



EASY STEPS

WARRANTY GUIDE

(United States)

UNDERSTANDING YOUR CRESTLINE COACH LTD. LIMITED WARRANTIES

Your satisfaction is very important to us.

If you have questions or concerns with your vehicle, please do not hesitate to take the following steps:

1. Contact your Service Advisor at your authorized service center.
2. If the inquiry or concern is not resolved in a reasonable amount of time, please contact **Crestline Coach Ltd.** Customer Assistance at:

Crestline Coach Ltd.
Customer Assistance Center
1-800-363-7591 (Option 2)
Ccl150@demers-ambulances.com

1. INTRODUCTION

Thank you for buying a **Crestline Coach Ltd.**.

When warranty repairs are required, you may take your vehicle to any **Crestline Coach Ltd.** authorized service center (see separate sheet for these locations). Please be aware that since certain warranty repairs require specifically trained employees, not all service centers are authorized to perform these warranty repairs. If a particular center cannot assist you, then contact the **Crestline Coach Ltd.** Customer Assistance Center at the number shown above.

This guide explains in detail the warranty coverage that applies to your Crestline Coach Ltd..

Crestline Coach Ltd. provides the following Limited Warranties (Hereafter collectively referred to as the "Limited Warranties"):

1. **Modular Body Structure Limited Warranty**
2. **Modular Body Paint Limited Warranty**
3. **Electrical Limited Warranty**
4. **Crestline Coach Ltd. Materials/Workmanship Limited Warranty**
5. **OEM Materials/Workmanship assembled by other than Crestline Coach Ltd. Limited Warranty**

The Chassis Manufacturer provides the New Vehicle Limited Warranty as well as the Federal and California Emissions Defect Warranties and Emissions Performance Warranties.

Please see the separate Chassis Manufacturer warranty booklet for coverage.

2. IMPORTANT INFORMATION YOU SHOULD KNOW:

IF YOU NEED ASSISTANCE:

For customer assistance, please follow the procedures outlined in section 3 of this warranty guide.

DEFINITION:

Crestline Coach Ltd. refers to the legal name Crestline Coach Ltd.

Manufacturer Inc. **OEM** refers to Original Equipment Manufacturer

OWNER refers to Original purchaser and/or Original license operators

KNOW WHEN EACH LIMITED WARRANTY BEGINS AND HOW LONG IT LASTS:

The **Start Date** for each Limited Warranty is the day the unit is first put into service (requires proper documentation to be filled and returned to **Crestline Coach Ltd.**) or the date of invoice, if no in service document was returned to **Crestline Coach Ltd.**. Each Limited Warranty lasts for the length of time specified or until the applicable mileage has been met, whichever occurs first.

CHECK YOUR VEHICLE:

If you see any damage when you receive your vehicle, notify your **Crestline Coach Ltd. Representative** immediately.

MAINTAIN YOUR VEHICLE PROPERLY:

Your vehicle contains an **Owner's Manual** and a **Recommended Maintenance Schedule** which indicates the scheduled maintenance required for your vehicle. Proper maintenance guards against major repair expenses resulting from neglect or inadequate maintenance.

It is your responsibility to make sure that all of the scheduled maintenances are performed and that the materials used meet applicable engineering specifications. Failure to perform scheduled maintenance as specified in the Service Guide will invalidate warranty coverage on parts affected by that lack of maintenance. Make sure that receipts for completed maintenance work are retained with the vehicle and confirmation of maintenance work is always kept.

COVERAGE UNDER THE LIMITED WARRANTIES:

During a Limited Warranty coverage period, the authorized **Crestline Coach Ltd.** service center will repair, replace, or adjust all parts on your vehicle (except specific exclusions as stated in the exclusions section of each Limited Warranty) that are defective in factory-supplied materials or workmanship. Items and conditions that are not covered by the Limited Warranties are stated in each Limited Warranty.

When making warranty repairs on your vehicle, the authorized service center will use new or remanufactured **Crestline Coach Ltd.** parts or other parts authorized by **Crestline Coach Ltd.**

VEHICLES TO WHICH THE LIMITED WARRANTIES DO APPLY:

The **Limited Warranties** described in this booklet apply to your vehicle if:

- It was originally registered/licensed in United States and
- It is being operated in United States.

