



# **COLUMBIA**

## **WARRANTY**

## **PROGRAM MANUAL**



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### 1. COLUMBIA Vehicle Group. WARRANTY POLICY

A COLUMBIA Vehicle Group (Columbia) Passenger Vehicle Limited Warranty (Attachment A), Industrial and Commercial Limited Warranty (Attachment B) or 5-Series Limited Warranty (Attachment C) is included with each owner's manual. An important requirement in the terms of the warranty is that at the time of sale the customer must completely understand each item in the appropriate warranty. This understanding is an important positive customer relations tool, demonstrating knowledge and understanding should a problem arise. The following warranty provisions will help educate the customer.

#### MAGNUSON-MOSS WARRANTY ACT

In 1975, with the passage of the Magnuson-Moss Warranty Act (Public Law 93-637), Congress gave the Federal Trade Commission authority to propose rules which encourage both Manufacturers and Distributors/Dealers to improve consumer warranty understanding. Two of these rules, or provisions, became effective January 1, 1977, and are described as follows:

##### **Disclosure of Written Consumer Product Terms and Conditions:**

The first provision governs the content and manner in which the warranties are written. As required, each warranty supplied by Columbia specifies the type of warranty given, the duration of the warranty, what the warrantor will or will not do, and any limitations of implied warranty.

##### **Pre-Sale Availability of Warranty Terms:**

The second provision requires two things: First, Columbia and Columbia Distributor/Dealers must make the terms of the warranties available for review by the prospective customer. Secondly, a copy of the appropriate warranty must accompany each warranted product upon purchase. Columbia is required to provide the necessary warranty information and Columbia Distributor/Dealers are responsible for making this information available to the consumer.

Review the owner's manual with the customer. Explain the maintenance responsibilities for the vehicle, regular service checkups, and battery charging. Make sure the customer understands that the warranty may be void if the vehicle is found to be abused, altered, or lacks required maintenance.

It is imperative that vehicles be registered using the on-line New Vehicle Registration process found in the *Partners* section of the Columbia website [www.Columbiavehicles.com](http://www.Columbiavehicles.com), upon first use, sale, or lease, in order to receive warranty credit.

Follow this Manual carefully, so claims can be processed accurately and efficiently.

### 2. DEFINITIONS

"Columbia" is COLUMBIA Vehicle Group, 1115 Commercial Avenue, Reedsburg, WI 53959

"Dealer" means the authorized Columbia Dealer.

"Columbia Parts" means parts for Columbia vehicles which are manufactured by or for



Columbia and title to which passes through Dealer.

"Columbia Accessories" means accessories and options for Columbia vehicles which are manufactured by or for Columbia and title to which passes through Dealer.

### 3. NEW VEHICLE LIMITED WARRANTY

This warranty is limited to Columbia vehicles distributed by COLUMBIA Vehicle Group, 1115 Commercial Avenue, Reedsburg, WI 53959, and sold by Columbia or its authorized Columbia Dealers. This warranty is given by Columbia to the first retail purchaser only, and is not transferable to subsequent owners.

### 4. COLUMBIA TIRE, ELECTRIC VEHICLE BATTERY, AND BATTERY CHARGER LIMITED WARRANTY

Tires and electric vehicle batteries are covered under a separate warranty provided by their respective manufacturer and are not covered by the Columbia Limited Warranty.

The Columbia onboard Battery charger is covered at Columbia Dealers by a twelve month Columbia parts and labor warranty. Dealer pre-approved charger returns must be shipped via UPS to Columbia Vehicle Group, 1115 Commercial Avenue, Reedsburg, WI 53959. Use original box and packaging to avoid freight damage. Pre-approval requests should be directed to Customer Success Team. Dealer must have vehicle identification number (VIN) and charger serial number to receive authorization. For "smart" Battery Chargers, the charger self diagnosis Fault Flash Code or an inoperative AC LED light condition **must** be included to receive authorization. Dealer must include this information as a part of Columbia Warranty Claim submission or claims may be delayed or denied. Damaged or disassembled chargers will not be warranted or exchanged.

### 5. COLUMBIA REPLACEMENT PARTS WARRANTY

The warranty is limited to new Columbia replacement parts. Warranty is limited to repairing or replacing any replacement part which is proven to be defective in material or factory workmanship under normal use for a period of 90 days following retail sale or the remaining term of the vehicle warranty if installed during warranty service (whichever is greater). Warranty is limited to parts only and does not include installation labor. The warranty does not cover parts replaced under the terms of the Columbia published Limited Warranty Statement. See also Section 10 and 16.

### 6. COLUMBIA ACCESSORIES WARRANTY

This warranty is limited to Columbia accessories installed by Columbia or properly installed by an authorized Dealer. Warranty is limited to repairing or replacing any Columbia accessory which is proven to be defective in material or factory workmanship under normal use.

For bolt-on accessories, if installed on an unsold vehicle, the vehicle warranty period will apply to the accessory as well. If the accessory is installed on a vehicle already in service; the remaining vehicle



warranty or a 90 day Parts Warranty beginning on the date of the accessory installation, whichever is longer, will apply.

### 7. LIMITED WARRANTIES-EXCLUSIONS

Limited warranties provide for the repair of manufacturing defects only. The warranties do not cover parts affected or damaged by circumstances which do not involve manufacturing defects, such as:

- **ACCIDENT AND/OR COLLISION:** Physical damage by collision, crash, overturn, etc;
- **MISUSE:** Abusive operation, improper use or use in an unapproved application for which the vehicle was not designed;
- **NEGLECT:** Parts that fail due to the lack of required maintenance, (e.g. failure to properly align vehicle, failure to lubricate grease fittings, failure to clean wire connections, etc.);

The Limited Warranty is void with the following:

- The alteration and/or the use of unsuitable attachments or parts such as the installation of non-standard parts and accessories, (e.g. bed extensions, non-CPC chargers or non CPC installed batteries, aftermarket snow plow, etc.);
- The use of replacement parts not installed in accordance with authorized warranty procedures;
- Disassembly of the vehicle by unauthorized personnel;
- The use of non-genuine or counterfeit Columbia components. In cases where alteration or the use of such parts contributes to the failure of the component, the cost of repairing or replacing the affected component would not be covered under the Limited Warranty. In cases involving the use of non-genuine Columbia parts, the party responsible for the installation should claim against the seller of the part for its replacement and for any related damage;
- Product/part modification or use in a manner or application which the product/part was not designed. Some examples are increasing governed speed or exceeding maximum load capacity;

**THIS WARRANTY DOES NOT EXTEND TO PARTS AFFECTED OR DAMAGED BY ACCIDENT, COLLISION, MISUSE, NEGLECT, NORMAL WEAR, RUST, CORROSION, THE INCORPORATION OR USE OF UNSUITABLE ATTACHMENTS OR PARTS, OR THE UNAUTHORIZED ALTERATION OF ANY PART.**

**DISCLAIMER OF CONSEQUENTIAL DAMAGE AND LIMITATION OF IMPLIED WARRANTIES: COLUMBIA DISCLAIMS ANY RESPONSIBILITY FOR LOSS OF TIME OR USE OF THE VEHICLE, TRANSPORTATION, OR ANY OTHER INCIDENTAL OR CONSEQUENTIAL DAMAGES. THE ABOVE LIMITATIONS OR EXCLUSION MAY NOT APPLY IN EVERY CASE. THIS WARRANTY GIVES THE OWNER SPECIFIC LEGAL RIGHTS, AND THEY MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM STATE TO STATE.**



### 8. ASSEMBLY REPLACEMENT VS. REPAIR PROCEDURE

Proper repair procedure is to replace individual component parts rather than complete assemblies. The only exceptions to the above procedures are:

- Repair or replacement of individual components exceeds the cost of a complete assembly replacement;
- Parts necessary are not available from Columbia due to a legitimate parts shortage;
- Repair or replacement will not ensure effective or safe vehicle operation or causes future warranty claims;

**Note:** When cost of repair (as opposed to replacement) is very close, or extenuating circumstances apply; always consult with Columbia's Technical Service Department before deciding to repair or replace an assembly.

