Maintenance

### 9.1 General Information

It's your responsibility to properly maintain and operate your new vehicle. Follow the instructions contained in the General and Scheduled Maintenance Service guidelines in your Owner's Manual. Regular, scheduled maintenance is essential to trouble-free operation. If there is a dispute between you and Chrysler Group LLC ("Chrysler") concerning your maintenance of your vehicle, Chrysler will require you to provide proof that your vehicle was properly maintained.

For your convenience, Chrysler has prepared a Maintenance Log which is included in your Owner's Manual. You should use this Maintenance Log to keep track of scheduled maintenance, either by routinely having the repairs entered in your Maintenance Log, or by keeping receipts or other documentation of work you've had done on your vehicle in your Maintenance Log.

### 9.2 Where To Go For Maintenance

Chrysler recommends that you return to the dealer from whom you bought your vehicle for all maintenance service both during and after the warranty periods. Although you can get warranty service from any dealer who sells your particular make, returning to your selling dealer will help ensure that all your service needs are met and that you're completely satisfied. The dealership technicians are specifically trained to proficiently perform maintenance and repair procedures on your Chrysler Group LLC vehicle.

Authorized Chrysler, Dodge, Jeep or Ram dealers will help ensure that all your service needs are met and that you're completely satisfied. Chrysler strongly recommends you use genuine Chrysler / MOPAR parts to maintain your vehicle.









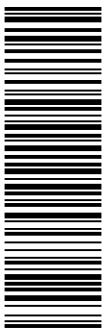












Chrysler Group LLC

15GEN-026-AA



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B - 45  
First Edition

Printed in U.S.A.

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**ATTACHMENT C – LONE STAR HANDICAP VANS  
WARRANTY INFORMATION FOR LOWERED FLOOR  
CONVERSION**

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## LONE STAR HANDICAP VANS, LLC

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### WARRANTY INFORMATION: For LSHVANS Lowered Floor Conversion ONLY

Lone Star Handicap Vans, LLC limited warranty

-LSH Vans offer 7 years/ 70,000 miles limited warranty for (whichever come first) limited warranty, from the day of purchase.

-LSH Vans agrees to replace or repair any part that we find to be defective within the applicable warranty period and mileage.

-Any work done under warranty will only be paid for if done by Lone Star Handicap Vans or other shop of our choosing.

-LSH Vans, LLC will cover Limited Warranty for Commercial use vehicles, following the same Warranty Procedures mention below.

#### **What is not covered:**

This warranty will not apply to parts or workmanship that may become defective due to misuse, neglect, improper maintenance, accident, or unauthorized repairs.

This warranty is not intended to cover any part not modified in the LSHVans conversion process, any defect or trouble that existed in the vehicle before the conversion process, or anything vehicle frame, engine, transmission, transaxle, restrain system including, seatbelts and airbags, brakes, battery, heating-air conditioner systems, tires, ignition systems, electronics and computer systems.

This warranty is not intended to replace or substitute any other warranty used by the manufacturer of the vehicles we modify.

LSH Vans shall not be liable for any incidental or consequential damages resulting from any defective part or workmanship. Without limitation LSH Vans shall not be liable for expenses incurred for towing, travel, lodging, meals, car rental, lost wages, or any other expense or inconvenience incurred as a result of any loss of use of vehicle in question or for any other reason or circumstance. This warranty is exclusive and in lieu of any merchantability, fitness for particular purpose, or other warranty quality, whether expressed or implied, and of all other liabilities and obligations on the part of LSH Vans.

**WARRANTY PROCEDURES:**

If you have a warranty claim, please follow this procedural process to ensure a fast and accurate resolution to your claim:

1-Call Lone Star Handicap Vans warranty department and provide the following information:

Phone: 1-866-588-8267

A-Your Name:

B-Vehicle Identification Number (VIN)

C-A description of the problem

2- Once your warranty status is verified, a local repair facility will be recommended.

3-Go to the repair facility to have the vehicle serviced.

4-Thank you for the opportunity to serve you.



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**ATTACHMENT D – CWI DIGITAL SYSTEMS WARRANTY  
AND RETURN INFORMATION**

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## Warranty and Return Information

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The Mobile Witness line of mobile digital video recorders has been manufactured in accordance with high quality standards and when it is used in the manner intended, it has a limited warranty against defects in material or workmanship for a period of time as listed below:

Digital Video Recorders - 2 Years

Storage media, Cameras, Accessories and all other equipment: 1 Year

This warranty commences on the date equipment is received, unless CWI Digital Systems is responsible for the installation of the equipment; in which case this warranty commences on the date of installation acceptance. During the warranty period, at its discretion, CWI Digital Systems will repair or replace without charge, any merchandise proven to be defective in material or workmanship. Repair of a defective product is contingent upon availability of replacement parts. Should CWI Digital Systems be unable to obtain replacement parts, CWI Digital Systems will, at its option replace the equipment with a comparable product.

