

PROVIEW SERVICE INC



# Vehicle Warranty Handbook USA

Issue 1 - 2025

# Contents

<b>Standard Warranty</b>	3
Vehicle Useful Life Emissions Guarantee	3
Low Resistance Tire Warranty	3
Exclusions	4
<b>Extended Warranties</b>	4
<b>Extended Warranty Cover - Driveline Lite &amp; Chassis Cab</b>	5
<b>Customers Responsibilities</b>	6
<b>Warranty Processing</b>	7
Registering Warranty	7
Parts Warranty	7
<b>Warranty Checks</b>	8
<b>Warranty Terms and Conditions</b>	8
General	9
Purchased Parts Warranty	9
General – Exclusion of Liability	10
General – Customer Responsibility	10
Vehicle Useful Life Emissions Warranty	10
Low Resistance Tire Warranty	11
Paintwork	11
Warranty General	11

# Standard Warranty

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Our warranty covers manufacturing defects arising from materials, design or workmanship. We offer 2 years warranty from date into service, in the event of re-sale it is not transferable.

Our standard warranty can be activated upon original sale and a chassis entering into service from 1st June 2025 until 1st June 2028. All standard warranties regardless of when they enter into service between 1st June 2025 and 1st June 2028 will expire on 1st June 2028.

## Vehicle Useful Life Emissions Guarantee

Proview Service Inc warrants for any manufacturing defects of Dennis Eagle vocational vehicles to ensure that the vehicle will meet the vehicle emission-related warranty standard per CFR 40 § 1037.120 - for a maximum of 100,000 miles or 5 years, whichever comes first. The vehicle useful life warranty does not cover repairs or replacement of any emission related components if there is any evidence of misuse by the user for not using appropriate fuel, lubricants or if there is any evidence of improper modifications made to the vehicle not approved by Proview Service. In addition, maintenance must be conducted on the vehicle on regular intervals as shown in the Maintenance and Service Schedule of the Proview Service Owner's Manual. Proview Service warrants to the ultimate purchaser and each subsequent purchaser that the new vehicle, including all parts of its emission control system, meets two conditions:

1. It is designed, built, and equipped so it conforms at the time of sale to the ultimate purchaser with the requirements of this part.
2. It is free from defects in materials and workmanship that cause the vehicle to fail to conform to the requirements of this part during the applicable warranty period.

## Vehicle Emissions Guarantee

We warrant that our vehicles meet the emissions standards for 435,000 miles or 10 years, whichever comes first.

Components covered: This emission-related warranty covers vehicle speed limiters, idle related components and weight-reduced vehicle steel structural parts and aluminum wheel rims. The emission-related warranty also covers all components whose failure would increase a vehicle's emissions of air conditioning refrigerants (for vehicles subject to air conditioning leakage standards). The emission related warranty covers these components even if another company produces the component. Proview Service may deny warranty claims under this section if the operator caused the problem through improper maintenance or use, as described in 40 CFR 1068.115.

Proview Service may deny warranty claims under this section if the operator caused the problem through improper maintenance or use, as described in 40 CFR 1068.115.

## Low Resistance Tire Warranty\*

We warrant the low rolling resistance tires for 2 years or 24,000 miles, whichever comes first.

# Extended Warranties

## Exclusions

Whilst our warranty covers any defects that arise during the warranty period, we can't cover you for issues such as;

- All parts deemed as serviceable are not covered by our warranty. These include friction and consumable items such as oils & lubricants, filters, brake parts, wiper blades, tires\*, some exhaust components, some suspension parts including but not limited to leaf springs, glasses. This list is illustrative and not fully exhaustive.
- Charges and costs in respect of external events and damages relating to acts of god, accident, misuse, abuse, negligence, rodent related damage of any kind, salt corrosion, failure to meet Proview Service terms and conditions.
- Incidental costs arising from defects including consequential costs, loss of use, rental charges or roadside recovery charges.
- Defects or faults due to incorrect repairs.
- Issues arising based on the fitment of non-Proview Service genuine spare parts, additional equipment, bodywork, or other unauthorised vehicle modifications.

Our extended warranties cover defects arising from faulty materials, design or workmanship. Extended warranty starts after our standard warranty finishes. Our warranty covers one way travel and the parts and labor to rectify warranty faults.

Extended warranties can be specified to cover products up to 4 years old. Extended warranty periods are offered based on whole year extensions (e.g. 3-year, 4-year). Mileage is limited to 30,000 miles per 12 months extended period. Operating hours are unlimited.