LIMITATIONS ON ALL OF YOUR LIMITED WARRANTIES:

ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE APPLICABLE TO THE VEHICLE IS LIMITED TO THE DURATION OF THE APPLICABLE LIMITED WARRANTY. THE PERFORMANCE OF REPAIRS AND NEEDED ADJUSTMENTS ARE THE EXCLUSIVE REMEDIES UNDER ALL THE LIMITED WARRANTIES. **CRESTLINE COACH LTD.** SHALL NOT BE HELD RESPONSIBLE FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGE, SUCH AS LOSS OF TIME, INCONVENIENCE, LOSS OF USE OF THE VEHICLE, LOANER VEHICLES, LODGING, FOOD, TOWING, PERSONAL PROPERTY, OR LOSS OF BUSINESS PROFITS. The implied warranties are limited (to the extent allowed by law) to the time period covered by the written warranties, or to the applicable time period provided by state law, whichever period is shorter. Some states do not allow **Crestline Coach Ltd.** to limit how long an implied warranty may last, or to exclude or limit incidental or consequential damages, so the limitation and exclusions described above may not apply to you

NOTE

This information about the limitation of implied warranties and the exclusion of incidental and consequential damages is applicable to all the Limited Warranties.

Your Limited Warranties give you specific legal rights. You may have other rights that vary from state to state. The Limited Warranties are the only express warranties from **Crestline Coach Ltd.** applicable to your vehicle. **Crestline Coach Ltd.** does not authorize anyone to assume any other obligation or liability in connection with your vehicle or the Limited Warranties.

Crestline Coach Ltd. reserves the unrestricted right at any time, and from time to time, to make changes in design of and/or improvements on its products without thereby imposing any obligation upon itself to make corresponding changes or improvements in or on its products theretofore manufactured.

WHAT IS NOT COVERED UNDER ANY OF THE LIMITED WARRANTIES:

Damage Caused By:

- Abuse, negligence or unapproved alteration of original parts
- Damage from accidents
- Proven failure of a third party, certified or not by Crestline Coach Ltd. to make repairs, to adhere to comprehensively detailed remount instruction of the proponent that results in any impairment is also exempted.
- Collision or objects striking the vehicle
- Theft, vandalism, or riot
- Fire or explosion
- Freezing
- Misusing the vehicle, such as driving over curbs, overloading
- Altering or modifying the vehicle – including the engine, body, chassis, or components – after the vehicle leaves **Crestline Coach Ltd.**' control
- Non-**Crestline Coach Ltd.** approved parts installed after the vehicle leaves **Crestline Coach Ltd.**' control. For example, but not limited to, cellular phones, alarm systems, and automatic starting systems
- Tampering with the vehicle
- Disconnecting or altering the odometer or allowing the odometer to be inoperative for an extended period of time with the result that the actual mileage cannot be determined
- Using contaminated or improper fuel/fluids
- Customer-applied chemicals or accidental spills
- Driving through water deep enough to cause water to be ingested into the engine

Damaged Caused by Use and/or the Environment

Your Limited Warranties do not cover surface corrosion and deterioration that result from use and/or exposure to the elements. Here are examples:

- Stone chips, scratches (some examples are on paint and glass)
- Dings, dents
- Cuts, burns, punctures or tears
- Road salt, and all other chemicals used to melt ice and snow from roadways
- Tree sap
- Bird and bee droppings
- Lightning, hail
- Windstorm
- Earthquake
- Water or flood

Damaged Caused by Improper Maintenance

Your Limited Warranties do not cover damage caused by failure to maintain the vehicle, improperly maintaining the vehicle, or using the wrong part, fuel, oil, lubricants, or other fluids. See the **Owner's Manual** for correct fluid types and levels, and consult the **Recommended Maintenance Schedule** for proper ways to maintain your vehicle.