### Instructions for obtaining repair or return service:

1. All goods must be returned with a valid RA (Return Authorization) number.  
Email [support@cwidigital.com](mailto:support@cwidigital.com) requesting a RMA # providing the following information:
  - o Your name, company or agency name, telephone number, email and physical shipping address
  - o Part or model number of the product
  - o Serial number and quantity of each product
  - o Description of the defect or repair requested
2. Package your return carefully, using the original boxes and packaging material if possible. CWI Digital Systems is not responsible for items damaged in transit.
3. Label the outside of the box and/or the shipping label with the RMA number obtained.
4. Ship the package to:  
CWI Digital Systems  
RMA # \_\_\_\_\_  
10 Carter Court, Ste 200  
Allen, TX 75002

Failure to comply with this procedure may result in a processing delay. CWI Digital Systems reserves the right to refuse any package that has not been previously approved with a RMA number for return

Products that are found to be in-warranty will be repaired or replaced, tested, and returned. For out of warranty products, the repair department will contact you with an estimated cost of the repair. If a repair is approved, a purchase order for parts, labor is required. The product will then be repaired or replaced, tested and returned.

NOTE: Even items that are under warranty may incur repair and/or replacement costs due to damage or misuse (Refer to following: LIMITATION OF WARRANTY). A charge may also be incurred if a product is returned and found to be not free of defects.

#### **LIMITATION OF WARRANTY**

This warranty covers normal use and does not cover damage which occurs in shipment or failure which results from alteration, accident, misuse, neglect, voltage fluctuations, lightening, water damage, (or other acts of nature), faulty installation or adjustment of controls, interfacing with non-standard or custom equipment, or improper maintenance. This warranty also does not cover normal wear and tear of equipment, including, but not limited to broken connectors, broken or scratched housings or cases, frayed wires, etc. Equipment or devices that CWI Digital Systems product(s) is/are connected or mounted to is not covered under warranty and CWI Digital Systems is not responsible for malfunctions that might occur with the installation of such equipment. NOTE: CWI Digital Systems is not responsible for the removal or installation of equipment or components regardless of cause. Except as herein expressly set forth and to the maximum extent permitted by applicable law, CWI Digital Systems or any of its employees shall not, under any circumstances, be responsible for any direct, indirect, incidental or consequential damages, including, but not limited to, damage to the equipment or injury caused by contact with the equipment. Caution should be taken with any device installed in a moving vehicle that could cause damage or personal injury in the event of a collision or violent maneuvers. CWI Digital Systems makes no other warranties, express or implied including, but not limited to, the implied warranties of merchantability, fitness for a particular purpose, title, and non-infringement. Removal or alteration of the serial number will void this warranty.

**ALL RETURNS MAY BE SUBJECT TO A 20% RE-STOCKING FEE**

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**ATTACHMENT E – REARVIEW MIRROR MONITOR  
OWNER’S / INSTALLATION MANUAL**

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**CONVOY TECHNOLOGIES**  
See Everything

## Owner's / Installation Manual

Performance Series

RVM0732

### REARVIEW MIRROR MONITOR



Please read this manual thoroughly before operating the unit, and keep it for further reference.

Convoy Technologies 3300 Irvine Ave., Suite 310 | Newport Beach, CA 92660 | Ph (888) 565-2583



## Owner's / Installation Manual

### Performance Series

### RVM0732



#### PRECAUTIONS

##### Storage and keeping

Do not expose the monitor to excessive heat or cold. The storage temperature of this device is -30 ~+75 C, and the operating temperature is -20 ~+60 C. The Humidity is Rh90%.

Never use this device near a bathtub, wash basin, kitchen, damp basement, swimming pool or similar place.

Never use this device in environments with excessive moisture, dust or smoke.

Avoid dropping or striking this device.

Never puncture, scratch or use abrasive cleaning materials on this device.

The monitor is not designed to be waterproof.

##### Operating Precautions

Make sure all cables are connected properly observe polarity. Improper cable connections may damage the monitor. Remove the power cable connections when you do not intend to use the unit.

#### Warning!

1. High Voltage is present within the monitor. The opening of the case should be done by professionals
2. Do not watch the video while driving unless you are monitoring the rear view camera display.

#### Special Notice

Occasionally, a few highlights or dark spots may occur on the LCD screen. This is a very common phenomenon in active matrix display technology, and doesn't necessarily indicate any defects or faults. Never try to repair this device by yourself. In case of any problems, please turn off the display at once and notify our company or authorized dealer. The monitor is a complex device. Any disassembly or modification may lead to damage and void the warranty.

Please read this manual thoroughly before operating the unit, and keep it for further reference.



# Owner's / Installation Manual

## Performance Series

### RVM0732



#### PRECAUTIONS

##### Maintenance

1. Remove all the cable connections from the monitor before cleaning the unit.
2. Use a mild household detergent and clean the unit with a slightly damp, soft cloth. Never use strong solvents such as thinner or benzene, as they might damage the finish of the device.



This symbol is intended to alert the user to the presence of uninsulated “dangerous voltage” within the product’s enclosure that may be of sufficient magnitude to constitute risk of electric shock to persons.



This symbol is intended to alert the user to the presence of important operating and maintenance (servcing) instructions in the literature accompanying the appliance.



This symbol is intended to alert the user not to waste electrical and electronic equipment.



##### CAUTION

You are cautioned that any changes or modifications not expressly approved in this manual could void your warranty and necessitate expensive repairs.

##### Declaration of conformity

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: This device may not cause harmful interference. This device must accept any interference received, including interference that may cause under desired operation.



Please read this manual thoroughly before operating the unit, and keep it for further reference.