Package/Type	Annual Extension Period (Options)	
Driveline Lite & Chassis Cab	Year 3	Year 4



# Extended Warranty Cover - Driveline Lite & Chassis Cab

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## WHAT'S COVERED

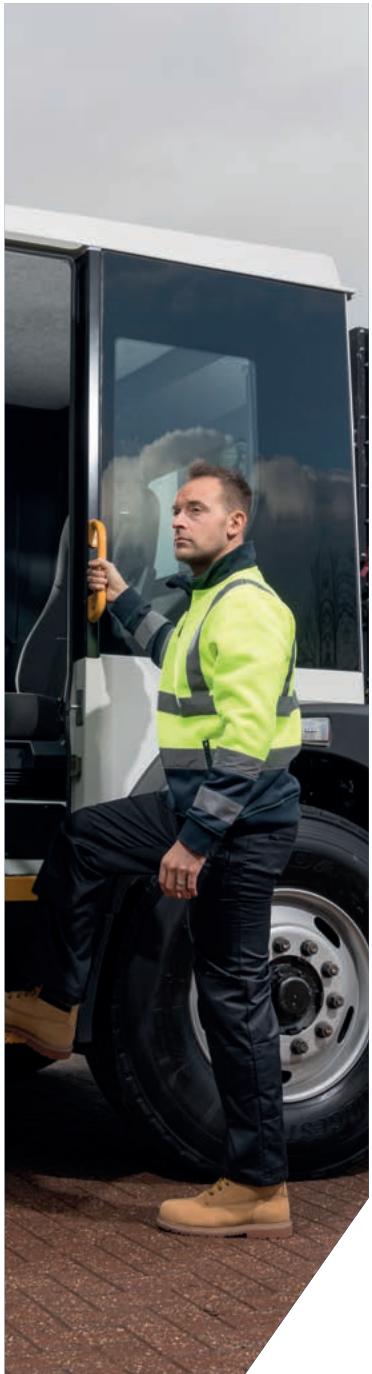
	Driveline Lite & Chassis Cab
Paint Work	✓
Axles	✓
Propeller Shafts / Intermediate Bearing / Half Shafts	✓
Diff Lock	✓
Drive Front Axle Hub & Bearing	✓
Chassis Structure	✓
Chassis Suspension Front	✓
Chassis Suspension Rear	✓
Chassis Steering	✓
Chassis Cooling	✓
Chassis Exhaust	✓
Chassis Induction System	✓
Chassis Brakes	✓
Chassis Air Con	✓
Chassis Electrics	✓
Cab Electrics	✓
Cab Superstructure	✓

# Customers Responsibilities

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- Not knowingly overload the vehicles or use them for any purpose for which they are not manufactured. Ensure that drivers are properly trained in how to operate the vehicles and follow instructions contained in the vehicles operating and workshop manuals.
- Ensure that drivers report faults as soon as reasonably practical and that Proview Service, Service Partners is advised at the earliest practicable time. Vehicles are defected and made safe in such a manner as to not cause further damage or repair costs. Ensure that drivers follow the advice provided by the vehicles information system or dashboard warning lights.
- Ensure that chassis are maintained in accordance with Proview Service's service requirements and manuals. Only fit specification compliant spare parts. Adhere to any service bulletins issued by Proview Service or its Service Partners.
- Use Proview Service recommended grades of oils and lubricants. All oil and filter changes in accordance with Proview Service requirements using Proview Service specification compliant spare parts.
- Ensure vehicles are made available for repairs as arranged. Failure to make available within agreed arrangements will be subject to Service Partner's charges.
- All fitted accessories such as two-way radios, mobile phones and on-board weighing is the responsibility of the customer unless agreed otherwise at the point of sale. This does not apply to Proview Service fitted accessories specified and listed within Proview Service published official 'Optional Extras'.

Service Partner's must notify Proview Service with 3 days of receipt, any damage or missing parts sent to the dealer for warranty repairs.



# Warranty Processing

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## Registering Warranty

When a warrantable fault occurs, the customer must contact their local Service Partner to register the failure.

### Your Service Partner will require the following information:

- The fault
- The chassis VIN number  
(Plate on right hand door pillar)

Your Service Partner will arrange for any parts to be ordered and for the work to be carried out at your closest Service Partner or on the customer's site free of charge.

Where a Proview Service, Service Partner carries out the warranty work, it will be the Service Partner responsibility to manage the return of those parts.