Maintenance/Wear

Your Limited Warranties do not cover: (1) parts and labor needed to maintain the vehicle; and (2) the replacement of parts due to normal wear and tear. You, as the owner, are responsible for these items. Examples are:

- Oils, Lubricants, Fluids, Filters (Oil Changes)
- Air filters
- Brake linings/pads or adjustments
- Tire rotation or replacement
- Cleaning/polishing
- Wiper blades
- Clutch linings or adjustments
- Engine tune-up
- Batteries
- Bulbs
- Belts
- Hoses

Other Items and Conditions Not Covered

Your Limited Warranties also do not cover:

- Vehicles that have ever been labeled or branded as “dismantled”, “fire”, “flood”, “junk”, “rebuilt”, “reconstructed”, or “salvaged”; this will void the Limited Warranties
- Vehicles that have been determined to be a “total loss” by an insurance company; this will void the Limited Warranties
- Wheel alignment and tire balancing.
- Adjustments as part of normal preventive maintenance such as hinges / door latches and hardware
- Components and installations other than those specified and approved by **Crestline Coach Ltd.**
- Batteries; batteries are covered by their respective OEM manufacturer.
- Programs, updates and/or software used by and for upgrade of equipment such as, but not limited to: GPS, AVL, Data recorder, mapping system, driver behavior, etc. Support and Warranty coverage beyond that of Crestline Coach Ltd. Ambulance, for such equipment is to be provided by their Original Equipment Manufacturer.

3. STEPS YOU MUST FOLLOW IN ORDER TO OBTAIN WARRANTY SERVICE

To obtain warranty service, you must:

1. First contact the authorized **CRESTLINE COACH LTD. DEALER** from whom you purchased your vehicle, or contact a **Crestline Coach Ltd.** Warranty Service Representative directly:
1-800-363-7591 (Option 5)
ccl150@demers-ambulances.com
 - Have all pertinent information ready for the Dealer or representative, including:
 - Vehicle make and model (Ford E350, GM 3500, etc.);
 - **Crestline Coach Ltd.** model (CCL150, etc.);
 - VIN (Vehicle Identification Number);
 - Date of delivery;
 - In Service Date;
 - Current mileage;
 - And any other pertinent information associated with the purchase of your ambulance.
2. To be eligible for any warranty service, you or your dealer (whichever applies) must send the warranty claim form (via fax; email or regular mail) found in your Owner's Manual with the proper information within 30 days of failure.
3. Your warranty replacement parts will be sent as soon as possible. Defective parts must be returned to your

Crestline Coach Ltd. DEALER within 30 days of shipment of the replacement part. If the defective part is received within the required 30 day period, and is confirmed as being defective by **Crestline Coach Ltd.** technical personnel, there will be no charge to you. **Crestline Coach Ltd. will cover parts repair and shipping.**

NOTE

If the claimed defective part or the claim form is not received by your **Crestline Coach Ltd. DEALER** within 30 days of shipment of the warranty replacement part, or if the part is determined not to be defective, your **Crestline Coach Ltd. DEALER** will invoice you for the entire cost, plus shipping and handling, for the replacement part. It is your responsibility to return the claimed defective part to your **Crestline Coach Ltd. DEALER** within 30 days of receipt of the replacement part in order to avoid being invoiced for the replacement part.

4. All approved warranty work must be completed by a **Crestline Coach Ltd.** authorized service center.
5. You or Your dealer need to obtain authorization from **Crestline Coach Ltd.** for any work to be completed.
Please do not take it upon yourself to make arrangements for the completion of warranty work. By doing so, and without the appropriate approval from a **Crestline Coach Ltd.** Warranty Service representative, you may VOID your warranty and/or be responsible for the total cost of the service repair. All warranty invoices should be submit 90 days maximum after authorization date.
6. If you have any questions concerning **Crestline Coach Ltd.**' warranty policies, please contact a **Crestline Coach Ltd.** Warranty Service representative.

CRESTLINE COACH LTD. AMBULANCE LIMITED WARRANTIES

1. MODULAR BODY STRUCTURE LIMITED LIFETIME WARRANTY

WHAT IS COVERED?