### 9. OWNER IN-TRANSIT

Any owner in-transit requesting warranty repair work must have the same warranty service extended at no cost to him, as is with customers to whom you sold Columbia vehicles.

An owner in-transit is a customer who requests warranty service on any Columbia vehicle purchased or leased from an authorized Columbia Dealer other than his selling Dealer. Columbia will provide the "date sold" upon request, to determine if the warranty is still in effect.

**Charging an owner for warranty work or refusing to perform the needed work is a violation of Federal Law.**

### 10. DEFECTIVE OR INCORRECT NEW REPLACEMENT PARTS

New parts received incorrectly packaged, ordered in error, or damaged in shipment before installation should be returned to Columbia Customer Success Team. a return merchandise authorization (R.M.A) issued by the Customer Success Team must be requested before parts can be returned.

If parts are ordered in error, parts may or may not be returnable. Major electric components are **not** returnable If installed onto a unit. If a return authorization is granted, a minimum 15% restocking charge will be assessed.

New parts found to be defective in materials and/or workmanship just before or after installation on a vehicle should be tagged and processed according to the above procedure. To expedite the repairs, please order a replacement part through the standard parts ordering channel. Once the defective part is returned and analyzed at Columbia, a credit will be issued to your account.



### 11. TRANSPORTATION DAMAGE

Transportation-incurred damages to vehicles being delivered to the Dealer are not covered by Columbia, nor is Columbia in anyway responsible, because all vehicles are shipped F.O.B. (Free On Board) shipping point. Transportation claims, including visible and concealed damage, must be filed with the Carrier. **It is critical to note on the Bill of Lading (BOL) or Load Manifests (LM) any damages and/or shortages immediately when units are off loaded and inspected. A description of damages and both signatures of the Freight Company driver and Dealer representative must be on the BOL or LM. The Dealers claim for transportation damage is against the Freight Company, not against Columbia.**

Proper documentation is required when filing a transportation claim against a Carrier. Failure to properly document damage may result in your transportation claim being denied by the Freight Company.

Dents, scratches, etc., that are **NOT** the result of defects in materials and/or workmanship are transportation damage and **NOT** warrantable. Missing parts lost in transit are considered transportation concealed damages, and missing parts which were not previously attached (for ease of shipping reasons) are not covered under warranty.

### 12. NON-GENUINE COLUMBIA PARTS

The use of non-genuine (counterfeit) Columbia parts does not itself void the Columbia warranty. However, in cases where non-genuine Columbia parts cause or contribute to the failure of a genuine Columbia component, the cost of repairing or replacing the affected component (and related damages) would not be covered under the Columbia warranty. In these cases, the party responsible for the installation of the non-genuine Columbia part should claim against the seller of the part for its replacement and for any related damage to the product. The use of non-genuine Columbia parts for a warranty repair must have prior authorization by Columbia.

### 13. WARRANTY REGISTRATION

Columbia is required by Federal law to maintain an accurate record of all retail purchasers of Columbia vehicles. The warranty registration fulfills this requirement and provides a basis for the Warranty Program. It is therefore necessary that each Dealer submit warranty registration to Columbia for every sale, lease, or demonstrator registration of a new vehicle within ten working days after the sale, lease, or demonstration service.

**Warranty repair claims can not be honored by Columbia if the vehicle is not registered via Columbia's on-line registration system.**

### 14. VIN REGISTRATION PROCEDURE

All vehicles must be registered to qualify for warranty protection. It is the selling Dealer's responsibility to complete the New Vehicle Registration procedure at [www.columbiavehicles.com](http://www.columbiavehicles.com) within 10 working days after delivery.





When entering VIN information it is **important** to enter **all** characters of the VIN. This may include numbers (0-9), letters (A-Z), or symbols (-, #, etc...).

Registration is completed by accessing Columbia's website and logging into the Partners Library with your Username and Password. Click on the "Tech. Support" link on the top bar. At the top of the next page (See Figure 1) click on "Register a Vehicle Identification Number"

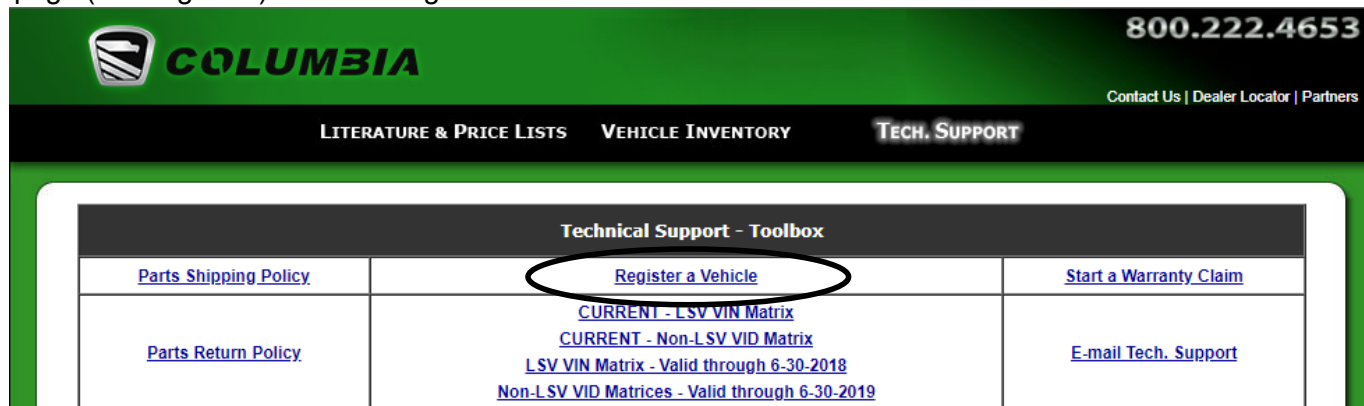


Figure 1

Once on the screen as shown, complete all information as requested. (See Figure 2).

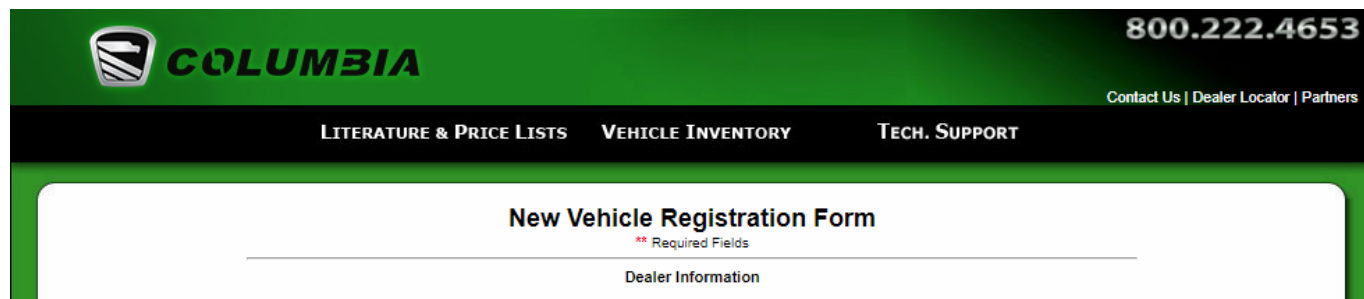


Figure 2

Vehicles must be registered within 10 working days of delivery to be eligible for warranty service reimbursement.