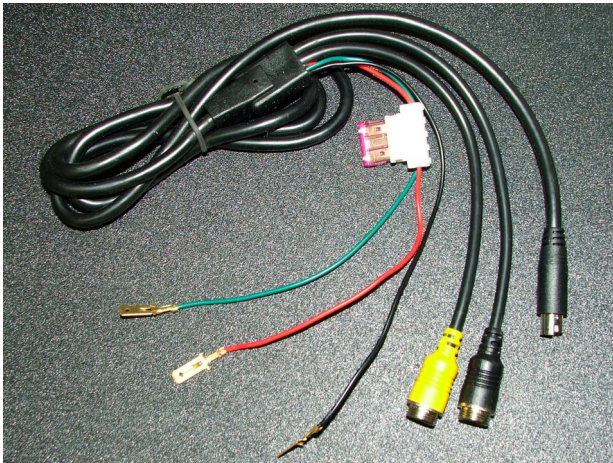
## Owner's / Installation Manual

### Performance Series

### RVM0732

#### Mounting the RearView Mirror Monitor

- 1) Loosen the set screw holding the installed rearview mirror in place, and carefully slide it off its base. The Convoy RVM0732 will use the installed base on the windshield.
- 2) Mount the supplied windshield bracket to the back of the RVM0732 with the supplied screws. Slide the bracket onto the base on the windshield, tighten the locking screw. Route the cable up under the headliner to the A pillar and down.
- 3) The device may be powered by a 12 or 24 volt automotive battery or vehicle electrical system.
- 4) Make sure all cables are connected properly, observe polarity. Improper cable connections may damage the monitor. Remove the power cable connections when you do not intend to use the unit.



1. AV2 Camera Trigger Wire—Green
2. Red to Power (9-48VDC +)
3. Black to Ground
4. 13 pin din to Monitor
5. AV1-AV2 , 4 pin din to Cameras

#### Function Keys:

1. **Power** = Power On/Off
2. **◀** = a. Vol Down  
b. Adjust up numbers of options in menu pages
3. **MENU** = a. Enter Menu  
b. Turn Menu Page
4. **▶** = a. Vol Up  
b. Adjust down numbers of options in menu pages
5. **AV▼** = a. Single channel switch (AV1, AV2)  
b. As option choosing button in menu page



Please read this manual thoroughly before operating the unit, and keep it for further reference.



## Owner's / Installation Manual

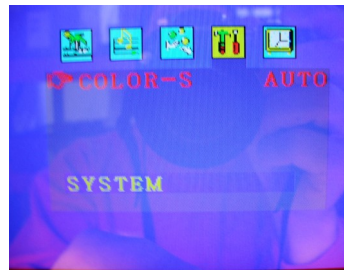
### RVM0732 Operation



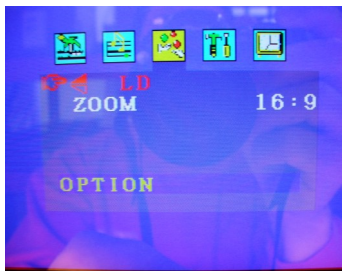
Menu Page 1:  
Picture Controls



Menu Page 2:  
Appearance Controls



Menu Page 4:  
Volume Control, etc.



Menu Page 3:  
Camera Channel Mirror Image on  
or off.



Menu Page 5:  
Camera focus delay time after  
trigger voltage is removed.

#### Function Keys:

1. **Power** = Power On/Off
2. **◀** = a. Vol Down  
b. In the menu, it will adjust up numbers or options
3. **MENU** = a. Enter Menu  
b. Turn Menu Page
4. **▶** = a. Vol Up  
b. In the menu, it will adjust down numbers or options
5. **AV ▼** = a. Single channel switch (AV1, AV2)  
b. In the menu, this will select an option on that menu page.

Please read this manual thoroughly before operating the unit, and keep it for further reference.



# Owner's / Installation Manual

## Performance Series

### RVM0732



#### Installation Notes

- 12v to the trigger wire will turn the monitor and camera on, and focus on that camera. When trigger voltage is removed, monitor will turn off, or go back to its previous state.
- AV1 does not have a triggering wire. There is a distance grid superimposed on AV2, for the backup camera view.
- Trigger delay times on Menu Page 5 are useful if you install sideview cameras triggered by turn signals. If you connect your 12v trigger wire to a pulsing wire, increasing the delay will keep the camera turned on instead of turning on and off when the turn indicators flash, allowing the driver to view the camera on the inside of the turn until the turn is complete.

#### Troubleshooting

Symptom	possible Causes/Solutions
No picture. No sound	Improper connection of automobile adapter. Use of un-authorized power supply. Power switch is on OFF position
No picture	Check whether locking cable is properly connected.
No sound	Check whether locking cable is properly connected, or the volume is set too low
Dark picture	Check whether brightness and contrast are adjusted correctly, and note if the temperature is at or below -10°C.
No color	Adjust the color settings.
No reversing function (i.e. Picture)	Check the wires (black/ red/ blue) that may be loose

#### Specifications

#### Warranty and Support Information

7" TFT-LCD	Color Monitor
Audio Output:	0.5 W
Loudspeaker:	1ea 15x40mm
Power Supply:	10-24V
Power Consumption:	6.6W Max, 260mA
Outer Dim (WxHxD):	9-7/8" x 4-3/4" x 1-1/4"
Resolution:	800W x 480H
Contrast:	300:1
Brightness:	500cd/m <sup>2</sup>
Viewing Angle:	40°V x 60°H
Operating Temperature:	-10° - +60°C, RH90%
Storage Temperature:	-20° - +70°C, RH90%