Crestline Coach Ltd. hereby warrants to each original owner of a **Crestline Coach Ltd.** that, under normal use and service, each new **Crestline Coach Ltd. Modular Body Structure** (exclusive of paint finish, hardware, mouldings, windows and other components and accessories) shall be structurally sound and free of all structural defects of both material and workmanship, under normal use and service and further warrants that it will maintain such structural integrity for a period of **TWENTY FIVE (25) YEARS**. The obligations of **Crestline Coach Ltd.** under this warranty is limited to repairing and replacing, at its sole discretion, any component as a whole or any part related to the Modular Body Structure. Parts may be replaced with refurbished parts of like kind and quality. Thereof which shall be returned with transportation charges prepaid to an authorized **Crestline Coach Ltd.** Service Center or dealer, and which examination shall disclose to have been defective, except as hereinafter provided. Service will be provided during normal business hours.

In the event that a modular body remount by the original owner is performed prior to the expiration of the original **Modular Body Structure Limited Warranty**, it shall remain in effect provided the remount work is completed by **Crestline Coach Ltd.** personnel or a facility approved by **Crestline Coach Ltd.**. Should repairs become necessary under the term of this warranty, the extent of that repair shall be determined solely by **Crestline Coach Ltd.** and shall be performed solely by **Crestline Coach Ltd.** or a repair facility designated by **Crestline Coach Ltd.**.

This warranty is conditioned upon:

- normal use and proper maintenance of such modular body;
 - prompt written notice of any defects submitted to **Crestline Coach Ltd.** or one of its authorized dealers in the area;
 - no alteration or additions to the modular structure except by **Crestline Coach Ltd.** or authorized by it;
- If any of such conditions are not complied with, this warranty shall become void and unenforceable.

WHAT IS NOT COVERED?

The following items are specifically excluded from the **Crestline Coach Ltd. Modular Body Structure Limited Warranty**:

- All paint, striping, hardware, hinges, latches, mouldings, windows, appointments and accessories;
- Any and all structural damage resulting from any form of accident or operator negligence.
- Any and all structural damage resulting from unmaintained galvanic corrosion.
- Any and all structural damage resulting from unmaintained oxidation.
- The expense of any transportation to or from a repair facility.
- Any defect resulting from misuse, negligence, accident, remounting, overloading beyond applicable weight rating by customer or third parties.

2. MODULAR BODY PAINT (CRESTCOAT) LIMITED WARRANTY LIFETIME UNLIMITED MILAGE

WHAT IS COVERED?

Crestline Coach Ltd. hereby warrants to each original owner of a **Crestline Coach Ltd.**, that under normal use and service, each new **Crestline Coach Ltd. Crestcoat Finish** provided by **Crestline Coach Ltd.** shall be free from defects of both material and workmanship, and further warrants that it will maintain such integrity for a period of **LIFETIME UNLIMITED MILAGE** as long as it remains on the original chassis. The obligations of **Crestline Coach Ltd.** under this warranty is limited to repairing at its sole discretion, any component as a whole or any part related to the **Crestline Coach Ltd. Crestcoat Finish**.

In the event the CrestCoat powder coat paint finish has a warrantable failure and requires repair, the repaired area would then carry only the warranty provided by the repair facility. This would not effect the CrestCoat warranty on the other areas.

The following paint failures are covered:

- Peeling or delaminating of the topcoat and/or other layers of paint
- Cracking or checking
- Loss of gloss caused by cracking, checking, and hazing
- Any paint failure caused by defective paint or paint curing process at **Crestline Coach Ltd.**

WHAT IS NOT COVERED?

The following items are specifically excluded from the **Crestline Coach Ltd. Modular Body Paint Limited Warranty**:

- Hazing, chalking, or loss of gloss caused by improper care, abrasive polishes, cleaning agents, heavy duty pressure washing, or aggressive mechanical wash systems
- Paint deterioration caused by abuse, accidents, acid rain, chemical fallout or acts of nature
- Accidents, scratches, chips, bruises, and gloss reduction due to normal vehicle use and maintenance
- Road salt, and all other chemicals used to melt ice and snow from roadways
- Tree sap
- Bird and bee droppings
- Any and all finish or structural damage resulting from unmaintained galvanic corrosion.
- Any and all finish or structural damage resulting from unmaintained oxidation.
- Custom finishes, exotic finishes or any other finish than standard refinish procedure
- Failures resulting from product misuse or abuse
- Repairs done to previously refinished areas unless stripped to bare metal or appropriate substrate
- Failures on finishes performed by Non-**Crestline Coach Ltd. Service Center**
- Paint failures resulting from improper application of striping, tapes, decals or custom painted designs / numerals.
- Defects resulting from normal and customary wear as a result of operating the vehicle.
- The expense of any transportation to or from a repair facility.