**NOTE:** The registration confirms the vehicles conform to all factory specifications outlined in the pre-delivery and set-up instructions, including service bulletins, service letters and service manuals.





### 15. WARRANTY CLAIM FILING PROCEDURE

All Warranty Claims **must** be submitted through the company website at [www.columbiavehicles.com](http://www.columbiavehicles.com). This procedure must be used when claiming adjustment for defective original equipment and new replacement parts and accessories.

To file a Warranty Claim on-line, follow the procedure listed in section 16 of this guide.

- Go to [www.columbiavehicles.com](http://www.columbiavehicles.com), click on “Partners”, enter your **USER ID** and **PASSWORD** then click on “Login”.
- Click on “Tech. Support”, then click on “Warranty Claim Submission Form”.

Additional notes:

- **VIN must be registered with Columbia prior to completion of warranty claim. If you are repairing a dealer stock vehicle, contact Columbia Technical Support for assistance with VIN registration and warranty claim submission.**
- **All Warranty Claim forms submitted on Battery Chargers and Controllers must indicate a Fault Flash Code or LED/AC not illuminated condition statement.**
- **Battery Chargers, Controllers, Speed Control Assemblies (linear or pedal accelerator devices) and Vehicle Axles must be returned. Contact Columbia Technical Service prior to electric motor returns. Claim, dealer and part numbers and failure descriptions are required on parts returned.**
- **For the above components, the Return Authorization Number (RAN) is the Warranty Claim number which you received when filing your online warranty claim.**

The warranty claim number should be written legibly on the exterior of any packaging returned to Columbia. For warranty parts other than the above items, the requirement to return parts may be waived by a Columbia Executive or Technical Service representative if part return freight is excessive. If the return of a warranty part is not directed or indicated during the on-line warranty claim submission process, is not mentioned above, or is not requested by a Technical Service representative within 30 days of receiving credit, you may scrap or recycle the warranty part.

Columbia reserves the right to require in lieu of returned bodies, frames, or any other components, traditional or digital photos mailed or e-mailed to Columbia for evaluation. Before filing a warranty claim, Dealers can request the use of e-mail for authorization from Technical Service. It is Columbia's intention to increase Dealer convenience while reducing parts handling and possible freight expenses.

### 16. COMPLETION OF WARRANTY CLAIM FORM

Once logged into Columbia website ([www.columbiavehicles.com](http://www.columbiavehicles.com)) and Warranty Claim Submission Form portal;

- Verify all applicable information and click Continue to Entry Page button;
- Enter correct data for VIN and click on Verify VIN button. (Note: If VIN is not registered yet, a link will appear, requiring you to complete the process of registration prior to entering a warranty claim); See section 14 of this guide for proper VIN entry.



- Enter data on claim submission form and click **Save and Review** button. **Notes** must be included in order for Columbia to fully understand your warranty claim;

**Warranty Claim Submission Form**  
Page 1 - Dealer Information

Please review your dealer location information and make any necessary changes before continuing.

Dealer Account  
Servicing Dealer  
Address  
City  
State  
Zip Code  
Phone  
E-Mail Address  
Dealer Contact/Authorized Agent

Continue to Entry Page

Columbia Vehicle Group Inc. | 1115 Commercial Ave. | Reedsburg, WI 53959 USA | 608-524-8888 | Fax 608-524-8380

- Verify accuracy and select **Save and Review** button again;
- Enter misc cost, freight charges if applicable, and any comments as needed. Click **Submit** button;
- Select **Printer Friendly** button of warranty claim. (Note: Print version will open in new window. You may have to allow pop-ups from this site);
- Select **Print** button on this new window and claim for will print for your records. Once printed, simply close window with red "X" in upper right corner of new window;
- You may now either select the **Start a New Claim** link or close the browser as normal;

### **Special notes:**

- The complete VIN is recorded on the Vehicle's Identification Plate;
- The date of repair is the date the listed component was removed and replaced with a new one. The date of repair is **NOT** the date the warranty claim was completed. **Claims must be submitted within fourteen (14) days of actual repair to receive warranty consideration;**
- Use the Columbia part number listed in a Columbia Parts Book or Parts Supplement;
- See Section 20 of this manual for maximum Labor hours allowed;



### 17. WARRANTY PARTS RETURN PROCEDURE.

When returning any parts requested by CVG process or a CVG representative they must be tagged with a copy of the completed warranty claim notice, or the information must be included in a format similar to the below example. Only parts annotated with completed information will accepted.

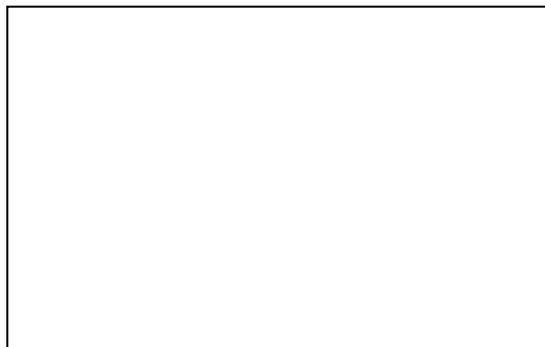


Figure 5

- (Figure 5) record the Dealer (Customer) Account Number, Warranty Claim or Return Authorization Number, VIN, and Part Number. record Serial Number for **Chargers**, **Controllers**, and **Electric Motors** (See Sections 5 and 16). Include an accurate description of the defect. Many components now have self diagnostic features. For Example: "INOP no AC LED", "3 Flash" or "Red 6 Flash." Parts described as "doesn't work" or "broken," will not be accepted and the claim will not be processed.
- Parts containing lubricants or fluids should be thoroughly drained and wiped clean. Do not save fluids or lubricants unless specifically requested by Columbia.
- All parts on one Warranty Claim Form should be packaged together if possible.
- **The weight and cost of transportation must be recorded on the Warranty Claim Form or box containing parts to receive return freight credit.**
- A copy of the submitted **Warranty Claim Form** and **Warranty Part Identification Tag** attached to the part must accompany parts in the same box. If more than one box is required, **use a separate claim form for each box**. All returned Warranty Parts shipments containing non-essential or non-requested parts may reduce your shipping costs credit on the entire package. **Do not mix shipments of failed or defective Warranty Parts and Parts & Accessories Returned Good Parts.** Warranty and Parts & Accessories are unique separate Departments. Columbia Vehicle Group is not responsible for P&A Returned Good Parts that may be lost in mixed packaging.
- Parts must be shipped transportation prepaid via Parcel Post or United Parcel Service when possible. **C.O.D. shipments will not be accepted.** Mark all boxes "**Warranty Parts**". Contact Columbia Technical Service for large quantities of parts exceeding weight limits or package measurements of either of the above carriers,
- Very large parts, a rear axle for example, may be sent by Common Carrier (trucking company), freight prepaid, following authorization by the Technical Service Department.



- Freight collect shipments will not be accepted. Shipments made via common carrier must contain a description of "Used Vehicle Parts" and note Class 150.
- Retain freight invoice or postage receipts copies, record freight on Warranty Claim for reimbursement. Credits will be issued for most economical method available and the Dealer is responsible for obtaining return service to ensure receiving full reimbursement for freight costs.
- Any outstanding warranty request where the Dealer states parts were returned, but were not received requires a copy of the claim, copy of the shipper (Bill of Lading), and a copy of the USPS/UPS/Freight tracer as shipment verification. All shippers should indicate the claim number.
- All warranty-related forms can be ordered through Columbia Parts and Accessories Department at no cost. Shipping charges may apply, unless forms are added to a parts order.

