

VOLVO CERTIFIED WARRANTY BASE (ENGINE + TRANSMISSION) AND EXHAUST AFTERTREATMENT SYSTEM (EATS)



CERTIFIED WARRANTY CERTIFICATE

Valid for plans purchased February 1, 2022 or later

National Truck Protection Co., Inc. d/b/a Premium 2000+ (“Premium 2000+”), warrants certain individual components of each Volvo Certified truck to be free from defects in material and workmanship under normal use and service up to the periods specified, provided all Volvo Trucks maintenance and inspection requirements are followed. This warranty (“Base + EATS Protection Plan”) provides additional coverage from failures of specified components or parts (“Covered Parts”) that may occur after the Volvo Standard Truck Warranty has expired and until the expiration of this Base + EATS Protection Plan. All warranty periods are calculated from date in service. This Base + EATS Protection Plan applies only to Volvo Certified trucks operated exclusively in the United States and Canada.

Premium 2000+’s obligation under this Base + EATS Protection Plan is limited to, at its sole option, repair or replacement at a Volvo Group North America LLC d/b/a Volvo Trucks North America (“Volvo Trucks”) authorized dealer of Covered Parts that are returned within the coverage period and acknowledged by Volvo Trucks, as Premium 2000+’s authorized administrator, to be defective. Covered repairs must be performed by a Volvo Trucks authorized dealer. All coverage is 100% for parts and labor, subject to the coverage limits and deductibles below, except as noted. All parts replaced shall become the property of Volvo Trucks.

This warranty (“Base + EATS Protection Plan”) provides additional coverage from failures of specified components or parts (“Covered Parts”) that may occur after the Volvo Standard Truck Warranty or extended coverage has expired and until the expiration of this Base + EATS Protection Plan. All warranty periods are calculated from Volvo Certified truck date in service, unless WRAP is applicable. “WRAP” allows for manufacturer’s remaining coverage to expire before Certified Warranty begins. Manufacturer’s coverage may expire by time or miles, in either case Certified Warranty begins at that moment and extends until expiration of Certified Warranty by time or miles.

Covered Parts List

Engine Covered Parts	Qualifications and Limitations
Air Compressor	Includes: sprocket and mounting bolts
Bearings	All internally lubricated bearings and bushings only
Camshaft, Caps and Bolts	Failures resulting from the valve and injector adjustments not being maintained properly are NOT covered. Normal maintenance adjustments are NOT covered.
Connecting Rods, Caps, and Bolts	
Coolant Duct Cover	
Coolant Pump Assembly	
Crankcase Ventilation Assembly	
Crankshaft	
Crankshaft Hub	
Cylinder Block	Includes: Casting, main caps, bolts
Cylinder Block Heater	
Cylinder Head	Includes: assembly, casting, bolts, plugs, sleeves
EGR (Exhaust Gas Recirculation) Components	All components including clamps, control valve, cooler, fittings, gaskets, mixer, pipes, and EGR wiring harness. Excludes: EGR cooler vibration damper which is a maintenance item
Electrical EA Harness Supplied with Engine	(From EECU to sensors and injectors and actuators)
Engine Brake Mechanism (VEB)	Includes: VEB control valve and VEB rocker arms (factory installed only)
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THIS WARRANTY IS MADE EXPRESSLY IN LIEU OF ANY OTHER WARRANTIES OR CONDITIONS, STATUTORY OR OTHERWISE, EXPRESSED OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OR CONDITION OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND OF ANY OTHER OBLIGATION OR LIABILITY ON THE PART OF THE MANUFACTURER INCLUDING, WITHOUT LIMITATION OF THE FOREGOING, CONSEQUENTIAL AND INCIDENTAL DAMAGES. MACK TRUCKS, INC. NEITHER ASSUMES NOR AUTHORIZES ANY PERSON TO ASSUME FOR IT ANY OTHER LIABILITY IN CONNECTION WITH THE SALE OF VEHICLES, COMPONENTS OR PARTS.

This Warranty is subject to Volvo Trucks’ Standard Warranty Limitations and Exclusions, which are printed on page 3 - 4 of this Warranty Certificate and are available through a Volvo Trucks authorized dealer.

