

GILLIG LLC
LOW FLOOR TRANSIT COACH
STANDARD LIMITED WARRANTY & EXTENDED COVERAGE FOR
CITY OF JACKSON - JACKSON, MISSISSIPPI
CITY PROJECT NO. RFP #2025-01 – JUNE 10, 2025

GILLIG LLC warrants to the original purchaser, that its transit coaches, save and except for those major component assemblies and other parts described below which are separately warranted by their respective manufacturer's (OEM's), will be **FREE FROM DEFECTS IN MATERIAL AND WORKMANSHIP UNDER NORMAL USE AND SERVICE**, for the distance or time periods specified in the attached, and agrees to REPAIR or REPLACE the defective parts AT NO COST TO THE PURCHASER. This is a limited warranty subject to the provisions stated below and is referred to as GILLIG's Standard Limited Warranty.

This warranty **DOES NOT COVER** malfunction or failure resulting from the purchaser's or its agents or employees alteration, misuse, abuse, accident, neglect or failure to perform normal preventive maintenance as outlined in GILLIG's Service Manual, nor does it cover components or assemblies not originally provided by GILLIG. Further, this warranty **DOES NOT APPLY** to normal replacement items such as light bulbs, seals, filters or bushings, nor to consumable items such as belts, tires, brake linings or drums.

PURCHASER'S SOLE REMEDIES FOR LIABILITY OF ANY KIND WITH RESPECT TO THE PRODUCTS FURNISHED UNDER THIS WARRANTY AND ANY OTHER PERFORMANCE BY GILLIG UNDER OR PURSUANT TO THIS WARRANTY, OR WITH RESPECT TO PURCHASER'S USE THEREOF, INCLUDING NEGLIGENCE, SHALL BE LIMITED TO THE REMEDIES PROVIDED IN THIS WARRANTY AND SHALL IN NO EVENT INCLUDE ANY INCIDENTAL, INDIRECT, SPECIAL OR CONSEQUENTIAL DAMAGES OR LOSS OF USE, REVENUE OR PROFIT. IN NO EVENT SHALL GILLIG'S LIABILITY FOR DAMAGES WITH RESPECT TO ANY OF THE PRODUCTS COVERED UNDER THIS WARRANTY EXCEED THE AMOUNT PAID BY THE PURCHASER TO GILLIG FOR SUCH PRODUCTS.

GILLIG **DOES NOT WARRANT** some major component assemblies (such as the engines, transmissions and air conditioning systems) which are warranted by their respective manufacturers (OEM's) and identified as Category 3 items on page three (3) of this Warranty. **Warranty coverage for these items is as defined in those manufacturer's own warranty documents** and per their terms and conditions, and as administered by their own support networks.

GILLIG makes **NO OTHER WARRANTIES**, except as stated herein, and GILLIG's obligation under this warranty is **LIMITED AND FULLY DESCRIBED HEREIN**. Determination of warrantable defects is at GILLIG's (or the OEM's) discretion and will require inspection of failed components. Correction or compensation under this warranty for Category 1 and Category 2 items cannot be made unless requested on a GILLIG Application for Warranty Claim form and in accordance with the claim procedure established by GILLIG.

THIS WARRANTY IS EXPRESSLY IN LIEU OF ANY OTHER WARRANTY EXPRESSED OR IMPLIED, but if such has legal status, it **CANNOT EXCEED THE DURATIONS STATED HEREIN**. This warranty gives the purchaser specific legal rights and some state statutes may include other rights.

This is GILLIG's sole warranty with respect to its transit coaches. **GILLIG MAKES NO OTHER WARRANTY OF ANY KIND WHATEVER, EXPRESS OR IMPLIED; AND ALL IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE WHICH EXCEED THE AFORESAID OBLIGATION ARE HEREBY DISCLAIMED BY GILLIG AND EXCLUDED FROM THIS AGREEMENT.**

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GILLIG's Standard Limited Warranty which covers Category 1 and Category 2 parts, components and assemblies, covers the following systems, components or assemblies for the period specified, and includes 100% PARTS AND LABOR to repair or replace the defective components as determined by GILLIG. (See Page 3 for explanation of notes (1)-(7).)