### 18. WARRANTY LABOR OPERATION

A repair that exceeds the hours listed in Section 20 must have prior authorization from Columbia. Warranty Claims should annotate any Technician comments regarding the performed repairs.

**Warranty labor allowance base rate is 75% of shop rate per hour, unless approved.**

To claim warranty labor for a qualified component, complete the Warranty Claim as specified in Section 15. Use the Replacement Part/Job description and corresponding Labor Hours Allowed from Section 20.

Sometimes "Replacement Part/Job Description" and corresponding "Labor Hours Allowed" do not apply to newer models or accurately describe a specific repair. Use this information "generically" if a repair is not sufficiently described. They are intended to provide an accurate guide as well as some flexibility.

**Recommendations:**

- Determine the time required (within reason) to remove and replace the defective part. DO NOT include travel, pickup and delivery, or time spent attempting to find the vehicle. These expenses are specifically excluded from Columbia's warranty policy.
- Review Section 20. On the right side of the page locate the time the repair required. If your repair is listed, record that amount of time in the labor code quantity field. If your repair is not listed, record the actual amount of time that it took to complete the repair, along with a written description of the repair.

If there is additional labor required due to technical complications, such as a broken bolt which requires drilling, list this labor separately and include a written description justifying the additional time. Columbia also strongly encourages and recommends that Dealers call Technical Service if technical complications are encountered.

If Columbia finds the labor amount unreasonable, the labor requested on your claim may be adjusted. If you feel that the labor claimed was justified, contact the Warranty Administrator at



(800) 222-4653 to review the details and resolve. Columbia reserves the right to require

documentation when additional labor time is requested. Documentation can consist of paper or electronic Photos, Repair Orders, Shop Copies, or Invoices with technician's comments or time punches.

### 19. COLUMBIA INTERNAL WARRANTY PROCEDURE

Upon return, the Warranty Identification Tag or Warranty Claim is reviewed for complete information. Parts are inspected for the noted problem, abuse/misuse, shipping damage, non-Columbia parts, etc.

A Warranty Claim Report is sent to the dealer. This report will note approval or denial of the claim along with any analysis notes. Examples of reason for denial are as follows:

- INCORRECT/MISSING DEALER NUMBER
- INCORRECT/MISSING OWNER'S NAME
- INCORRECT VIN
- INCORRECT PART NUMBER
- INCOMPLETE/MISSING FAILURE CODES
- MISSING DATE OF REPAIR
- NOT WARRANTY, NORMAL MAINTENANCE
- NOT A MANUFACTURING DEFECT
- REVIEW SERVICE BULLETIN # .....
- VEHICLE NOT REGISTERED
- PARTS FOUND NOT TO BE DEFECTIVE
- VEHICLE OUT OF WARRANTY PERIOD
- DUPLICATE ENTRY

Parts from denied claims will be held for 30 days. Upon Dealers' request, these parts will be returned freight collect. If the rejected parts are not requested within 30 days of receipt of the Warranty Claim Report parts will be recycled or scrapped.

Your Sales Coordinator and Technical Support Manager are available to answer questions regarding denied claims.

Dealers will be credited for the defective parts at Dealer net. When authorized, they will also receive credit for the cost of returning the defective parts to Columbia.



### 20. WARRANTY CLAIM LABOR ALLOWANCES

The following information is provided to assist with warranty claim processing and estimating time to to preform repairs on Columbia vehicles. Multiple tasks should be combined as necessary in order to perform required services.

(example : replacement of brake caliper requires removal of the wheel, removal and replacement of the caliper and bleeding the brake system. The time listed for an SU5 indicate .25 hours for the wheel removal/install, .5hours to replace the caliper, and .5 hours to bleed the hydraulic fluid. the total warranty time allowed for this service would be 1.25 hours.)

in the event that more time is required for a warranty service prior authorization from the Columbia warranty department will be required or the claim will be changed to reflect the posted allowable times. any questions or authorization requests should be directed to \*\*\*\*\* or 800-222-4653  
warranty period coverage is as follows:

#### **Industrial and Commercial limited warranty period**

12months-Parts and labor on components: Columbia warrants parts and labor to repair defective components both on electric industrial and Commercial vehicles for twelve (12) months from date of purchase or 1000 hours with 500hrs added for each year.

#### **Journeyman & Utilitruck limited warranty period.**

24 months- parts and labor Components:

Columbia warrants parts and labor to repair defective parts both on electric industrial and commercial vehicles for twelve (12) months from date of purchase.

Travel to or from work site or vehicle is not covered under the warranty policies.



## PASSENGER VEHICLE LIMITED WARRANTY

We warrant to the original consumer purchaser or lessee that our Passenger Vehicle will be free from defects in factory materials and workmanship under normal use and service as a low speed vehicle in a non-commercial application for the period stated below from date of purchase subject to the terms, provisions and exclusions contained herein.

**1. LIFETIME – FRAME:**

A lifetime vehicle warranty on the frame. Damage due to rust, corrosion or addition of rear facing seat is specifically excluded.

**2. 5 YEARS - RHINO-TUFF<sup>SM</sup> FRONT BODY AND CONSOLE:**

A five (5) year vehicle warranty of the Rhino-Tuff front body and console. Damage due to accident or collision is specifically excluded.

**3. 12 MONTHS – PARTS AND LABOR ON COMPONENTS:**

Columbia ParCar Corp. (Columbia) warrants parts and labor to repair defective components for twelve (12) months from date of purchase, subject to the following terms and conditions.

**4. EXCLUDED COMPONENTS:**

Batteries and tires are excluded from this warranty as they are warranted by their respective manufacturers. Your authorized Columbia dealer will assist in processing these warranties, if necessary. Consequential damage caused by defective batteries or tires are also excluded from this warranty.

**5. ADDITIONAL CONDITIONS:**

Columbia will warrant all Columbia replacement parts provided under this warranty. All Columbia parts replaced under warranty become the property of Columbia and, if requested by Columbia, must be returned to the factory for inspection.

- (a) Any other expense incurred in obtaining warranty repairs, including transportation and labor, are the responsibility of the purchaser, unless otherwise stated in this warranty.
- (b) To qualify for warranty coverage, you and the selling dealer must complete the warranty registration form and return it to us within ten (10) days after purchase or lease. If this form is not on file with Columbia, purchaser must provide proof of date of purchase with any warranty claim.
- (c) To obtain warranty service, you must return your vehicle during the warranty period to any authorized Columbia vehicle repair facility. Dealers are able to provide service during their normal business hours and within a reasonable time. Further information regarding warranty service may be obtained from Columbia by writing our Customer Service Department, Columbia ParCar Corp., 1115 Commercial Ave. P.O. Box 60, Reedsburg, WI 53959.
- (d) Any subsequent changes in vehicle design and equipment shall not apply to vehicles previously manufactured or purchased.

**6. THIS WARRANTY SHALL NOT APPLY TO DAMAGE OR COST CAUSED BY:**

- (a) Failure to operate, maintain and service vehicle, as specified in the applicable Owner's Manual.

- (b) Abuse, misuse, neglect, accident, collision and operation at other than specified design speed or rated capacity.
- (c) Alteration or repair outside of factory specifications.
- (d) Use of components, including oil or batteries, not specified in the applicable Owner's Manual, or avoidable with the proper use of specified Columbia components, including oil or batteries.
- (e) Fading, deterioration or weathering of seats, fabric enclosures, floor mats, bag racks, bag straps, body parts, paint or chrome caused by ordinary wear and tear or exposure.
- (f) Charges incurred to transport any vehicle to and from an authorized dealer for warranty service. Travel charges incurred by an authorized dealer to or from the vehicle location to perform warranty service.