Subject to the provisions described below, this CT product is protected for 1 year against defects in material and workmanship. Should a product fail to perform as described above within the warranted period, it will be repaired or replaced with the same or functionally equivalent product by CT. This warrant does not apply if, in the judgement of CT, the product fails due to damage from shipment, handling, storage, accident, abuse or misuse, or if it has been used or maintained in a manner not conforming to product manual instructions, has been modified in any way. Repair by anyone other than CT or an approved agent will void this warranty. The maximum liability of CT under this warranty is limited to the purchase price of the product covered by the warranty. All defective products should be returned to CT with shipping charges prepaid. CT will not accept collect shipments.

Please read this manual thoroughly before operating the unit, and keep it for further reference.

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**ATTACHMENT F – FREEDMAN SEATING COMPANY  
PASSENGER SEATS LIMITED WARRANTY & SALES  
TERMS**

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# Passenger Seats Limited Warranty & Sales Terms

January 2009

## **WARRANTY:**

Freedman Seating Company warrants to the original buyer that its Passenger Seats are free from defects in material and workmanship for the following components:

Metal Components – Five (5) years

Plastic Components – Three (3) years

Moving Components – Three (3) years

Gas Shock Components – One (1) year

Upholstered Components (foam) – Three (3) years

Cover Warranty is for defects in the material or sewing and is limited to replacement covers.

– One (1) year for Level #1 in-stock FSC material and perforated vinyl

– Two (2) years for Level #3 in-stock FSC material and higher

– No warranty for COM (Customer Own/supplied Material)

The warranty period begins at time of the bus in-service date not to exceed 180 after the date of the shipment from Freedman Seating Company.

## **NON-PRORATED REPLACEMENT:**

In the event that a warranty-covered failure should occur within the warranty period, Freedman Seating Company will repair or replace the seat without charge and without prorating, at Freedman Seating Company's option. This is the sole and exclusive remedy for breach of any warranty. Any replacement seat or part is only covered by this warranty for the remainder of warranty period applicable to the original seat.

## **EXCLUSIONS:**

This warranty specifically excludes foam, upholstery material, seat belts, and items exposed to normal wear and tear such as metal finish and paint and does not apply to any seat that is damaged as result of accident, derailment, improper installation, structural defects, intentional damage, abuse, vandalism, negligence, misuse, improper operating conditions, lack of maintenance, or extreme natural phenomena. Seats exposed to toxic or corrosive materials are excluded from this warranty. Seats exposed to cleaning solutions that are not listed on the Freedman Seating Company Cleaning Guide are excluded from this warranty. This warranty is provided directly to the purchaser only and does not extend to any subsequent party and is solely for the Freedman Seating Company product as it is originally manufactured.

## **INCIDENTAL, CONSEQUENTIAL DAMAGES, & LIMITATIONS:**

This warranty shall be in lieu of any other warranty or terms, expressed warranty or terms, expressed or implied, including but not limited to any implied warranty of merchantability or fitness for a particular purpose. The purchaser's sole and exclusive remedy against Freedman Seating Company shall be for the repair and replacement of the defective product as provided herein. No other remedy; including but not limited to incidental or consequential damages for lost profits, lost sales, injury to person or property, shipping, freight, installation, removal, or any other incidental or consequential loss shall be available to the purchaser.

## **NOTIFICATION:**

All reports, claims, or notices required by the warranty to be provided to Freedman Seating Company must be in writing and delivered to: Attention – Freedman Seating Company, Warranty Claim Department, 4545 W. Augusta Blvd., Chicago, IL 60651 Repairs being claimed for warranty must be sent to Freedman Seating Company for prior approval and warranty acceptance before any warranty claims can be made. Parts being claimed for warranty must be sent to Freedman Seating Company for prior approval and warranty acceptance before any warranty claims can be made.

## **INSPECTION AND VERIFICATION:**

The owner must provide access to the failed seat so that Freedman Seating Company's authorized representative can perform an on-site inspection. Alternatively, Freedman Seating Company may ask the owner to ship the failed seat to Freedman Seating Company's laboratory for inspection. Within 30 days of the inspection, either on-site or in the laboratory, Freedman Seating Company will render an opinion as to whether or not the claimed failure is covered by the warranty.

## **GENERAL MAINTENANCE:**

Freedman Seating Company provides the proper maintenance and cleaning instructions on its web site [www.freedmanseating.com](http://www.freedmanseating.com). Warranty is contingent upon documented performance of recommended maintenance and service. All replacement parts should be recommended or authorized Freedman Seating Company components. Failure to purchase proper components will null and void the warranty.

## **DESIGN:**

Freedman Seating Company reserves the right to modify parts and design specifications without notice as long as the seats meet general specifications, unless otherwise committed per contract. In case further non-conforming changes have to be incorporated, Freedman Seating Company will submit such changes to customer for prior approval.

## **OTHER:**

The terms and warranty are contingent upon customers meeting agreed upon payment terms as specified in Freedman Seating Company proposals. Terms and warranty supersede any other terms including but not limited to customer terms printed on the back of Purchase Orders, listed on websites, or other sources from customers.