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Covered Parts	Qualifications and Limitations
Engine Electronic Control Unit (EECU)	
Engine Heat Shield	
Exhaust Manifold	Includes: Casting, joint seals, rings or wraps
Engine Mounted Sensors	Includes: Coolant temperature, crankcase pressure, crankshaft (engine timing), EGR temperature and pressure, engine oil level and temperature, engine oil pressure, engine position (camshaft), fuel pressure and temperature, intake boost pressure and temperature, inlet manifold air (temperature and pressure)
Fan Belt Tensioner Assembly and Bracket	Excludes: Fan belts
Flywheel	Includes Housing and ring gear
Fuel Filter Housing	Excludes: Filters
Fuel Injection System	Includes: Injectors, sleeves, common rail assembly (electronic fuel pressure regulator and pressure sensor)
Fuel Transfer Pump	
Gaskets, Seals, O Rings, Silicon Sealant	
Gears	All internally lubricated gears only (timing and idler gears)
Hoses and Lines, Supplied with Engine	Fluid carrying: engine to engine mounted
Idler Pulleys	
Intake Manifold and Throttle Assembly	
Ladder Frame	
Oil Cooler	Engine oil cooler only
Oil Fill Tube and Cap	
Oil Filter Housing	Excludes: Oil filters
Oil Pan	
Oil Pump	
Piston Assembly	Includes: Cooler nozzles, liners, pistons, rings
Power Steering Pump	
Pre-Heater	Includes: Preheat relay, terminals, power cables. Factory installed only.
PTO Drive / REPTO (Rear Engine Mounted PTO Drive)	Factory installed only; Excludes all pumps or driven gears
Rocker Arm Assembly and Shafts	Includes: VEB rockers and non-VEB rockers. Failures resulting from the valve and injector adjustments not being maintained properly are NOT covered. Normal maintenance adjustments are NOT covered.
Thermostat (Coolant)	Includes: Thermostat side cover
Timing Gear Cover and Mounting Plate	
Turbocharger Assembly	Includes: VGT actuator module, turbo compounding assembly, if included
Valve Assembly	Includes: Guides, keepers, rotators, seats, springs, valves; failures resulting from the valve adjustments not being maintained properly are NOT covered. Normal maintenance adjustments are NOT covered.
Valve Cover	
Valve Yokes (Bridge) and Pins	Failures resulting from valve adjustments not being maintained properly are NOT covered. Normal maintenance adjustments are NOT covered.
Vibration Dampers and Bolts	

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Transmission I-Shift Components	Qualifications and Limitations
Bearings	Limited to: Internal Lubricated Bearings
Control Housing with Selector Unit (Top Cover)	Limited to: Countershaft Brake Solenoid, Gear Position Sensors, Oil Temperature Sensors, Shaft Speed Sensors, Shift Forks with their Cylinder, Shift Solenoids, Transmission ECU, Clutch Valve Unit, Clutch Control Cylinder
Countershaft	Limited to: Countershaft & Countershaft Fixed Gears & Extension
Crawler Gear, Gear Input and Counter Shafts, Housing and Valve Unit	If factory equipped
Drive Shaft for PTO	If factory equipped
Engaging Sleeve (2 position)	
Gaskets, Seals and O-Rings	Excludes: Sight Glass, Oil Plug, Fill Plug and Oil Level
Input Shaft	
Main Housing and Extension	Excludes: Sight Glass, Oil Plug, Fill Plug and Oil Level
Main Shaft	Limited to: Main Shaft & Trailing Wheel for Reverse Gear, Main Gears, Range Section Sun Gear
Oil Cooler	Limited to: Side mount oil to water cooler, oil supply line, and oil return line
Oil Filter Housing	Excludes: Drain Plug
Oil Pump with Reverse Shaft	
Range Housing Helical Gears	
Range Output Shaft	
Range Gear with Selector Unit	
Range Housing	
Range Planetary Gear Assembly	
Shift Yoke	
EATS Components	Qualifications and Limitations
Aftertreatment Control Module (ACM)	
AHI Module, Nozzle and Valve	
DEF Pump Assembly	
DEF Tank Assembly	Includes: Tank, Tank Heater/Sender, Heated hoses
DPF Assembly	Includes: AHI / 7 th Injector
Exhaust Aftertreatment Sensors	Includes: Sensor harnesses that is part of DPF and SCR assemblies. Does not include chassis harness.
SCR Assembly	

THESE LIMITATIONS AND EXCLUSIONS ARE IMPORTANT AND MUST BE READ AND UNDERSTOOD.