**7. WARRANTY DOES NOT APPLY TO:**

Normal maintenance shown in the Owner's Manual which the purchaser is expected to perform including, but not limited to, brake adjustment, battery maintenance (cleaning, maintaining proper fluid levels and battery charge), lubricant replacement in differential assemblies, tune up components and brake shoes is not covered by this warranty.

**8. USE OF NON-GENUINE PARTS:**

Columbia dealers are independently owned and operated, and may sell products other than those provided by Columbia. Therefore, you should understand that COLUMBIA IS NOT, AND CANNOT, BE RESPONSIBLE FOR THE QUALITY, SUITABILITY OR SAFETY OF ANY NON-GENUINE COLUMBIA PART, ACCESSORY OR DESIGN MODIFICATION, INCLUDING LABOR, WHICH MAY BE SOLD AND/OR INSTALLED BY DEALERS OR DAMAGE CAUSED THEREBY.

**9. SOLE REMEDY, NO OTHER WARRANTY:**

The purchaser and Columbia expressly agree that the remedy of replacement or repair of the defective vehicle or component thereof, is the exclusive and sole remedy of the purchaser. Columbia makes no other representation or warranty of any kind, and no representative, employee, distributor or dealer of Columbia has the authority to make or imply any representation, promise or agreement which in any way varies from the terms of this warranty.

THERE ARE NO OTHER EXPRESS WARRANTIES ON YOUR VEHICLE BEYOND THOSE SET FORTH HEREIN AND NO IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS. TO THE FULLEST EXTENT ALLOWED BY LAW, COLUMBIA AND ITS DEALERS SHALL NOT BE LIABLE FOR LOSS OF USE, INCONVENIENCE, LOST TIME, COMMERCIAL LOSS OR ANY OTHER INCIDENTAL OR CONSEQUENTIAL DAMAGES OR ECONOMIC LOSS.

**10. VEHICLES SOLD OUTSIDE OF THE UNITED STATES:**

In the case of vehicles sold outside the U.S.A., defective parts must be returned to the selling dealer and transportation charges prepaid by the purchaser. The dealer will then replace all parts which his inspection shall show to be defective under the warranty. Columbia assumes no liability for the dealer's labor charges, if any, or any other expenses. For further information concerning export, please contact Columbia ParCar Corp., 1115 Commercial Ave. P.O. Box 60, Reedsburg, WI 53959 U.S.A. Attn: Customer Service Department, (608) 524-8888. TELEFAX (608) 524-8380.

**11. STATE SPECIFIC RIGHTS:**

Some states do not allow the exclusion or limitation of incidental, consequential or other damages, or limitation on how long an implied warranty lasts, so the above limitations and exclusions may not apply to you. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.





## 5 SERIES VEHICLE LIMITED WARRANTY

We warrant to the original consumer purchaser or lessee that our Passenger Vehicle will be free from defects in factory materials and workmanship under normal use and service in a non-commercial application for the period stated below from date of purchase subject to the terms, provisions and exclusions contained herein.

**1. LIFETIME – FRAME:**

A lifetime vehicle warranty on the frame. Damage due to rust, corrosion or abuse is specifically excluded.

**2. 5 YEARS - RHINO-TUFF<sup>SM</sup> BODY PANELS:**

A five (5) year vehicle warranty of the Rhino-Tuff front, mid & rear body panels. Damage due to accident or collision is specifically excluded.

**3. 24 MONTHS – PARTS AND LABOR ON COMPONENTS:**

Columbia ParCar Corp. (Columbia) warrants parts and labor to repair defective components for twenty-four (24) months from date of purchase, subject to the following terms and conditions.

**4. EXCLUDED COMPONENTS:**

Batteries and tires are excluded from this warranty as they are warranted by their respective manufacturers. Your authorized Columbia dealer will assist in processing these warranties, if necessary. Consequential damage caused by defective batteries or tires are also excluded from this warranty.

**5. ADDITIONAL CONDITIONS:**

Columbia will warrant all Columbia replacement parts provided under this warranty. All Columbia parts replaced under warranty become the property of Columbia and, if requested by Columbia, must be returned to the factory for inspection.

- (a) Any other expense incurred in obtaining warranty repairs, including transportation and labor, are the responsibility of the purchaser, unless otherwise stated in this warranty.
- (b) To qualify for warranty coverage, the selling dealer must complete the warranty registration form online within ten (10) days after purchase or lease. If this information is not on file with Columbia, purchaser must provide proof of date of purchase with any warranty claim.
- (c) To obtain warranty service, you must return your vehicle during the warranty period to any authorized Columbia vehicle repair facility. Dealers are able to provide service during their normal business hours and within a reasonable time. Further information regarding warranty service may be obtained from Columbia by writing our Customer Service Department, Columbia ParCar Corp., 1115 Commercial Ave., Reedsburg, WI 53959.
- (d) Any subsequent changes, updates or improvements in vehicle design and equipment shall not apply to vehicles previously manufactured or purchased.

**6. THIS WARRANTY SHALL NOT APPLY TO DAMAGE OR COST CAUSED BY:**

- (a) Failure to operate, maintain and service vehicle, as specified in the applicable Owner's Manual.
- (b) Abuse, misuse, neglect, accident, collision and operation at other than specified design speed or rated capacity.

- (c) Alteration or repair outside of factory specifications, including damage caused by unauthorized installation of after market options or accessories.
- (d) Use of components, including fluids or batteries, not specified in the applicable Owner's Manual, or avoidable with the proper use of specified Columbia components, including oil or batteries.
- (e) Fading, deterioration or weathering of seats, fabric enclosures, floor mats, bag racks, bag straps, body parts, paint or chrome caused by ordinary wear and tear or exposure.
- (f) Charges incurred to transport any vehicle to and from an authorized dealer for warranty service, and or travel charges incurred by an authorized dealer to or from the vehicle location to perform warranty service.

**7. WARRANTY DOES NOT APPLY TO:**

Normal maintenance shown in the Owner's Manual which the purchaser is expected to perform including, but not limited to, brake adjustment, battery maintenance (cleaning, maintaining proper fluid levels and battery charge), lubricant replacement in differential assemblies, tune up components and wear items such as bearings, brake pads and brake shoes are not covered by this warranty.

**8. USE OF NON-GENUINE PARTS:**

Columbia dealers are independently owned and operated, and may sell products other than those provided by Columbia. Therefore, you should understand that COLUMBIA IS NOT, AND CANNOT, BE RESPONSIBLE FOR THE QUALITY, SUITABILITY OR SAFETY OF ANY NON-GENUINE COLUMBIA PART, ACCESSORY OR DESIGN MODIFICATION, INCLUDING LABOR, WHICH MAY BE SOLD AND/OR INSTALLED BY DEALERS OR DAMAGE CAUSED THEREBY.

**9. SOLE REMEDY, NO OTHER WARRANTY:**

The purchaser and Columbia expressly agree that the remedy of replacement or repair of the defective vehicle or component thereof, is the exclusive and sole remedy of the purchaser. Columbia makes no other representation or warranty of any kind, and no representative, employee, distributor or dealer of Columbia has the authority to make or imply any representation, promise or agreement which in any way varies from the terms of this warranty.

THERE ARE NO OTHER EXPRESS WARRANTIES ON YOUR VEHICLE BEYOND THOSE SET FORTH HEREIN AND NO IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS. TO THE FULLEST EXTENT ALLOWED BY LAW, COLUMBIA AND ITS DEALERS SHALL NOT BE LIABLE FOR LOSS OF USE, INCONVENIENCE, LOST TIME, COMMERCIAL LOSS OR ANY OTHER INCIDENTAL OR CONSEQUENTIAL DAMAGES OR ECONOMIC LOSS.

