



## SUBJECT: 2011 MY and After Extended Protection Plan

Department: Service  
 Section: Service News Letter  
 Model(s): All  
 Model Year(s): 2011 and after  
 Effective Date: 10/01/2010  
 Form #: SNL 068  
 Rev #: n/a  
 Supersedes: n/a

### PURPOSE:

The UD Trucks Extended Protection Plans for the 2011 model year and after vehicles have been updated to include the GH7 engine. This service news letter will explain the plan options, coverage's and pricing.

### COVERAGE AND PRICING:

<u>Plan Code</u>	<u>UD1800 to UD3300 Models</u>	<u>Description</u>	<u>Dealer Net</u>	<u>Suggested List</u>
J 1	60 months / 150,000 miles*	UD Base	\$1,050.00	\$1,350.00
K 1	60 months / 200,000 miles*	UD Base	\$1,300.00	\$1,700.00
L 1	60 months / 250,000 miles*	UD Base	\$1,635.00	\$2,125.00
J 2	60 months / 150,000 miles*	UD Plus (+)	\$1,450.00	\$1,895.00
K 2	60 months / 200,000 miles*	UD Plus (+)	\$1,925.00	\$2,500.00
L 2	60 months / 250,000 miles*	UD Plus (+)	\$2,295.00	\$2,975.00

\* Time or mileage whichever comes first

### ELIGIBILITY:

The plan is offered to all purchasers of new 2011 model year and after UD Trucks. The desired coverage must be purchased from a UD Truck dealer within ninety (90) days of the truck sale date.

### PLAN SALES:

Dealers may offer the Extended Protection Plan to all purchasers of new 2011 model year and after UD Trucks during their normal sales procedure and up to ninety (90) days after the truck sale date. It is recommended that the plan be offered to the prospective purchaser at the "Suggested List" price or include any appropriate dealer discount. The "Suggested List" prices have been established with an approximate 30% profit margin. UD Trucks North America, Inc. will solicit the purchasers of UD Trucks at the expiration of the ninety (90) day period and will offer the Extended Protection Plan at the "Suggested List" pricing. No rebate or commission will be paid to the dealer or sales person on any plan that is sold directly to the customer by UD Trucks North America, Inc. after the initial time period.

### DEDUCTIBLE:

A \$500.00 deductible will apply for each eligible repair visit, regardless of the number of items to be repaired and is payable to the servicing UD Truck dealer at the time of repairs.

**The Information contained in this bulletin should not be interpreted as the basis for a warranty claim.**



## CONTINGENT DAMAGE:

The plan will cover the repair or replacement of any non-covered part that fails to perform due to the failure of a covered part.

## TRANSFER OF COVERAGE:

The plan may be transferred to subsequent owners for a \$200.00 transfer fee as long as the transfer occurs within ninety (90) days of the truck resale. The acceptance of transfer coverage by UD Trucks North America, Inc. will be based upon the following procedures and documents being performed and completed by the transferring dealer:

1. Submit the oil sample test results for the transfer vehicle.
2. Supply proof of a complete service being performed to the transfer vehicle including replacement of all oil / fuel / air filters, engine oil, transmission and differential gear lubricant.
3. Perform a dealer inspection and written report of the current transfer vehicle condition.
4. Dealer is to submit the above 3 documents with the \$200.00 transfer fee to the attention of the Plan Administrator, UDNA Service Operations Department.
5. UD Trucks North America, Inc. will review and furnish written approval or disapproval of the transfer to the dealer within thirty (30) days of the receipt of the required documents.
6. If disapproved, the \$200.00 transfer fee will be returned to the dealer.

## COVERED ITEMS:

The plan will apply to all covered parts that fail during the coverage period. Failure means that the part covered under this plan did not continue to function as designed during normal service.