Warranty – Passenger Seats 1-09

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# **ATTACHMENT G – ZILLA WRAP PRODUCT DATA SHEET**

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# Avery<sup>®</sup> MPI 1005 Supercast Series

LTR StaFlat

Revision: 2 Dated: 12/08/2010

## Uses:

Avery MPI 1005 Supercast Series Vinyl is a premium gloss opaque vinyl designed for use in fleet marking and vehicle wrap as well as corporate identity applications. MPI 1005 Supercast provides superior conformability to irregular surfaces such as compound curves and corrugations Easy Apply and Easy Apply RS features offer the benefits of reduced wrinkling and air entrapment inherent in the application of decals. The RS feature also provides repositionability and slideability for exact positioning.



**Face:** 2.0 mil (51 microns) high gloss cast film



**Adhesive:** Long Term Removable Acrylic (gray)



**Liner:** 90# Smooth StaFlat  
90# Easy Apply  
90# Easy Apply RS



**Durability:** Up to 10 years (unprinted)

## Application Surfaces:

Flat, Flat with Rivets, Corrugations, Complex Curves (vehicle wraps)

## Features:

- Superior conformability to irregular substrates
- The air egress technology on Easy Apply and Easy Apply RS films helps eliminate wrinkles and bubbles
- RS feature provides slideability allows for easy positioning
- High gloss finish
- Outstanding durability and outdoor performance
- Dimensionally stable liner for easy converting
- Excellent dimensional stability
- Long term removable provides permanent adhesion, but removes cleanly
- ICC profiles available on Avery website ([www.iccprofiles.averygraphics.com](http://www.iccprofiles.averygraphics.com))

## Conversion:

- Thermal Die-Cutting (90# smooth only)
- Flat Bed Sign-Cut
- Drum Roller Sign-Cut
- Steel Rule Die-Cutting

- Thermal Transfer
- Screen Printing
- Cold Overlaminating
- Water based inkjet
- Solvent based inkjet

- Mild/Eco Solvent inkjet
- UV inkjet (flat applications only)
- Latex Inkjet

## Common Applications:

- Fleet
- Vehicle
- Marine/ Watercraft (90# Smooth or EZ only)

- Backlit Signs
- Wall Murals (90# Smooth Only)
- POP/ Tradeshow

- Window Graphics
- Outdoor Signage
- Floor Graphics

## Product Data Sheet

Page 1 of 3



# Avery<sup>®</sup> MPI 1005 Supercast Series

LTR StaFlat

Revision: 2 Dated: 12/08/2010



## Physical Characteristics:

Property		Value
Caliper, face		2.0 mil (51 µm)
Caliper, adhesive		1.0 mil (25 µm)
Dimensional stability		<0.015"(0.4mm)
Tensile at Yield		4.0 - 8.0 lb/in (0.7-1.5 kg/cm)
Elongation		200% min.
Gloss	Hunter Gloss @ 60 degrees	90
Adhesion:	<b>90# Smooth</b>	
	15 min	2.7 lbs/in (473 N/m)
	24 hr	3.5 lbs/in (613 N/m)
	1 week	4.4 lbs/in (770 N/m)
	<b>Easy Apply</b>	
	15 min	1.8 lbs/in (315 N/m)
	24 hr	2.1 lbs/in (367 N/m)
	1 week	4.0 lbs/in (700 N/m)
	<b>Easy Apply RS</b>	
	15 min	1.8 lbs/in (315 N/m)
	24 hr	2.1 lbs/in (367 N/m)
	1 week	4.0 lbs/in (700 N/m)
Flammability		Self Extinguishing
Shelf-Life		1 year
Durability	Vertical	Unprinted – 10 years
	Exposure	Printed – Up to 5 years
Min. Application Temperature		45° F (7° C) Flat & Flat w/Rivets 50° F (10° C) Corrugations
Service Temperature		-50° - 180°F (-45° - 82° C) (Reasonable range of temperatures which would be expected under normal environmental conditions).
Chemical resistance		Resistant to most mild acids, alkalis, and salt solutions.

### Important:

Information on physical and chemical characteristics are based on tests believed to be reliable. The values are intended only as a source of information. This information is given without warranty and do not constitute a warranty. The purchaser should independently determine, prior to use, the suitability of any material for their specific purpose. (Data represents average values where applicable, and is not intended for specification purposes)

### Warranty:

All statements, technical information and recommendations about Avery Dennison products are based upon tests believed to be reliable but do not constitute a guarantee or warranty. All Avery Dennison products are sold with the understanding that Purchaser has independently determined the suitability of such products for its purposes. Avery Dennison products are warranted to be free from defects in material and workmanship for either one year (or the period stated on the specific product information literature in effect at time of delivery, if longer) from date of shipment if said product is properly stored and applied. It is expressly agreed and understood that Avery Dennison's sole obligation and Purchaser's exclusive remedy under this warranty, under any other warranty, express or implied, or otherwise, shall be limited to repair or replacement of defective product without charge at Avery Dennison's plant or at the location of product (at Avery Dennison's election), or in the event replacement or repairs is not commercially practical, to Avery Dennison's issuing Purchaser a credit reasonable in light of the defect in the product.