**10. VEHICLES SOLD OUTSIDE OF THE UNITED STATES:**

In the case of vehicles sold outside the U.S.A., defective parts must be returned to the selling dealer and transportation charges prepaid by the purchaser. The dealer will then replace all parts which his inspection shall show to be defective under the warranty. Columbia assumes no liability for the dealer's labor charges, if any, or any other expenses. For further information concerning export, please contact Columbia ParCar Corp., 1115 Commercial Ave. P.O. Box 60, Reedsburg, WI 53959 U.S.A. Attn: Customer Service Department, (608) 524-8888.

**11. STATE SPECIFIC RIGHTS:**

Some states do not allow the exclusion or limitation of incidental, consequential or other damages, or limitation on how long an implied warranty lasts, so the above limitations and exclusions may not apply to you. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.



## JOURNEYMAN LIMITED WARRANTY

We warrant to the original consumer purchaser or lessee that our Commercial Vehicle will be free from defects in factory materials and workmanship under normal use and service in a non-rental application for the period stated below from date of purchase subject to the terms, provisions and exclusions contained herein.

**1. LIFETIME – FRAME:**

A lifetime vehicle warranty on the frame. Damage due to rust, corrosion or abuse is specifically excluded.

**2. 24 MONTHS – PARTS AND LABOR ON COMPONENTS:**

Columbia Vehicle Group, Inc., (Columbia) warrants parts and labor to repair defective components for twenty-four (24) months from date of purchase, subject to the following terms and conditions.

**3. EXCLUDED COMPONENTS:**

Batteries and tires are excluded from this warranty as they are warranted by their respective manufacturers. Your authorized Columbia dealer will assist in processing these warranties, if necessary. Consequential damage caused by defective batteries or tires are also excluded from this warranty.

**4. ADDITIONAL CONDITIONS:**

Columbia will warrant all Columbia replacement parts provided under this warranty. All Columbia parts replaced under warranty become the property of Columbia and, if requested by Columbia, must be returned to the factory for inspection.

- (a) Any other expense incurred in obtaining warranty repairs, including transportation and labor, are the responsibility of the purchaser, unless otherwise stated in this warranty.
- (b) To qualify for warranty coverage, the selling dealer must complete the warranty registration form online within ten (10) days after purchase or lease. If this information is not on file with Columbia, purchaser must provide proof of date of purchase with any warranty claim.
- (c) To obtain warranty service, you must return your vehicle during the warranty period to any authorized Columbia vehicle repair facility. Dealers are able to provide service during their normal business hours and within a reasonable time. Further information regarding warranty service may be obtained from Columbia by writing our Customer Service Department, Columbia Vehicle Group, Inc., 1115 Commercial Ave., Reedsburg, WI 53959.
- (d) Any subsequent changes, updates or improvements in vehicle design and equipment shall not apply to vehicles previously manufactured or purchased.

**5. THIS WARRANTY SHALL NOT APPLY TO DAMAGE OR COST CAUSED BY:**

- (a) Failure to operate, maintain and service vehicle, as specified in the applicable Owner's Manual.
- (b) Abuse, misuse, neglect, accident, collision and operation at other than specified design speed or rated capacity.
- (c) Alteration or repair outside of factory specifications, including damage caused by unauthorized installation of after market options or accessories.

- (d) Use of components, including fluids or batteries, not specified in the applicable Owner's Manual, or avoidable with the proper use of specified Columbia components, including oil or batteries.
- (e) Fading, deterioration or weathering of seats, fabric enclosures, floor mats, bag racks, bag straps, body parts, paint or chrome caused by ordinary wear and tear or exposure.
- (f) Charges incurred to transport any vehicle to and from an authorized dealer for warranty service, and or travel charges incurred by an authorized dealer to or from the vehicle location to perform warranty service.

**6. WARRANTY DOES NOT APPLY TO:**

Normal maintenance shown in the Owner's Manual which the purchaser is expected to perform including, but not limited to, brake adjustment, battery maintenance (cleaning, maintaining proper fluid levels and battery charge), lubricant replacement in differential assemblies, wear items such as bearings, brake pads and/or brake shoes are not covered by this warranty.

**7. USE OF NON-GENUINE PARTS:**

Columbia dealers are independently owned and operated, and may sell products other than those provided by Columbia. Therefore, you should understand that COLUMBIA IS NOT, AND CANNOT, BE RESPONSIBLE FOR THE QUALITY, SUITABILITY OR SAFETY OF ANY NON-GENUINE COLUMBIA PART, ACCESSORY OR DESIGN MODIFICATION, INCLUDING LABOR, WHICH MAY BE SOLD AND/OR INSTALLED BY DEALERS OR DAMAGE CAUSED THEREBY.

**8. SOLE REMEDY, NO OTHER WARRANTY:**

The purchaser and Columbia expressly agree that the remedy of replacement or repair of the defective vehicle or component thereof, is the exclusive and sole remedy of the purchaser. Columbia makes no other representation or warranty of any kind, and no representative, employee, distributor or dealer of Columbia has the authority to make or imply any representation, promise or agreement which in any way varies from the terms of this warranty.

THERE ARE NO OTHER EXPRESS WARRANTIES ON YOUR VEHICLE BEYOND THOSE SET FORTH HEREIN AND NO IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS. TO THE FULLEST EXTENT ALLOWED BY LAW, COLUMBIA AND ITS DEALERS SHALL NOT BE LIABLE FOR LOSS OF USE, INCONVENIENCE, LOST TIME, COMMERCIAL LOSS OR ANY OTHER INCIDENTAL OR CONSEQUENTIAL DAMAGES OR ECONOMIC LOSS.

**9. VEHICLES SOLD OUTSIDE OF THE UNITED STATES:**

In the case of vehicles sold outside the U.S.A., defective parts must be returned to the selling dealer and transportation charges prepaid by the purchaser. The dealer will then replace all parts which his inspection shall show to be defective under the warranty. Columbia assumes no liability for the dealer's labor charges, if any, or any other expenses. For further information concerning export, please contact Columbia Vehicle Group, Inc., 1115 Commercial Ave. P.O. Box 60, Reedsburg, WI 53959 U.S.A. Attn: Customer Service, (608) 524-8888.

**10. STATE SPECIFIC RIGHTS:**

Some states do not allow the exclusion or limitation of incidental, consequential or other damages, or limitation on how long an implied warranty lasts, so the above limitations and exclusions may not apply to you. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state

## Columbia Vehicle Group, Inc.

A Nordic Group Company | Business Ventures Since 1947



### INDUSTRIAL and COMMERCIAL LIMITED WARRANTY

We warrant to the original consumer purchaser or lessee that our electric Industrial and Commercial vehicles as well as our electric passenger vehicles used in an industrial or commercial application / environment will be free from defects in factory materials and workmanship under normal use and service for the period stated below from date of sale subject to the terms and provisions contained herein.

**1. 12 MONTHS – PARTS AND LABOR ON COMPONENTS:**

Columbia Vehicle Group, Inc. (Columbia) warrants parts and labor to repair defective components both on electric Industrial and Commercial vehicles for twelve (12) months from date of purchase, subject to the following terms and conditions.

**2. EXCLUDED COMPONENTS:**

Batteries and tires are excluded from this warranty as they are warranted by their respective manufacturers. Your authorized Columbia dealer will assist in processing these warranties, if necessary. Consequential damage caused by defective batteries or tires are also excluded from this warranty.