CATEGORY 1

Includes GILLIG manufactured or assembled components and systems as well as some purchased assemblies. Warranty and warranty claims administration provided by GILLIG.

	Coverage Period ⁽¹⁾	
	<u>Months</u>	<u>Miles</u>
FULL COACH WARRANTY ^{(2) (3) (7)}	12	50,000
BODY STRUCTURE WARRANTY ⁽⁴⁾	144	500,000
CORROSION & STRUCTURAL INTEGRITY WARRANTY ⁽⁵⁾	144	500,000
TOWING	12	50,000

CATEGORY 2

Includes major components purchased and installed by GILLIG. Warranty provided by component OEM's. Warranty claims administration provided by GILLIG.

	Coverage Period ⁽¹⁾	
	<u>Months</u>	<u>Miles</u>
<u>AXLE</u>		
Meritor Front Steering	60	300,000
Meritor Rear Driving	84	350,000
<u>BRAKE SYSTEM</u>		
(Excludes Friction Material)		
Meritor Brakes	24	100,000
<u>RADIATOR & CHARGE AIR COOLER</u>		
Modine	36	Unlimited

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CATEGORY 3

Major components listed below under “Category 3” are covered by warranties or extended coverages⁽⁶⁾, for the miles and/or months indicated, provided by the manufacturer (OEM’s) of those components. Purchasers should refer to specific OEM warranty documents for details. Warranty claims are and will be administered by the respective manufacturers (OEM’s) and all warranty claims must be made directly to said manufacturers. GILLIG will assist purchasers in dealing with these OEM’s and warranty issues that may arise from time to time.

	Coverage Period ⁽¹⁾	
	<u>Months</u>	<u>Miles</u>
<u>ENGINE</u> ⁽⁷⁾		
Cummins B6.7	24	Unlimited
<u>ENGINE ACCESSORIES</u>		
Vanner Hybrid Alternator (2)	36	Unlimited
Air Compressor Powerex Electric driven	12	5,000 hours
<u>TRANSMISSION</u>		
Allison eGen Flex 40 Max	24	Unlimited
<u>AIR CONDITIONING SYSTEM</u>		
Thermo King TE14 All-Electric	36	Unlimited
<u>WHEELCHAIR RAMP</u>		
Lift-U LU18	24	Unlimited
<u>DOOR SYSTEM</u> ⁽⁸⁾		
Vapor	36	150,000
<u>INTERIOR LIGHTING</u>		
Pretoria	144	Unlimited
<u>FIRE SUPPRESSION</u>		
Amerex V-25	36	Unlimited

Low Floor Transit Coach Emission Warranty

GILLIG warrants to the ultimate purchaser and each subsequent purchaser that the new vehicle is designed, built and equipped so it conforms at the time of sale to the ultimate purchaser with all U.S. federal emissions regulations applicable at the time of manufacture and that it is free from defects in materials or workmanship which would cause the vehicle to fail to not meet these regulations within five years or 100,000 miles of operation, whichever occurs first, as measured from the date the vehicle is placed into service. In no case may this period be less than the Standard Limited Warranty where applicable to emission warrantable parts. If the ultimate purchaser registers the vehicle in the state of California (or any other state following the applicable California Air Resources Board regulations) a separate California Emissions Warranty applies.

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GILLIG warrants to the ultimate purchaser that registers the vehicle in the State of California (or any other state following the applicable California Air Resources Board regulations), and each subsequent purchaser, that the new vehicle is designed, built and equipped so it conforms at the time of sale to the ultimate purchaser with all applicable regulations adopted by the California Air Resources Board at the time of manufacture and that it is free from defects in materials or workmanship which would cause the vehicle to fail to not meet these regulations within five years, 100,000 miles or 3000 hours of operation, whichever occurs first, as measured from the date the vehicle is placed into service. In no case may this period be less than the basic mechanical warranty provided to the purchaser of the engine.

GILLIG warrants to the ultimate purchaser and each subsequent purchaser that the tires on this vehicle conform at the time of sale to the ultimate purchaser with all U.S federal emissions regulations and all applicable regulations adopted by the California Air Resources Board at the time of manufacture and are free from defects in materials or workmanship which would cause the vehicle to fail to not meet these regulations for a period of 2 years or 24,000 miles, whichever occurs first.