Avery Dennison's liability for defective products shall not exceed the purchase price paid therefore by Purchaser and in no event shall Avery Dennison be responsible for any incidental or consequential damages whether foreseeable or not, caused by defects in such product, whether such damage occurs or is discovered before or after replacement or credit, and whether or not such damage is caused by Avery Dennison's negligence.

NO EXPRESS WARRANTIES AND NO IMPLIED WARRANTIES, WHETHER OF MERCHANTABILITY OR FITNESS FOR ANY PARTICULAR USE, OR OTHERWISE (EXCEPT AS TO TITLE), OTHER THAN THOSE EXPRESSLY SET FORTH ABOVE WHICH ARE MADE EXPRESSLY IN LIEU OF ALL OTHER WARRANTIES, SHALL APPLY TO PRODUCTS SOLD BY AVERY DENNISON. AVERY DENNISON SPECIFICALLY DISCLAIMS AND EXCLUDES ALL OTHER SUCH WARRANTIES. NO WAIVER, ALTERATION, ADDITION OR MODIFICATION OF THE FOREGOING CONDITIONS SHALL BE VALID UNLESS MADE IN WRITING AND MANUALLY SIGNED BY AN OFFICER OF AVERY DENNISON.

## Product Data Sheet

Page 2 of 3

Graphics & Reflective Products Division  
250 Chester Street  
Painesville, OH 44077



AnswerLine: 800-231-4654  
www.averygraphics.com

# Avery<sup>®</sup> MPI 1005 Supercast Series

LTR StaFlat

Revision: 2 Dated: 12/08/2010



## Dimensional stability:

Is measured on a 6" x 6" (150 x 150 mm) aluminum panel to which a specimen has been applied; 72 hours after application the panel is scored in a cross pattern, exposed for 48 hours to 150°F (65°C), after which the shrinkage is measured.

## Adhesion:

(FTM-1, FINAT) is measured by peeling a specimen at a 180° angle from a stainless steel panel, 24 hours after the specimen has been applied under standardized conditions. Initial adhesion is measured 15 minutes after application of the specimen.

## Flammability:

A specimen applied to aluminum is subjected to the flame of a gas burner for 15 seconds. The film should stop burning within 15 seconds after removal from the flame.

## Temperature range:

A specimen applied to stainless steel is exposed at high and low temperatures and brought back to room temperature. 1 hour after exposure the specimen is examined for any deterioration. Note: Prolonged exposure to high and low temperatures in the presence of chemicals such as solvents, acids, dyes, etc. may eventually cause deterioration.

## Chemical Resistance:

All chemical tests are conducted with test panels to which a specimen has been applied. 72 hours after application the panels are immersed in the test fluid for the given test period. 1 hour after removing the panel from the fluid, the specimen is examined for any deterioration.

## Related Documents:

The following Avery Dennison literature will provide complete information to the user for proper application, storage, and other requirements and is available upon request from your Avery Dennison representative or from the Avery Dennison website ([www.na.averygraphics.com](http://www.na.averygraphics.com)).

Document Title	Reference Number
Substrate Cleaning and Preparation	Instructional Bulletin #1.10
Storage, Maintenance, and Cleaning of PVC Films	Instructional Bulletin #1.20
Application of Avery Supercast Films on Irregular Substrates	Instructional Bulletin #4.07
Multi Purpose Ink Jet OEM Qualification Matrix, Durability Reference, & Troubleshooting Guide	Instructional Bulletin #5.80
Premask Recommendations	Instructional Bulletin #5.50
Removal Instructions	Instructional Bulletin #4.10

*Revisions are italicized*

Avery Dennison is a registered trademark of Avery Dennison Corp.

Patent Info: May be covered by one or more patents US6,630,049, US7,060,351, US7,344,618, US7,332,205, EP1276605, EP1282472 and other US and foreign patents pending and others used under license.

## Product Data Sheet

Page 3 of 3

Graphics & Reflective Products Division  
250 Chester Street  
Painesville, OH 44077



AnswerLine: 800-231-4654  
[www.averygraphics.com](http://www.averygraphics.com)



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# ATTACHMENT H – YOKOHAMA LIMITED WARRANTY

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## U.S.A.

For Customer Assistance call:

**(800) 722-9888**

(available Monday-Friday, 6:00 AM – 5:00 PM PST)

Select #2 for the Yokohama Dealer Locator

(available 24 hours a day, 7 days a week)

Yokohama Tire Corporation

Corporate Headquarters

601 South Acacia Avenue

Fullerton, California 92831

(714) 870-3800 (800) 423-4544

We want your feedback. We invite you to complete our customer satisfaction survey on

[www.yokohamatire.com](http://www.yokohamatire.com)

## CANADA

Yokohama Tire (Canada) Inc.

Corporate Headquarters

#500 – 9325 200th Street

Langley, B.C. V1M 3A7

For Canadian Customer Assistance call:

**(888) YOKOTEL**

The Yokohama Rubber Co., LTD.

36-11, Shimbashi 5-Chome

Minato-ku, Tokyo 105-8685, Japan



# IMPORTANT SAFETY INFORMATION

All tires require owner maintenance regardless of how well a tire is constructed. Operational damages such as punctures, impact damage, cuts, incorrect inflation, etc., may cause tire failure and subsequent personal injury and/or property damage. Simple operational and maintenance practices, as listed below, will reduce the chances of tire problems.