**3. ADDITIONAL CONDITIONS:**

Columbia will warrant all Columbia replacement parts provided under this warranty. All Columbia parts replaced under warranty become the property of Columbia and, if requested by Columbia, must be returned to the factory for inspection.

- (a) Any other expense incurred in obtaining warranty repairs, including transportation and labor, are the responsibility of the purchaser, unless otherwise stated in this warranty.
- (b) To qualify for warranty coverage, you and the selling dealer must complete the warranty registration process within ten (10) days after purchase or lease. If this information is not on file with Columbia, purchaser must provide proof of date of purchase with any warranty claim.
- (c) To obtain warranty service, you must return your vehicle during the warranty period to any authorized Columbia vehicle repair facility. Dealers are able to provide service during their normal business hours and within a reasonable time. Further information regarding warranty service may be obtained from Columbia calling (800) 222-4653 or by writing our Customer Service Department, Columbia Vehicle Group, Inc., 1115 Commercial Ave., Reedsburg, WI 53959.
- (d) Any subsequent changes in vehicle design and equipment shall not apply to vehicles previously manufactured or purchased.

**4. THIS WARRANTY SHALL NOT APPLY TO DAMAGE OR COST CAUSED BY:**

- (a) Failure to operate, maintain and service vehicle, as specified in the applicable Owner's Manual.
- (b) Abuse, misuse, neglect, accident, collision and operation at other than specified design speed or rated capacity.
- (c) Alteration or repair outside of factory specifications.

- (d) Use of components, including lubricant or batteries, not specified in the applicable Owner's Manual, or avoidable with the proper use of specified Columbia components.
- (e) Fading, deterioration or weathering of seats, fabric enclosures, floor mats, bag racks, bag straps, body parts, paint or chrome caused by ordinary wear and tear or exposure.
- (f) Charges incurred to transport any vehicle to and from an authorized dealer for warranty service. Travel charges incurred by an authorized dealer to or from the vehicle location to perform warranty service.

**5. WARRANTY DOES NOT APPLY TO:**

Normal maintenance shown in the Owner's Manual which the purchaser is expected to perform or arrange for including, but not limited to, brake adjustment, battery maintenance (cleaning, maintaining proper fluid levels and battery charge), lubricant replacement in differential assemblies.. Wear items such as brake shoes, brake pads, bearings, etc... are also not warrantable.

**6. USE OF NON-GENUINE PARTS:**

Columbia dealers are independently owned and operated, and may sell products other than those provided by Columbia. Therefore, you should understand that COLUMBIA IS NOT, AND CANNOT, BE RESPONSIBLE FOR THE QUALITY, SUITABILITY OR SAFETY OF ANY NON-GENUINE COLUMBIA PART, ACCESSORY OR DESIGN MODIFICATION, INCLUDING LABOR, WHICH MAY BE SOLD AND/OR INSTALLED BY DEALERS OR DAMAGE CAUSED THEREBY.

**7. SOLE REMEDY, NO OTHER WARRANTY:**

The purchaser and Columbia expressly agree that the remedy of replacement or repair of the defective vehicle or component thereof, is the exclusive and sole remedy of the purchaser. Columbia makes no other representation or warranty of any kind, and no representative, employee, distributor or dealer of Columbia has the authority to make or imply any representation, promise or agreement which in any way varies from the terms of this warranty.




THERE ARE NO OTHER EXPRESS WARRANTIES ON YOUR VEHICLE BEYOND THOSE SET FORTH HEREIN AND NO IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS. TO THE FULLEST EXTENT ALLOWED BY LAW, COLUMBIA AND ITS DEALERS SHALL NOT BE LIABLE FOR LOSS OF USE, INCONVENIENCE, LOST TIME, COMMERCIAL LOSS OR ANY OTHER INCIDENTAL OR CONSEQUENTIAL DAMAGES OR ECONOMIC LOSS.

**8. VEHICLES SOLD OUTSIDE OF THE UNITED STATES:**




In the case of vehicles sold outside the U.S.A., defective parts must be returned to the selling dealer and transportation charges prepaid by the purchaser. The dealer will then replace all parts which his inspection shall show to be defective under the warranty. Columbia assumes no liability for the dealer's labor charges, if any, or any other expenses. For further information concerning export, please contact Columbia Vehicle Group, Inc., 1115 Commercial Ave., Reedsburg, WI 53959 U.S.A. Attn: Customer Service Department, (608) 524-8888. FAX (608) 524-8380.

**9. STATE SPECIFIC RIGHTS:**

Some states do not allow the exclusion or limitation of incidental, consequential or other damages, or limitation on how long an implied warranty lasts, so the above limitations and exclusions may not apply to you. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

VEHICLES 		Burden Carrier	Chariot	Utilitruck	Expediter	Stock Chaser	Mega	MVP	Eagle Legacy	Eagle	Summit Utilitruck	Summit
AREA 	SERVICE 	BC	CR10	EU	EX21	IS12	MG	MVP	P4	P5	SU5	SUV SMT
Accelerator & Braking	Accelerator Cable, R&R and/or Adjust	-	-	1	-	0.5	1	-	1	1	1	1
	Accelerator Unit, R&R, LAD/PAD	0.5	1	1	0.5	1	1	0.5	1	1.5	1.5	1
	Brake Assembly, Complete, Rear, R&R, (ea.)	-	-	1	1	1	1	1	1	-	-	-
	Brake Cable Assembly, R&R and/or Adjust	0.5	0.5	0.5	0.5	0.5	0.5	0.5	0.5	0.5	0.5	0.5
	Brake Caliper, R&R, (ea.)	0.5	-	0.5	-	-	0.5	0.5	0.5	0.5	0.5	0.75
	Brake Drum, R&R, (ea.)	0.5	0.5	0.5	0.5	0.5	0.5	0.5	0.5	0.5	0.5	0.5
	Brake Line, Hydraulic, R&R, (ea.)	1	-	1	-	-	1	1	1	1	1	1
	Brake Master Cylinder, R&R	1	-	1	-	-	1	1	1	1	1	1
	Brake Rotor, R&R, (ea.)	0.5	0.5	0.5	0.5	0.5	0.5	0.5	0.5	1	1	0.5
	Brake System, Hydraulic, Bleeding	0.5	-	0.5	-	-	0.5	0.5	0.5	0.5	0.5	0.75
	Parking Brake Mechanism, R&R and/or Adjust	0.5	-	0.5	-	-	0.5	0.5	0.5	0.5	0.5	0.5




*Items may be combined when multiple tasks are required to perform a service procedure.*

VEHICLES 		Burden Carrier	Chariot	Utilitruck	Expediter	Stock Chaser	Mega	MVP	Eagle Legacy	Eagle	Summit Utilitruck	Summit
AREA 	SERVICE 	BC	CR10	EU	EX21	IS12	MG	MVP	P4	P5	SU5	SUV SMT
Body and Trim	Body, Front, R&R	-	-	0.5	-	-	-	-	0.5	3	3	0.5
	Body, Mid, R&R	-	-	1	-	-	-	-	1	-	-	1
	Body, Rear, R&R	-	-	1	-	-	-	-	1	2	1	1
	Bumper, Front, R&R	-	-	0.5	0.5	-	-	-	0.5	0.25	0.25	0.5
	Bumper, Rear, R&R	-	-	0.5	-	-	-	-	0.5	0.25	0.25	0.25
	Bag Rack, Suntop or Supports, R&R	0.5	-	0.5	-	-	-	0.5	0.5	0.5	0.5	-
	Console/Dash, R&R	0.25	0.25	1	0.25	0.5	0.5	0.5	1	1	1	1
	Seat, Back, R&R	-	-	0.25	0.25	0.25	-	-	0.25	-	-	-
	Seat, Cushion, R&R	-	-	0.25	0.25	0.25	-	-	0.25	-	-	-
	Seat, Bucket, R&R	0.25	-	0.25	-	-	0.25	0.25	0.25	0.25	0.25	0.25