Should repairs become necessary under the term of this warranty, the extent of that repair shall be determined solely by **Crestline Coach Ltd.** and shall be performed by **Crestline Coach Ltd.** or a repair facility designated by **Crestline Coach Ltd.**

3. ELECTRICAL LIMITED WARRANTY 5 YEARS / 180 000 MILES

WHAT IS COVERED?

Crestline Coach Ltd. hereby warrants to each original owner of a Crestline Coach Ltd. that, under normal use and service, each new **Crestline Coach Ltd. Ambulance Electrical System** shall be free from defects of both materials and workmanship, and further warrants that it will maintain such integrity for a period of **FIVE (5) YEARS or 180 000 MILES**, whichever occurs first. The obligations of **Crestline Coach Ltd.** under this warranty is limited to repairing and replacing, at its sole discretion, any component as a whole or any part related to the **Crestline Coach Ltd. Electrical System**. Parts may be replaced with refurbished parts of like kind and quality. Thereof which shall be returned with transportation charges prepaid to an authorized **Crestline Coach Ltd.** service center or dealer, and which examination shall disclose to have been defective except as hereinafter provided. Service will be provided during normal business hours.

Should repairs become necessary under the terms of this warranty, the extent of that repair shall be determined solely by **Crestline Coach Ltd.** and shall be performed solely by **Crestline Coach Ltd.** or a repair facility designated by **Crestline Coach Ltd.**

Items specifically covered under the **Crestline Coach Ltd.** Electrical Warranty include:

- Electrical harnesses and harness installation
- Printed circuit board(s)
- Switches, timers, outlets
- Circuit breakers and relays
- Shoreline

WHAT IS NOT COVERED?

The following items are specifically excluded from the **Crestline Coach Ltd.** Electrical Limited Warranty:

- OEM electrical systems and components
- Equipment not manufactured by **Crestline Coach Ltd.** but which are installed by **CRESTLINE COACH LTD.** Ambulance personnel. These items include, but are not limited to, the following: battery chargers; sirens; inverters; light bars and similar OEM equipment. These excluded items are typically covered by separate warranties supplied by Crestline Coach Ltd. and/or the OEM manufacturer of the component.
- Periodic tightening and cleaning of connection terminals as this is considered routine maintenance
- Defects arising from abuse, accident, negligence or unapproved alteration of original parts or systems.
- The expense of any transportation to or from a repair facility.

CRESTLINE COACH LTD. MATERIALS AND WORKMANSHIP LIMITED WARRANTY 5 YEARS / 180 000 MILES

WHAT IS COVERED?

Crestline Coach Ltd. hereby warrants to each original owner of a **Crestline Coach Ltd.** that, under normal use and service, each new **Crestline Coach Ltd. Materials and Workmanship**, shall be free from defects and further warrants that it will maintain such integrity for a period of **FIVE (5) YEARS or 180 000 MILES**, whichever occurs first. The obligations of **Crestline Coach Ltd.** under this warranty is limited to repairing and replacing, at its sole discretion, any part or materials related to the **Crestline Coach Ltd. Manufactured Parts and Materials**. Parts may be replaced with refurbished parts of like kind and quality. Thereof which shall be returned with transportation charges prepaid to an authorized **Crestline Coach Ltd.** distributor or dealer, and which examination shall disclose to have been defective except as hereinafter provided. Service will be provided during normal business hours.

Should repairs become necessary under the terms of this warranty, the extent of that repair shall be determined solely by **Crestline Coach Ltd.** and shall be performed solely by **Crestline Coach Ltd.** or a repair facility designated by **Crestline Coach Ltd.**.

WHAT IS NOT COVERED?