## Parts Warranty

- Where a customer has purchased a part for a failed item that is outside of the vehicles warranty and then fails within 12 months of purchase, the customer will be expected to purchase the new replacement part from their Service Partner.
- The customer must then register the part with a Proview Service Service Partner within 7 days of the failure.

### The following information will be needed to register:

- Customer account number
- Original invoice or advice note number
- Part details
- Vehicle details of which the part was fitted (chassis VIN number)
- Date fitted
- Date failed
- Failure details
- Mileage since fitting
- Our Service Partner will send the customer the appropriate labels to enable them to arrange collection of the failed unit.
- A credit will be issued to the customer on acceptance from Proview Service. Should the item be rejected, the Proview Service Service Partner will pass on the reason for rejection and any supporting evidence to the customer who will stand the cost. The credit will be limited to parts only.

## Warranty Checks

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At mutually agreeable times Proview Service or our Service Partner may attend the customer's site to carry out warranty checks.

### **Checks will include a general inspection and will also extend to:**

- Fluid levels
- Grease points
- Overall cleanliness/housekeeping
- Vehicle service records

The warranty checks will be followed up with a report which will be sent to the customer detailing the findings.

## Warranty Terms and Conditions

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Warranty cover is conditional on the following terms and conditions being accepted by the customer.

- A1.** Unless agreed to the contrary in writing, all previous correspondence, written or verbal superseded and will not form part of the agreement.
- A2.** Proview Service Inc (the Company) makes every effort to ensure its products contain sound material and good workmanship. The Company guarantees the goods it manufactures which are sold new and operated within standard or extended warranty periods where specified, from date of delivery or registration date whichever occurs first, subject to the conditions and identification hereinafter set out.
- A3.** Proview Service Inc will adjudicate all claims in accordance with these terms and conditions. Where authorized under warranty cover, repairs will be carried out by either a Proview Service Service Partner, or at the Company's absolute discretion, an acknowledged third party. In the latter case, parts will be free issued, and a labor allowance agreed prior to commencement of work. The claim must be made through a Proview Service Service Partner.
- A4.** Proview Service will pay a third-party contribution for an engineer to travel to the equipment location (vehicle off road) when the repair is completed at the site of failure.

## General

B1. Warranty consideration will only be given providing the customer advises and complies with the Company warranty procedure. No repair, dismantling or replacement of parts should be carried out without obtaining authorisation from a Proview Service Service Partner by issue of a warranty number. Failure to comply will render the claim invalid.

B2. If whilst rectifying a customer's vehicle other defects/faults are found that could be deemed detrimental to the running and warranty of the vehicle, the Dealer shall be entitled to either:

- i. Incorporate repairs to the defects/fault found at the customer's cost whilst working on the vehicle.
- ii. Agree a time scale in which the customer carries out corrective work at their cost. Not meeting this requirement could deem the warranty null and void.

B3. Any part replaced under warranty shall become the property of Proview Service Inc.

B4. Warranty cover on all replacement/repaired parts fitted to the vehicle during the warranty period automatically expires at the end of the vehicle warranty period. The replaced part acquires the unexpired portion of the warranty.

B5. Proview Service's liability under the warranty is limited by the Company's adjudication process to the repair or replacement of the defective part / parts or to the repair of any defect caused by defective material or workmanship (Warrantable Failure). The company shall be entitled to replace failed components with reconditioned units as it sees fit.

B6. Any towing expense involved in the recovery of a vehicle shall be the liability of the customer or end user.

## Purchased Parts Warranty

C1. All new parts purchased from the Aftermarket carry a twelve-month warranty unless otherwise stated at the time of sale.

C2. Claims must be supported with proof of purchase (invoice number). Replacement part(s) are to be purchased by the Customer and will be reimbursed on acceptance following adjudication of the part(s).

C3. All parts claims are to be reported and registered with a Proview Service Service Partner. All claims that are not registered within 7 days of failure will render the claim invalid.

C4. Parts deemed incorrectly installed constitute abuse and warranty will not apply on such parts.

C5. All Parts warranty claims are limited to the cost of material only, i.e. Labor and other costs are excluded.

C6. All replacement parts supplied under warranty automatically acquire the unexpired portion of the warranty period for the part replaced.

## General – Exclusion of Liability

D1. All parts deemed as serviceable are not covered by our warranty. These include friction and consumable items such as oils & lubricants, filters, brake parts, wiper blades, tires, some exhaust components, some suspension parts, glasses. This list is illustrative and not fully exhaustive. Diesel powered vehicle batteries are covered for the first 12 month warranty and are excluded from all extended warranties.