### Tire Inspection

Visually inspect your tires frequently for any tire damage such as scrapes, bulges, cuts, nails, irregular wear, etc. resulting from operation. This must be done immediately after any known or suspected contact with an object in the road, a pothole, road irregularity or after severe braking. Refer these conditions to a reputable tire service center for repair or replacement. Never drive on a tire if such conditions appear.

### Tire Loading

Never exceed the maximum vehicle load limit listed on the vehicle placard, tire information label or in the owners manual. Be aware of the load carrying limits molded into the tire's sidewall and do not exceed those limits. Maximum load can only be carried at the maximum cold inflation pressure indicated on the tire's sidewall.

### Speed Limits

Regardless of the speed capability of your tires, never exceed lawful speeds or speeds dictated by driving conditions.

### Hazards

Objects in the road that could damage your tires should be safely avoided. These objects include: potholes, glass, metal, rocks, wood debris and the like. Unavoidable contact should prompt a thorough tire inspection.

### Air Pressure

Air pressure maintenance is critical to tire service life. Tire pressures must be checked frequently when tires are cold (before operation, cool to the touch) and no less than once per month and before extended operation. Use a tire gauge to check pressure and maintain it per the vehicle manufacturer's recommendations (on vehicle placard or in owner's manual). Do not reduce pressure when tire is hot and do not inflate a cold tire higher than limits molded on the tire's sidewall. Do not overlook spare tire inflation pressure.

### Tire Tread

Tires must be replaced when the depth of the tread reaches 2/32 inch (1.6 mm). YOKOHAMA tires are manufactured with tread wear indicators molded into the tire grooves which indicate tread wearout. As tires wear down to 2/32 inch (1.6mm), and tread depth is reduced, tire traction is reduced during rainfall and winter road conditions. Visual tire inspection therefore becomes more crucial as the tires wear out.

### Hard Braking

You must inspect your tires after any hard braking situations or after tires have slid on the pavement. This can cause a flat spot or other damage to the tread of the tire.

### Spinning

- Do not allow tires to spin at speeds greater than 35 mph if vehicle becomes stuck.
- Do not stand behind a spinning tire while attempting to push a vehicle. Speed and force can cause a tire to disintegrate and explode and may cause property damage and/or personal injury.

### Recommended Tire Rotation

Front and rear tires perform differently and consequently YOKOHAMA recommends tire rotation to ensure even wear and lengthen tread life. In the absence of the vehicle manufacturer's instruction, YOKOHAMA recommends that its tires be rotated every 7,500 miles (12,000 km) for normal applications.

## WARNING

### A) SERIOUS INJURY MAY RESULT FROM:

- Tire failure due to underinflation, overinflation, or overloading – follow owner's manual or tire placard in vehicle.
- Explosion of the tire/rim assembly due to improper mounting – only specially trained persons should mount tires.

### B) THERE IS DANGER IN INSTALLING A TIRE OF ONE RIM DIAMETER ON A RIM OF A DIFFERENT RIM DIAMETER

Always replace a tire on a rim with another tire of exactly the same rim diameter designation and suffix letters. For example, a 16 inch tire goes with a 16 inch rim. Never mount a 16 inch size diameter tire on a 16.5 inch rim.



# LIMITED WARRANTY

FOR ORIGINAL EQUIPMENT TIRES

Passenger Car

Light Truck

Temporary Spare



# YOKOHAMA LIMITED WARRANTY

Original Equipment Tires for passenger car, temporary spare and light truck tires

*As you know, many safety, comfort and performance features went into the design of your new vehicle – and your tires. At Yokohama, every tire we engineer incorporates the highest safety and comfort features in conjunction with the most enhanced performance capabilities. And, to ensure your complete satisfaction, Yokohama has enclosed this Limited Warranty brochure for your tires. As the original equipment tire manufacturer for your vehicle, Yokohama wants to offer its support in helping you properly maintain and service your tires and ensure you have the correct contact information in the unlikely event of a tire issue. Please refer to the back panel of this brochure for information on obtaining customer assistance in your area.*

This limited warranty provides for tire replacement under certain specified conditions. This policy applies to original equipment tires used in normal highway service displaying warrantable conditions. Tires that become unserviceable or wear out because of neglect or mistreatment are excluded from Yokohama warranty coverage.

## 1. WARRANTY ELIGIBILITY

This warranty applies to every YOKOHAMA original equipment passenger car, light truck, and temporary spare tire bearing the YOKOHAMA brand name and complete DOT serial identification number. Eligible tires must be used on the vehicle on which they were originally equipped in conformance with the vehicle manufacturer's recommendations.

## 2. WHAT IS NOT WARRANTED

Tires that have become unserviceable for the following reasons:

- Road hazard injuries or damages, caused to the tire by obstacles and debris such as cuts, punctures (whether repairable or not), snags, bruises, tears, or impact breaks.
- Improper repairs or repairs that have failed.
- Improper inflation or other maintenance abuses.
- Incorrect mounting of the tire, or tire/wheel imbalance.
- Mechanical irregularities in the vehicle such as wheel misalignment, worn, or faulty parts.
- Accident, corrosion, vandalism, fire, or damage caused by nature.
- Tires used on vehicles in racing or special applications.
- Non-speed-rated temporary spare tires used over 50 mph (80 km/h).