LIMITATIONS: Premium 2000+'s obligation under this Base + EATS Protection Plan and any coterminous "Supplemental Protection Plan(s)" the owner may have purchased from Premium 2000+ with respect to the same covered vehicle (including without limitation the Volvo Certified Warranty Exhaust Aftertreatment System), is limited to, at its sole option, repair or replacement of parts which are acknowledged by it to be defective. If Premium 2000+ determines that the total repair or replacement cost will exceed the current Retail Value of the covered vehicle at the time of the breakdown (according to Price Digests Truck Bluebook, or if the breakdown occurred within six (6) months of purchasing the vehicle, the purchase price), Premium 2000+ may declare a total loss and pay the owner the Retail Value of the covered vehicle in lieu of repairs. The defective parts or assemblies replaced, or in the case of a total loss, the covered vehicle itself, shall become the property of Volvo Trucks North America. Warranty repairs performed by an authorized Volvo dealer in accordance with the terms of the warranty set forth herein are free of charge. Warranty consideration can only be given if the deficiency is brought to the attention of an authorized Volvo Trucks dealer upon discovery and the vehicle must be made available, in a timely fashion during the coverage period, for repair. The following deductibles applies to this Base + EATS Protection Plan:

DEDUCTIBLE: \$350 per covered claim.

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EXCLUSIONS:

- REPAIR:** In the case of acknowledged defective Covered Parts, exchange with factory remanufactured parts may occur. Warranty repairs do not constitute an extension of any warranty period for any vehicle, component or part.
- DAMAGES:** Damages due to misapplication, misuse, accidents, negligence, improper operations, alterations, storage or transport, operation at excessive speeds, loading beyond the factory rated load capacity, failure to follow Mack Trucks' recommended inspection, maintenance, and service procedures, and improper or insufficient maintenance services are not covered.
- PROGRESSIVE DAMAGE:** Damages due to failure of operator to take reasonable precautions to mitigate damage are not covered. Damages to a Covered Part due to failure of non-covered part are not covered. Coverage is limited to failure of a Covered Part directly causing failure of a non-covered part, where reasonable precautions were taken to mitigate damages.
- APPLICATION:** The selling dealer is responsible for designating the correct application and/or specification for a vehicle sold to a customer. Damages due to misapplication, including but not limited to, failures of component parts of vehicles being operated in excess of factory rated load capacities, or the use of a vehicle, component or part for a purpose for which it was not intended are not covered.
- ALTERATIONS:** Any vehicle, component or part repaired, altered, or inspected in any way, so as to adversely affect, in Mack Trucks' sole judgment, its stability, durability, or reliability, is not covered.
- NON-ORIGINAL EQUIPMENT:** Any part of the vehicle that fails, malfunctions, or does not perform as a result of improper conversion or installation of bodies or equipment by other manufacturers or suppliers is not covered.
- MAINTENANCE AND PARTS CONSUMED:** Maintenance and inspection requirements found in the Operator's Manuals and service manuals/instructions, including, but not limited to, engine tune-up, fuel system cleaning, replacement of lubricants and filter elements, adjustments of the engine injection pump/transmission/brakes/linkages, as well as diagnosis, test time and all other adjustments must be followed and are not covered. Parts which are normally consumed or worn out during the vehicle's normal service life and customarily replaced during usual maintenance service, including, but not limited to, mud flaps and brackets, brake linings, clutch brake, and clutch linings, are not covered.
- PERFORMANCE COMPLAINTS:** Performance complaints are not covered (including, but not limited to, low power and/or poor fuel economy). Coverage is limited to defects in material and workmanship of a Covered Part directly causing the performance issue.
- WEAROUT:** Mack Trucks does not cover normal wear of Covered Parts. Failures attributable to wear are excluded. For example and without limitation, the wear rate of parts in any engine or transmission, and especially those parts within the combustion area and clutch housing area, will vary depending upon operating conditions and environment. Conditions, such as load, trailer configuration, road speed and road conditions, as well as the quality of fuel, lubrication oil, and all filters bear a direct relationship to the wear rate and resulting life of parts. Depending upon the severity of these various conditions, parts wear and resulting failure could occur within the time limit of the coverage.
- NON-GENUINE PARTS:** Any failure of any vehicle, component or part caused by the use of parts and accessories, or major assemblies and exchange units, which do not meet factory standards is not covered.
- ODOMETER READING:** Any vehicle on which the actual mileage or hours cannot readily be determined, or on which the odometer, hour meter, or Electronic Control Unit has been disconnected, disabled, or altered, may not be covered by this warranty.
- ACCESS TO INFORMATION:** Owner must allow Mack Trucks full access to all data stored in all Electronic Control Modules; failure to do so may result in the loss of warranty coverage.
- LABOR:** Labor to remove and install a Covered Part is included only if a Mack Trucks authorized dealer originally installed the Covered Part. Labor for overtime and/or shift differential is not covered. Excessive labor for a warrantable repair due to the prior installation of equipment or body is not covered.
- MISC. EXPENSE:** Meals, lodging, communications charges, travel time and expense, loss of cargo, downtime, loss of profit/revenue, rental vehicles, driver's wages and other miscellaneous expenses are not covered. Shop supplies, lube oil, lubricants, sealers, anti-freeze, filter elements and labor performed by a non-approved location are not covered.
- ADDITIONAL COMPONENTS:** Components or parts that are not installed by Mack Trucks, including winches, power take-offs, dumper, mixer and refuse assemblies, hoists and bodies or other special equipment are not covered. During a warrantable repair, additional time to remove any customer installed components will not be covered under warranty. Mack Trucks' factory manufacturing records will be determinative as to factory installed components.
- TOWING:** Unless expressly provided in this Warranty Certificate, expenses for towing or road service are not covered. Failures caused by improper towing technique are not covered.
- SUSPENSION PARTS:** Suspension parts, including but not limited to rubber bushings, torque rod bushings, spring pins and bushings, and greased lubrication points that fail due to improper maintenance, abnormally severe service or abuse are not covered.
- CAB STRUCTURE AND CORROSION:** Cab structural defects or cab corrosion that occurs in areas of the cab that previously were damaged, repaired, altered or modified are not covered. Cab corrosion where metal is perforated from the outside to the inside is not covered.
- VENDOR ENGINES, ALLISON AUTOMATIC TRANSMISSIONS and ALTERNATE FUEL STORAGE AND DELIVERY SYSTEMS:** Vendor engines, Allison automatic transmissions and alternate fuel (CNG/LNG/DME) fuel storage/delivery components used in Mack trucks are warranted by their respective manufacturers and not by Mack Trucks, Inc. Refer to the manufacturers' warranty statements.
- OIL CONSUMPTION:** Before a claim based upon excessive oil consumption will be considered, the owner must provide proof that all recommended maintenance has been performed and submit adequate documentation to show that oil consumption exceeds Mack Trucks' published standards. Under no circumstances will warranty pay for repairs related to excessive oil consumption after the earlier of 24 months, 250,000 miles, or 402,000 kilometers.
- ENVIRONMENTAL DAMAGE:** Parts made out of cloth, leather, wood, rubber, synthetics, paint or chrome, which have been affected by exposure to the elements or chemical influence including, but not limited to, road salt/chemicals, industrial fall-out or the use of improper cleaners, polishes and/or waxes are not covered.
- ALIGNMENT:** Alignment of axle(s), balance of tires, changing of axle camber, caster, toe and thrust angle are not covered.
- GLASS:** Glass breakage and scratches are not covered unless physical proof of manufacturing responsibility is established.
- TIRES:** Except as expressly provided in warranty certificates covering Green House Gas (GHG) components, tires are covered only under warranties provided by the tire manufacturer.
- CHANGES:** Mack Trucks reserves the right to make any changes in design, or make additions to or upon its products, without incurring any obligations to install the same changes on vehicles previously built.

VOLVO

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