The following items are specifically excluded from the **Crestline Coach Ltd.** Features Limited Warranty:

- Chassis, OEM body structure, engine, interior or any other items supplied by chassis manufacturer (see chassis manufacturer's warranties)
- Any required maintenance adjustment, general tightening or headlamps adjustments
- Normal wear, or defects arising from abuse, accident, negligence or unapproved alteration of original parts or systems.
- The expense of any transportation to or from a repair facility.

4. OEM MATERIALS AND WORKMANSHIP ORIGINALLY ASSEMBLED BY OTHER THAN CRESTLINE COACH LTD. LIMITED WARRANTY 2 YEARS / 75 000 MILES

WHAT IS COVERED?

Crestline Coach Ltd. hereby warrants to each original owner of a **Crestline Coach Ltd.** body that, under normal use and service, each new **OEM Materials And Workmanship Originally Assembled By OTHER Than Crestline Coach Ltd.**, shall be free from defects and further warrants that it will maintain such integrity for a period of **TWO (2) YEARS or 75 000 MILES**, whichever occurs first. The obligations of **Crestline Coach Ltd.** under this warranty is limited to repairing and replacing, at its sole discretion, any component as a whole or any part related to the **OEM Parts And Materials originally assembled by OTHER than Crestline Coach Ltd.**. Parts may be replaced with refurbished parts of like kind and quality. Thereof which shall be returned with transportation charges prepaid to an authorized **Crestline Coach Ltd.** distributor or dealer, and which examination shall disclose to have been defective except as hereinafter provided. Service will be provided during normal business hours.

These items include, but are not limited to, the following: battery chargers; sirens; inverters; light bars; fluorescent ballasts; door handles & latches; gas cylinders; laptops; laptop mounts; docking stations; actuators and similar OEM equipment. These items are typically covered by separate warranties supplied by the OEM manufacturer of the component. When necessary, **Crestline Coach Ltd.** Customer Assistance personnel will assist you in pursuing warranty assistance with the OEM manufacturers of these components, should their stated warranty be in excess of the basic **Crestline Coach Ltd.** warranty

Should repairs become necessary under the terms of this warranty, the extent of that repair shall be determined solely by **Crestline Coach Ltd.** and shall be performed solely by **Crestline Coach Ltd.** or a repair facility designated by **Crestline Coach Ltd.**.

WHAT IS NOT COVERED?

The following items are specifically excluded from the **Crestline Coach Ltd.** Features Limited Warranty :

- Chassis, OEM body structure, engine, interior or any other items supplied by chassis manufacturer (see chassis manufacturer's warranties)
- Any required maintenance adjustment, general tightening or headlamps adjustments
- Normal wear, or defects arising from abuse, accident, negligence or unapproved alteration of original parts. Add on After Market Suspension Systems (warranted by Product Manufacturers Warranty)
- The expense of any transportation to or from a repair facility.

CRESTLINE COACH LTD.
RECEIPT AND ACKNOWLEDGMENT OF
LIMITED WARRANTIES
DELAY WARRANTY REGISTRATION

The undersigned acknowledges receipt and understanding of CRESTLINE COACH LTD. Modular Body Structure Limited Warranty, Modular Body Paint Limited Warranty, Electrical Limited Warranty, Crestline Coach Ltd. Ambulance Materials And Workmanship Limited Warranty and OEM Materials And Workmanship Originally Assembled By Other Than Crestline Coach Ltd. Limited Warranty. These Limited Warranties have been reviewed in detail and I understand the policies and procedures outlined in each warranty.

Accepted and agreed to this day of _____.

OWNER INFORMATION

Name : _____

Address : _____

Phone Number: _____

Representative Name: _____

Representative Email Address: _____

Representative Signature: _____

DEALERSHIP INFORMATION

Name : _____

Address : _____

Phone Number: _____

Dealership Representative: _____

Representative Email Address: _____

Dealership Signature: _____

VEHICLE INFORMATION

Vehicle Identification Number (VIN): _____

Crestline Coach Ltd. Vehicle Stock Number: _____

Date of delivery: _____ Mileage

on the vehicle at date of delivery: _____

WARRANTY SHOULD BE ACTIVATED WITHIN 24HRS OF DELIVERY
Please fill and return to:
Ccl150@demers-ambulances.com