This list of emission control parts may be covered by the Emission Warranty under certain failure modes.

- Ambient Air Temperature Sensor
- Charge Air Cooler and associated plumbing
- Wire harness circuits connected at both ends to emissions warrantable components
- Exhaust gas pipes from turbocharger out to the last after treatment device
- Urea quality sensor
- Urea tank, heating element, level sensor, temperature sensor, coolant control valve
- Urea lines and line heater controls
- On-Board Diagnostic (OBD) Malfunction Indicator Lamp (MIL)
- Diesel Exhaust Fluid (DEF) Lamp
- OBD Connector

NOTES

- 1) Coverage ceases at the first expiration of the time or distance noted.
- 2) Full coach warranty includes and applies to electrical, doors, seats, flooring, roof hatches, destination signs, wheelchair ramp, handrails, radio, P.A., etc., but not to IVS systems or special options.
- 3) Fleet defect coverage is for a maximum of 12 months or 50,000 miles and includes all warrantable components and assemblies on the vehicle.
- 4) Basic body structure warranty includes and applies to structural members in the body and undercarriage including the structural members in the suspensions.
- 5) The corrosion and structural integrity guarantee covers against a significant loss of structural integrity of the assembly or its functional performance, resulting from a pertinent loss of cross-section due to corrosion caused by normal environmental elements but excludes corrosion caused by aggressive road de-icers such as Magnesium Chloride or equivalents, unless GILLIG approved preventative measures are taken (see Service Manual).
- 6) Extended coverage may not duplicate Standard Limited warranty coverage. Note: Please refer to OEM warranty documents for details.
- 7) Use of non-ASTM biodiesel blends from non-BQ9000 suppliers in excess of B20 may void the engine manufacturer's warranty on fuel related components, and also may void warranties of hoses, seals & fittings in contact with the fuel.
- 8) For consumable components like brushes, seals, air wave switches and related wear items a one year parts and labor warranty applies.



WARRANTY SUPPORT

GILLIG stands behind the quality of our products and we have selected supplier partners who share this belief as well. We have provided our GILLIG APPLICATION FOR WARRANTY PROCEDURE which describes the process by which GILLIG handles warranty claims. Normal warranty work (other than that work required to be performed by sub-suppliers as discussed below) will be performed by the Agency's maintenance department and reimbursed by GILLIG at the documented warranty labor rate. In the unlikely event that abnormal warranty is required, GILLIG will work with the Agency to resolve any such warranty projects which Agency believes should be repaired directly by GILLIG.

Due to the nature of some components and the associated warranties, GILLIG believes that warranty work on the following should initially be managed by the sub-suppliers:

- Engine
- Transmission
- Axles
- Air Conditioning Unit
- Batteries
- Destination Signs
- Video Surveillance Systems
- Intelligent Transit Systems
- Agility CNG Fuel System

GILLIG routinely assists customers in resolving warranty matters when local vendors are unable or unwilling to provide necessary support by involving GILLIG's contacts either at the local service facilities or through the component manufacturer's corporate levels.

Feel free to contact our Field Service Department for assistance or if you have questions:

Field Service Coordinator
GILLIG Service Department
451 Discovery Drive
Livermore, CA 94551
(510) 264-5073
FieldService@GILLIG.com



WARRANTY SERVICE STAFF

The CUSTOMER CARE DEPARTMENT is available to assist the procuring Agency in processing warranty claims as required. GILLIG's Field Service Representatives will assist the procuring agency in the proper procedure for obtaining warranty parts, completion of the warranty forms, and the handling of parts for warranty claims processing. In-house qualified Field Service Representatives are available to troubleshoot questions by phone Monday through Friday, 5:00 a.m. to 2:00 p.m. and have direct access to GILLIG's Engineering Department in order to provide quick turnaround should additional technical assistance be required.