- Tires worn out [2/32 inch (1.6 mm) or less of tread remaining].
- Tires that have been retreaded.
- Tires transferred from the vehicle on which they were originally installed.
- Improper storage

## 3. WHAT IS WARRANTED

Tires that have become unserviceable for reasons other than stated above will be replaced in accordance with this warranty.

**If a warrantable condition is found, tires will be replaced as follows:**

### A) Passenger Car and Light Truck Tires (Other than Temporary Spare Tires)

When a tire becomes unserviceable during the first 2/32 inch (1.6 mm) of original usable tread depth or 12 months from date of vehicle purchase, whichever comes first, it will be replaced with a comparable new YOKOHAMA tire free of charge. During this period, tires will be mounted and balanced without charge. Other service charges such as tire rotation, alignment or applicable taxes are payable by the customer.

When a tire has worn past the above specified period for free replacement, the customer must pay for the cost of a new comparable YOKOHAMA passenger car or light truck tire on a pro-rated basis. The dealer shall determine this cost by multiplying the percentage of usable tread worn by the current retail selling price of that tire at the time of warranty replacement. The costs of mounting, balancing and any other service charges or applicable taxes are payable by the customer.

The tire is covered by this warranty for the life of the original usable tread (the original tread depth down to the level of tread wear indicator bars molded at 2/32 inch or 1.6 mm) or for 48 months from the date of vehicle purchase, whichever comes first. This time period does not represent the expected service life for tires covered by this warranty.

### B) Temporary Spare Tires

When the original tread of a YOKOHAMA Temporary Spare tire used in temporary highway service on the vehicle in which it was originally equipped, is worn not more than 1/32 inch or 0.8 mm, the tire will be replaced with a new YOKOHAMA Temporary Spare tire free of charge, without charge for mounting and balancing the new tire. Additional service charges are payable by the customer.

Temporary Spare tires worn in excess of 1/32 inch or 0.8 mm but less than 2/32 inch or 1.6 mm, will be replaced and the customer charged 50% of the current retail selling price of the tire. The costs of mounting, balancing and any other service charges are payable by the customer.

## 3. LIMITATIONS AND EXCLUSIONS

All implied warranties, including any warranty of merchantability or fitness for a particular purpose, are expressly limited to the duration of this written warranty.

All obligations or liabilities for loss of time, inconvenience, loss of vehicle use or any other incidental or consequential damages are hereby excluded. Some states do not allow limitations on how long an implied warranty lasts, or the exclusion or limitation of incidental or consequential damages so the above limitations or exclusions may not apply.

## 4. YOKOHAMA'S OBLIGATIONS

Replacements qualifying under the warranty will be made by an authorized YOKOHAMA retail tire dealer and will be handled quickly. Listings for participating dealers may be found in the yellow pages of your telephone book or at [www.yokohamatire.com](http://www.yokohamatire.com) for US dealers and [www.yokohamatire.ca](http://www.yokohamatire.ca) for Canadian dealers.

## 5. CUSTOMER'S OBLIGATIONS

The customer must present the claim tire, together with the vehicle on which it was used, to an authorized YOKOHAMA retail tire dealer. Tires replaced on a warranty basis become the property of YOKOHAMA TIRE CORPORATION.

The customer is required to pay the adjusted price of the new tire (dealer's current retail selling price at the time of adjustment less credit allowance) and taxes. The customer is responsible for any payments arising out of dealer service such as mounting, balancing, tire rotation, and alignment UNLESS SPECIALLY INCLUDED IN THE APPLICABLE WARRANTY.

To obtain a free-replacement warranty, the customer must present proof of vehicle purchase date either by the new vehicle invoice or license registration.

## 6. LEGAL RIGHTS

This warranty gives you specific legal rights. You may also have other rights which may vary from state to state.

# YOKOHAMA TEMPORARY SPARE TIRE

## High Pressure Spare Operating Instructions

Any tire, no matter how well constructed, may fail due to improper maintenance or service factors. Tire failure may create a risk of property damage and serious or fatal injury. For your safety, please follow the instructions below.

1. The YOKOHAMA high pressure spare tire is designed for temporary use only and must not be used continually as a regular tire.
2. Avoid driving over obstacles that may damage the tire through impact or cutting, such as potholes, glass, metal, etc.
3. Speed must not exceed 50 mph (80 km/h) for non-speed-rated Temporary Spare tires.
4. A tread life of up to 3,000 miles (4,800 km) can be expected depending on road conditions and your driving habits. To conserve tire tread life, the spare should be returned to the trunk as soon as the standard tire can be repaired or replaced.
5. Because the YOKOHAMA high pressure spare tire was specifically designed for your car, it should not be used on any other vehicle.
6. Do not use snow chains on your YOKOHAMA high pressure spare. This could cause damage to your vehicle.
7. When the tread wear indicator appears on the tire, replace it only with the same type spare tire.
8. Check the tire's cold inflation pressure monthly and maintain at 60 psi (4.2 kg/cm<sup>2</sup>) even when not in use. Do not inflate over 60 psi.
9. The YOKOHAMA high pressure spare tire should not be used with any other rim nor should standard tires, wheel covers, or trim rings be used on the YOKOHAMA high pressure spare tire rim on which the YOKOHAMA high pressure spare tire was originally installed.