*Items may be combined when multiple tasks are required to perform a service procedure.*




VEHICLES →		Burden Carrier	Chariot	Utilitruck	Expediter	Stock Chaser	Mega	MVP	Eagle Legacy	Eagle	Summit Utilitruck	Summit
AREA ↓	SERVICE ↓	BC	CR10	EU	EX21	IS12	MG	MVP	P4	P5	SU5	SUV SMT
Steering	BC Steering Box, R&R	1	-	-	-	-	-	1	-	-	-	-
	Bearing, Hub, R&R, (ea.)	0.25	0.25	0.25	0.25	0.25	0.5	0.25	0.25	0.25	0.25	0.25
	Hub, Complete, R&R, (ea.)	0.5	0.5	0.5	0.5	0.5	1	0.5	0.5	0.5	0.5	0.5
	Rack & Pinion Assy., R&R	-	-	0.75	-	-	0.75	-	0.75	0.75	0.75	0.75
	Tie Rod End, R&R, (ea.)	0.5	-	0.5	0.5	-	0.5	0.5	0.5	0.5	0.5	0.5
	King Pin, R&R (ea.)	0.5	-	0.5	-	-	-	0.5	0.5	-	-	0.5
	Shaft & Knuckle Assy., R&R	1	-	1	-	-	-	-	1	1	1	1
	Spindle Assembly, R&R, (ea.)	1	-	1	-	-	-	-	1	1	1	-
	Steering Column Bushing/Bearing, R&R, (ea.)	0.5	-	0.5	1	-	-	0.5	0.75	0.75	0.75	0.5
	Steering Shaft Yoke, R&R	-	-	0.75	0.5	-	1	-	0.75	0.75	0.75	0.75

*Items may be combined when multiple tasks are required to perform a service procedure.*

VEHICLES 		Burden Carrier	Chariot	Utilitruck	Expediter	Stock Chaser	Mega	MVP	Eagle Legacy	Eagle	Summit Utilitruck	Summit
AREA 	SERVICE 	BC	CR10	EU	EX21	IS12	MG	MVP	P4	P5	SU5	SUV SMT
Suspension	A-Arm, Lower, R&R	-	-	-	-	-	-	-	-	0.5	0.5	-
	A-Arm, Upper, R&R	-	-	0.25	-	-	-	-	0.25	0.5	0.5	0.25
	Ball Joint, Lower, R&R	-	-	-	-	0.25	-	-	-	0.25	0.25	-
	Ball Joint, Upper, R&R	-	-	-	-	0.25	-	-	-	0.25	0.25	-
	Alignment, Front	0.25	-	0.5	0.25	-	0.5	0.25	0.5	0.5	0.5	0.5
	Grease Wheel Bearing (ea.), R&R	0.5	0.5	0.5	0.5	0.5	-	0.5	0.5	0.5	0.5	0.5
	Spring, Coil, Front, R&R, (ea.)	-	-	-	-	-	1	-	-	0.5	0.5	-
	Spring, Coil, Rear, R&R, (ea.)	-	-	0.5	0.5	-	0.5	-	0.5	0.5	0.5	1
	Spring, Leaf, Front, R&R (ea.)	0.5	-	0.5	-	-	-	0.5	0.5	-	-	0.5
	Spring, Leaf, Rear, R&R (ea.)	0.5	0.5	0.5	-	0.5	-	0.5	0.5	1	1	0.5
	Shock Absorber, Front, R&R (ea.)	-	-	0.25	-	-	-	-	0.25	-	-	0.25
	Shock Absorber, Rear, R&R (ea.)	-	-	0.25	0.25	-	-	-	0.25	0.5	0.5	0.25

*Items may be combined when multiple tasks are required to perform a service procedure.*



VEHICLES 		Burden Carrier	Chariot	Utilitruck	Expediter	Stock Chaser	Mega	MVP	Eagle Legacy	Eagle	Summit Utilitruck	Summit
AREA 	SERVICE 	BC	CR10	EU	EX21	IS12	MG	MVP	P4	P5	SU5	SUV SMT
Electrical	Beeper, Reverse, R&R	0.5	0.25	0.5	0.25	0.25	1	0.5	0.5	1	1	0.5
	Charger, Battery, R&R	1	1	1	0.75	0.75	0.75	0.5	1	1	1	1
	Contactor, Main, R&R	0.5	0.25	0.5	0.25	0.25	0.25	0.5	0.5	1	1	0.5
	Controller, R&R	0.5	-	0.75	1	0.5	0.5	0.5	0.75	1	1	0.75
	DC/DC Converter, R&R	0.5	-	0.5	0.5	0.5	0.5	0.5	0.5	0.25	0.25	0.5
	Flasher, Turn Signal, R&R	0.2	-	0.2	n/a	n/a	0.2	0.2	0.2	-	-	0.2
	Light Controller Module, R&R	-	-	-	-	-	-	-	-	0.25	0.25	-
	Light, Head, R&R, (ea.)	1	-	0.5	-	-	1	0.75	0.5	0.25	0.25	0.25
	Light, Tail, R&R, (ea.)	0.25	-	0.25	-	-	0.25	0.25	0.25	0.25	0.25	0.25
	Meter, BDI/MDI/Hour, R&R	0.25	0.25	0.5	0.25	0.25	0.5	0.25	0.5	0.25	0.25	0.5
	Motor, Electric Traction, R&R	0.75	0.75	0.75	0.5	0.5	3	0.5	0.75	0.75	0.75	0.75
	Switch, F/R, Light, Hi/Lo, R&R, (ea.)	0.5	-	0.25	0.25	0.25	0.5	0.25	0.25	0.75	0.75	0.25
	Switch, Key, R&R	0.5	0.5	0.25	0.5	0.5	0.75	0.5	0.25	0.75	0.75	0.5
	Switch, Seat, R&R	1	-	1	-	-	-	-	-	-	-	-
	Switch, Turn Signal, R&R	0.5	-	0.5	-	-	0.5	0.5	0.5	0.5	0.5	0.5
	Wire Harness, 12v Accessory, R&R	1	-	1	0.5	0.5	1.5	0.75	1	1	1	1
	Wire Harness, Main, R&R	1.5	-	1.5	1	1	2	1.5	1.5	2	2	1.5
	Wire Harness, w/Diag., Repair	0.75	0.5	0.75	0.5	0.5	1	0.75	0.75	0.75	0.75	0.75

*Items may be combined when multiple tasks are required to perform a service procedure.*

VEHICLES →		Burden Carrier	Chariot	Utilitruck	Expediter	Stock Chaser	Mega	MVP	Eagle Legacy	Eagle	Summit Utilitruck	Summit
AREA ↓	SERVICE ↓	BC	CR10	EU	EX21	IS12	MG	MVP	P4	P5	SU5	SUV SMT
Drive Train	Axle Assembly, Complete, R&R	2	-	1	1	1.5	3	2	1	1.5	1.5	1
	Axle, Shaft, R&R, (ea.)	1	-	0.75	0.75	0.75	1	1	0.75	1	1	0.75
	Motor, Electric Traction, R&R	0.75	0.75	0.75	0.5	0.5	3	0.5	0.75	0.75	0.75	0.75
	Wheel Removal	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25

*Items may be combined when multiple tasks are required to perform a service procedure.*