EXECUTIVE DIRECTOR, CUSTOMER CARE

Victor Doran

WARRANTY MANAGER

Ashley Mitchell

REGIONAL SERVICE MANAGERS

William "Willie" Hernandez (West)

Mark Bittner (East)

Thomas Seymour (Central)

TECHNICAL ADVISOR WARRANTY

Bo Vongamath

WARRANTY PARTS SPECIALIST

Dominic Nava

WARRANTY PROCESSING SPECIALISTS

Johnny Phothipanya

FIELD SERVICE COORDINATOR

Our Warranty group essentially deals with repair, replacement, or reimbursement for product failures during the warranty period of a particular product. A warranty claim, describing the failure (and other relevant details) must be filed in order to start the process of getting the failure fixed.

The warranty claim is reviewed by the Warranty Processing Specialist and a determination on its status (accept, accept with adjustments, or reject) is made, often after discussions with GILLIG's Q.A., Manufacturing, or Engineering Departments, or with vendor OEMs. The claim response is then sent back to the customer, as well as being relayed to relevant GILLIG departments for corrective action, including as necessary, reimbursement or replacement for the customer, design or manufacturing review at GILLIG, reporting to and recovery from the vendor, as well as additional information collection, testing and/or redesign for GILLIG or the vendor, when needed. We usually ask for failed parts to be returned to help with failure analysis and vendor recovery.

If you disagree with a warranty claim decision, you can resubmit the claim along with additional justification supporting your position, to the Service Manager for reconsideration. Your claim will be reviewed and you will be notified of the review decision within a week or two.



GILLIG INSTRUCTIONS FOR COMPLETING APPLICATION FOR WARRANTY CLAIM

GILLIG requires only one failure per claim. A single claim can be for multiple buses as long as they're for the same failure, and have identical labor claimed. The VIN and mileage of each bus on the claim should accompany the Application for Warranty.

GILLIG uses the information on the Application for Warranty to detect failure trends and make improvements, failure descriptions such as "B.O.", "Inop" or "Found Bad" will not suffice. The reason for removal and any troubleshooting procedures should be included to help expedite claims. GILLIG prefers the Repair Order be included with the claim.

Warranty repairs exceeding "Standard Repair Times", (SRT), should have prior authorization to prevent large cuts in reimbursement. To obtain prior authorization, please contact your Warranty Processing Specialist by calling GILLIG Field Service or emailing WarrantyClaims@gillig.com.

Claims for normal replacement items, such as light bulbs, and mechanical adjustments, such as doors or alignments, are not normally approved unless their failure was caused by a warrantable defect. In addition, consumables, such as belts, tires and brake linings, are not warrantable, unless their failure was caused by a warrantable defect of another component.

Warranty claims should be submitted to GILLIG within 30 days of the date of failure. Claims can be emailed to WarrantyClaims@gillig.com.

Claims need to have unique claim numbers assigned. Each property should have a unique prefix, and then whatever number best suits your operation, (such as the Repair Order number). If you do not have or do not know your unique prefix, please contact your Warranty Processing Specialist.

GILLIG will pay at the direction of the bus owner, not the hired contractor or repair shop, until and unless the bus owner directs it.

GILLIG cannot pay an invoice not made out to GILLIG, unless it's listed as a sublet bill on an Application for Warranty Claim.



APPLICATION FOR WARRANTY

It is not necessary to use GILLIG pre-printed forms, but any form used will need the following information:

1. Unique Claim Number (must be pre-approved by GILLIG Warranty).
2. Date claim is being filled out
3. Unit Serial # (Last six digits of the VIN)
4. Coach Number
5. Bus Owner, or Bus Property Name
6. Date bus placed in Revenue Service
7. Odometer or Hub mileage at time of failure
8. Date of Failure
9. Where Repaired (if not at the owner's property)
10. If Claim concerns the Engine, the Engine Serial Number
11. If Claim concerns the HVAC, the Air Conditioning Unit Serial Number
12. If Claim concerns the Transmission, the Transmission Serial Number
13. Complete description of failure, (Repair Order preferred)
14. Were any parts used? (Yes or No)
15. Description of parts used with the GILLIG Part Number
16. Original Part Number (If replacement Part Number differs Original Part Number)
17. Price of the part(s) unless provided by GILLIG
18. Number of parts used
19. Provide subtotal for each part
20. Total all the parts used for this claim
21. Provide contractual warranty labor rate
22. Number of hours worked
23. Multiply number of hours by the labor rate for the total labor claimed
24. Work done by outside firm or tow to be entered and copy of invoice attached
25. Total Sublet cost(s)
26. Total amount for the claim
27. If bus is in California and claim is emission-related, Engine Hours (from ECM or hourmeter)
28. Name & Contact Information of warranty person to answer any questions of claim
29. Email or Phone Number for person having knowledge of claim
30. Name & Contact Information of person who submitted claim
31. Email or Phone Number for person who submitted claim
32. Address of where to send reimbursement or parts credit.

