

## DIAMOND LIMITED WARRANTY

This limited warranty is issued by Diamond Coach Corporation, hereinafter referred to as the manufacturer, to you, the original purchaser of a new Diamond motor vehicle, hereinafter referred to as vehicle, and expires 12:01 A.M., at your address, exactly 12 months from the original date of purchase or when the vehicle odometer registers 12,000 miles, whichever occurs first. This coverage applies only to you, the original purchaser.

### PROTECTION A: MECHANICAL BREAKDOWN—VEHICLE CHASSIS

Generally, Ford Motor Company and General Motors Corporation warrant their chassis and related subsystems for the first 3 years or 36,000 miles. The General Motors 5500 has a 2 year unlimited mileage warranty on the chassis and a 5 year/100,000 mile warranty on the 6.6L Duramax diesel engine. The **Warranty Information Booklet** provided by Ford Motor Company and General Motors Corporation explains their warranty and provides information about what is covered and any limitations.

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If your Diamond Coach is built on a Ford Motor Company or General Motors Corporation chassis, and you experience a failure of their product, the coach must be taken to an authorized Ford or General Motors dealer for repair. Ford Motor Company or General Motors Corporation will not warrant any repairs not made by an authorized dealer. There are no exceptions to this rule. Diamond Coach Corporation will not warrant any product defect related to Ford Motor Company or General Motors Corporation at any time.

If you experience a non-installer-related defect on a system that is warranted by a Diamond Coach vendor, the terms of the vendor's warranty **ONLY** will apply. Such items include the air-conditioning system, rear heaters, non-OEM alternators, etc. If you require assistance in filing under the terms of these warranties, you may contact the Diamond Coach Corporation warranty administrator however; Diamond Coach Corporation will **NOT** be responsible for payment of these claims. If the defect is related to the installation of these items, then Diamond Coach Corporation will warrant the installation for the same period that the manufacturer's warranty covers, up to 12 months or 12,000 miles. At any time during the warranty period should a covered component or system fail or require repair due to defective workmanship, you **MUST** contact the Diamond Coach Corporation warranty administrator, Tel. (800) 442 4645 extension 21, 2300 West Fourth Street, Oswego, Kansas 67356, for authorization to repair under terms of the warranty. Once warranty is granted an authorization number will be issued.

**Failure to obtain prior authorization may result in nonpayment of the claim.**

**ALL** claims must be submitted in writing within 60 days of authorization and be accompanied by supporting documentation such as invoices, written explanation of the defect, etc. The warranty administrator may ask that defective parts be returned to Diamond Coach Corporation for examination.

## PROTECTION B: BODY

The manufacturer will warrant you, the original purchaser only, a coach exterior and interior body shells and fiberglass components for a period of five (5) years or 100,000 miles, which ever occurs first from the date of the original purchase.

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## MAINTENANCE

You must perform, at your expense, the maintenance recommended by the manufacturer. Failure to perform the manufacturer's recommended maintenance will result in the loss of your protection under this limited warranty. You must keep records (including all sales receipts and mileage records) showing such maintenance and make them available upon request when a breakdown or failure occurs.

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## EXCLUSIONS FROM COVERAGE

1. This limited warranty does not cover any repair or replacement of components, which are recommended or required solely by the enactment of any local, state, or federal law, rule or regulation.
2. The manufacturer will not pay for normal maintenance and service items, such as alignments, adjustments, calibrations, filters, fluids or lubricants, shop supplies, or environmental disposal charges.
3. The manufacturer will not pay for any component not supplied as original equipment by the chassis manufacturer or the completed vehicle manufacturer.
4. The manufacturer will not pay for mechanical breakdown or component failure:
  - A. If prior authorization is not issued prior to repairs being performed;
  - B. Resulting from misuse, modification, alteration, tampering, disconnection, collision, accidents, fire, freezing, acts of God, mischief, vandalism or theft;
  - C. If the vehicle odometer is inoperative, altered, or tampered with so that the actual accumulated mileage cannot be determined;
  - D. Due to continued operation of the vehicle, or failure to use reasonable means to protect the vehicle from further damage after a failure occurs;
  - E. Or any resulting or consequential damage to, or caused by, a non-covered component;
  - F. Or an consequential charges, costs, expense, inconvenience, loss of time, loss of income, personal injury, property damage, or any other consequential losses arising from a mechanical breakdown or component failure;
  - G. Due to abuse, or any use of the vehicle other than for the purpose for which it was intended;
  - H. Caused by pulling a trailer or another vehicle unless the vehicle is equipped for this as recommended by the **manufacturer**.

## **MAXIMUM RESPONSIBILITY:**

The maximum responsibility of the manufacturer under this limited warranty is the lesser of the actual cash value of the vehicle or the actual cost to repair or replace any part with another of like kind and quality. Maximum reimbursement for repairs affected under Protection B shall not exceed \$2000.

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**When you contact Diamond Coach Corporation for warranty authority, you will be asked for the following information:**

- ◆ **The unit build order number of the coach. This 4 digit number can be found on the completed vehicle certificate located on the rear edge of the driver's door or on the post immediately behind the driver's door.**
- ◆ **The mileage of the coach at the time of repair.**
- ◆ **The date you took retail delivery of your coach.**
- ◆ **The nature of the problem and an estimate to repair.**

**Requests for authorization cannot be processed without this information.**