- D2. Claims will be immediately rejected, and Proview Service liability refuted if failure is due to misuse, impact damage, negligence, accident, alteration, lack of proper maintenance, replacement parts necessitated by normal wear and tear or the use of substandard spare parts.
- D3. Failures due to contamination of the by water or dirt, dirt or other material being forced through external seals and contamination of fuel systems.
- D4. Damage resulting from overloading.
- D5. Failure due to chemical corrosion and physical erosion.
- D6. Repairs not carried out in accordance with Proview Service Inc, or their suppliers servicing and maintenance procedures or performed by any repairers or dealers such as to affect adversely, in the judgement of the Company, vehicle components, performance and reliability.
- D7. Failure caused by fire, theft, vandalism, riot, explosion or terrorism.
- D8. Failure caused by lightning, earthquake, windstorm, hail, water, flood or freezing.
- D9. Failure caused by non-Proview Service repairers under guarantee.
- D10. Loss of time, loss of use of product, hire costs, vehicle movement, towing costs inconvenience, lodging, food or any other loss that may result as a consequence of a failure.
- D11. Warranty assignment due to transferring ownership applies only to our 'Proview Service Vehicle Useful Life emissions Warranty' and 'Proview Service Low resistance tire Warranty'.

## General – Customer Responsibility

- E1. Only fit and use specification compliant parts.
- E2. The Customer is responsible for the performance of regular maintenance servicing as specified in Proview Service or their Supplier's literature applicable to the product. Failure to suitably maintain the product in accordance with good engineering practices will render the warranty claim invalid at the Company's discretion.
- E3. In the event of a failure the customer must:
  - i. Use all reasonable means to protect the product from further damage.
  - ii. Ensure vehicle is in a safe and accessible place to be worked on.
  - iii. Notify the Company in accordance with the Proview Service Claim procedure as soon as possible.
  - iv. Present where requested, proof of purchase or warranty coverage.

## Vehicle Useful Life Emissions Warranty

- F1. Proview Service warrants for any manufacturing defects of Proview Service vocational vehicles to ensure that the vehicle will meet the exhaust emission standards to the standards applicable at build throughout its full useful life, for a maximum of 435,000 miles or 10 years, whichever comes first. The vehicle useful life warranty does not cover repairs or replacement of any emission-related components if there is any evidence of misuse by the user for not using appropriate fuel, lubricants or if there is any evidence of improper modifications made to the

Any claim over a total value of \$2000 (including both parts and labor) requires formal quotation and approval by Proview Service before works start.

vehicle not approved by Proview Service. In addition, maintenance must be conducted on the vehicle at regular intervals as shown in the Maintenance and Service Schedule of the Proview Service Owner's Manual. In addition, the Clean Air Act, as amended, prohibits anyone engaged in the business of repairing, servicing, selling, trading or leasing vehicles or owns or operates a fleet of vehicles engines knowingly to tamper, remove or render inoperable any emission-related device or element of design installed in a vehicle or vehicle engine in compliance with the regulations following its sale and delivery to the ultimate customer.

## Low Resistance Tire Warranty

G1. Proview Service warrants the Low Rolling Resistant (LRR) tires for Two (2) years or 24,000 miles. This vehicle is designed, built, and equipped so it conforms at the time of sale to the ultimate purchaser with the requirements of CFR Part 40 §1037.120. And, that the vehicle's tires are free from defects in materials and workmanship that cause the vehicle to fail to conform to the requirements of this part during the applicable warranty period. Per CFR Part 40 §1037.125(i) DEL has supplied instructions that will enable the owner to replace tires so that the vehicle conforms to the original certified configuration. (See Owner's Manual for Goodyear LRR replacement tire or equivalent replacements).

## Paintwork

Paint work is warranted against major corrosion, peeling and loss of gloss for warranty periods as per contract agreement subject to appropriate cleaning methods being used by the owner or operator.

## Warranty General

The owner or operator shall provide the Proview Service Service Partner with any information reasonably required, such as servicing records, to confirm the vehicle is being adequately maintained. In the event of failure to comply, the Company shall be entitled to render all warranty invalid.

Prior to the vehicle entering each 12-month warranty period, or at any other time the Company sees fit, the owner or operator shall allow access to Proview Service or Proview Service Service Partner personnel when practicable to carry out an inspection at no customer expense. Any defects or maintenance shortfalls found should be addressed within a mutually agreed time scale at the customer's expense. Failure to do so could invalidate the warranty cover.

Where products are sold onwards warranty is not transferable.

# PROVIEW SERVICE INC

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