See attached copy of claim with corresponding numbers to indicate where to put the above information.

Application for Standards.indd 20170719 0



APPLICATION FOR WARRANTY

WARRANTY PARTS ORDERING PROCEDURE

1. Determine part(s) being ordered by referring to the parts manual for the specific bus in question. If the part can't be found or isn't listed, you can call GILLIG's Warranty Parts Specialist at 510-264-4433 or WarrantyParts@gillig.com.
2. The information needed:
 - a. GILLIG part number
 - b. Quantity
 - c. Description of part (pump, motor, etc.)
 - d. VIN, (Last 6 digits of VIN)
 - e. Description of Failure
 - f. Mileage at failure
 - g. Instructions on where to send parts, (if applicable)
3. If bus is within the base bus warranty, GILLIG will ship the warranty part(s) to your location. Parts will be sent prepaid, best way, (normally second day). If the part is needed there the next day, it can be sent overnight and the difference of shipping cost will be charged back.
4. Normally, GILLIG will want the failed part returned. If so, then we will email an RGA. The defective part should be returned to:

GILLIG, LLC
ATTN: RGA # _____
1100 Voyager Street, Dock B
Livermore, CA 94551

PARTS THAT ARE REQUESTED TO BE RETURNED SHOULD BE SENT WITHIN 30 DAYS. IF THE PARTS ARE NOT RETURNED WITHIN THAT TIME, THE COST WILL BE INVOICED BACK.

5. If the bus is outside the base bus warranty, but the failed component still has warranty coverage from the supplier, the part will have to be purchased from GILLIG's Parts Department, which can then be claimed on an Application for Warranty Claim. GILLIG will roll that over to the supplier, and whatever reimbursement the supplier makes will then be forwarded to the end user.

PARTS RETURN PROCEDURE

Defective part should be returned to GILLIG within 30 days of receipt of GILLIG's Return Goods Authorization, (RGA).

All parts should be capped or plugged to prevent leakage, if applicable. Excess dirt or grease should be removed to facilitate handling.

Removed part should be handled/packed as if new.

Parts should never be sent "COD". GILLIG may provide a call tag, or the shipping cost can be included on the Application for Warranty.

Call tags are only utilized when the bus is still covered by the base bus warranty. If a call tag is being requested, we will need to know 1) RGA # & 2) Total weight of package.

Part(s) must be tagged with the following information:

- A. Last 6 digits of VIN
- B. Date bus went into Service & Mileage at Failure
- C. Concise reason for removal
- D. Bus owner's name/name of transit agency



CHANGE CONTROL

GILLIG's change control process involves several departments within the organization and working with our component suppliers as their products reach end of life. GILLIG believes in a constant improvement process, this is controlled thru an Engineering Production Change (EPC) process managed by our Materials Department. A meeting is scheduled once a month with Materials, Purchasing, Engineering, Manufacturing, Sales and Parts, to discuss product improvements/new design and supplier end of life notifications.

Once a change has been identified the subject matter is reviewed by Engineering for design, Purchasing for cost, Manufacturing for production impact, Parts for aftermarket support and Materials/Sales for customer implications. Once approved by all departments, Engineering and the Bill of Material group will release the component details (parts, installation drawings, customer, dates) and production implementation plan thru our documented EPC control process.

FIELD SERVICE BULLETIN***FS-2019-02: Product Alert - FS 300 Hose Identification***

Date: May 6, 2019
Model: All
Model Years: 1997 – 2019

Because of a supply issue with the blue hose covering, Eaton is temporarily making FC-300 hose using black covering. FC-300 hose assemblies made between October 2018 to May 2019 will be affected by this change.

To avoid being mistaken for FC-350 hose, Eaton has applied the following unique identifiers to the FC-300 hose assemblies:

- 1. Yellow ink markings to the hose identifying it as FC-300.***
Note: White ink markings are used on FC-350 hose assemblies.
- 2. Blue stripe around the hose identifying it as FC-300.***
 - a. Hoses 2-ft and shorter will have a blue stripe located in the center of the hose length.***
 - b. Hoses longer than 2-ft, up to 4-ft in length have a blue stripe located at each end, adjacent to the fitting.***
 - c. Hoses longer than 4-ft have a blue stripe located at each end, adjacent to the fitting, and an additional stripe located in the center of the hose length.***

In addition, the hose will still have a foil tag with the Gillig part number.

Note: FC-300 and FC-350 have different pressure ratings, so it's important to not mix them.

Approved: 
Robert L. Birdwell, Executive Director
Quality Control & Field Service

Product Alert

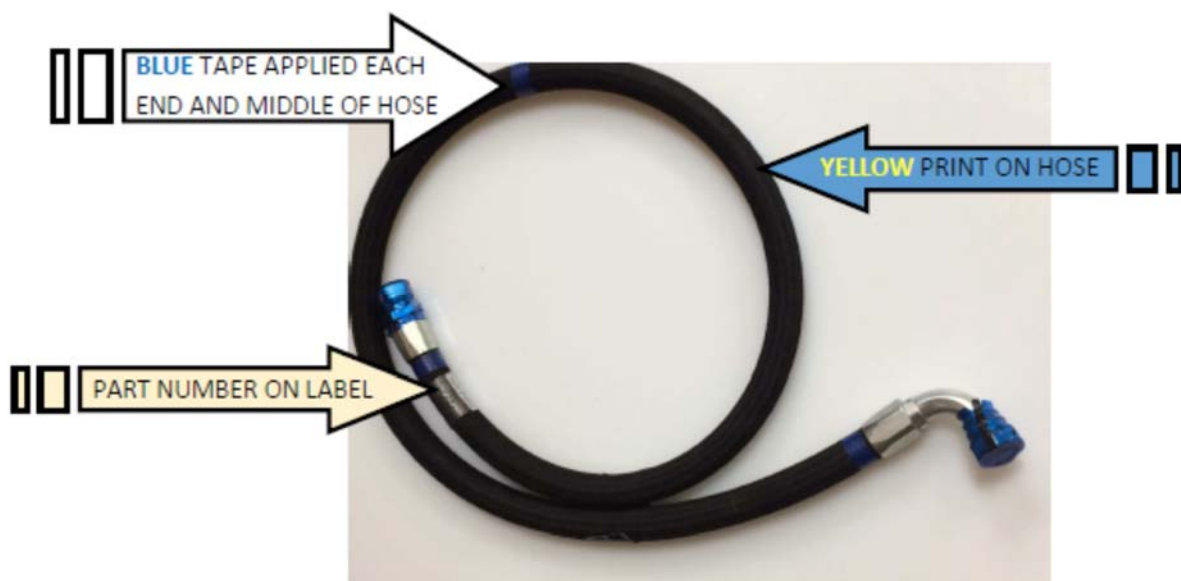
Affected products: Gillig hose assemblies part numbers 46-xxBxxxx-xxxx

Gillig hose assemblies made with Eaton FC300 hose, which typically have a blue yarn cover will temporarily have a black cover.

Due to a supply issue with blue yarn Eaton is temporarily making FC300 hose with black colored yarn and applying yellow print instead of white print. The hose is otherwise identical to what has always been supplied and meets all specifications for use.

HOW TO IDENTIFY THIS HOSE AS CORRECT

1. BLUE TAPE IS BEING APPLIED TO EACH ASSEMBLY AS A QUICK CHECK THAT IT IS FC300 HOSE
2. HOSE WILL HAVE YELLOW PRINTING INSTEAD OF WHITE
3. PART NUMBER ON LABEL WILL IDENTIFY THE CORRECT HOSE ASSEMBLY



FS-2019-02

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Original blue FC-300