- **Base Coverage -**
  - **GH7 Engine Components (245 HP and 280 HP)\*:** cylinder head and cylinder block including internally lubricated parts, head gasket, crankshaft oil seals, other engine seals & gaskets, air compressor, flywheel & flywheel housing, intake & exhaust manifolds, water pump, equipped as original equipment by UD Trucks Corporation (UDT).
  - **Major Chassis Components\*:**
    - Manual transmission\* - internal parts, transmission case, front and rear seals and gaskets.
    - Differential\* - internal parts, differential case, seals and gaskets.
    - Chassis\* - front axle beam, kingpins, bushings, steering spindles, rear axle housing and axle shafts, frame side rails, frame cross members, front and rear suspension brackets, engine support cross members and brackets.
- **Plus (+) Coverage\* -**
  - Includes all of the base coverage items listed above plus additional coverage for the fuel supply pump, injectors, engine control unit (ECU) and turbocharger.

\*See the reverse side (page 2) of the Extended Protection Plan Agreement / Application for applicable exclusions.

## SALES / PLAN ADMINISTRATION:

The "Extended Protection Plan Agreement / Application should be completed and processed using the following procedures (please type or print neatly):

1. Provide the EPP selling dealer information in the header ("Extended Protection Plan Sold By").
2. Complete the purchaser section, include the complete address, select the plan term purchased, complete the year, model and V.I.N. boxes.



## SALES / PLAN ADMINISTRATION (cont'):

3. Request the purchaser to review the reverse side of the Agreement / Application and the bottom of the front page and obtain their signature on the indicated signature line.
4. Furnish the YELLOW (purchaser) copy to the customer and retain the PINK (dealer) copy for the dealer sales folder.
5. Inform the customer that an executed copy of this Agreement / Application will be mailed to them by UD Trucks North America, Inc.
6. Return the WHITE (UDNA) copy with a check in the amount of the "Dealer Net" price for the selected plan to the attention of the UDNA Service Operations Department.
7. An executed copy of the Agreement / Application will be mailed to the purchaser and the dealer by UD Trucks North America, Inc. within 30 days of receiving same.
8. The returned form will contain a PLAN # that should be used for any questions about the plan or during the processing of future claims.

## CLAIM ADMINISTRATION:

If a UD Dealer determines that a warrantable failure occurs within the plan period, the following procedures should be followed:

1. The UD Dealer service department determines the validity of the failure, prepares a repair estimate and contacts their Technical Support Manager (TSM) or the Plan Administrator (972-756-5523) in the UDNA Service Operations Department.
2. UDNA will review the dealers report of failure and the repair estimate and will issue a TSM Technical Report number.
3. After the vehicle is repaired the dealer may submit a claim through the UD IntraNET on line warranty claim system. Please see the Warranty Policies & Procedures manual for claim filing instructions.
4. The dealer should record the TSM Technical Report number issued by UDNA in the "TSM Report" field on the second screen of the "Warranty Info" section.

## ALLISON AUTOMATIC TRANSMISSION:

Coverage for these transmissions is excluded from the UD Truck Extended Protection Plan. However, Allison Transmission offers a range of extended protection plans for the Allison 1000 / 2000 / 3000 Product families of transmissions. For information and pricing on the available plans, contact your local Allison Distributor or:

Allison Transmission  
Extended Transmission Coverage  
P.O. Box 894, Speed Code PF-3  
Indianapolis, IN 46206-0894  
800-252-5ATD

## EPP AGREEMENT / APPLICATION:

- **Agreement / Application** - available at no charge by contacting the Plan Administrator at 972-756-5523 or send an e mail request to [les.wells@udtrucksna.com](mailto:les.wells@udtrucksna.com).



# North America

## EXTENDED PROTECTION PLAN\* AGREEMENT / APPLICATION

(effective with 2011 MY Vehicles)

**(EXCLUDES, among other matters, Allison automatic transmissions and any other components not manufactured by UD Trucks Corporation except as listed in the coverage section)**

**THIS IS THE AGREEMENT/APPLICATION. YOU MUST RECEIVE AN EXECUTED COPY OF THIS AGREEMENT/APPLICATION DIRECTLY FROM UD TRUCKS NORTH AMERICA, INC. IN ORDER TO BE COVERED UNDER THE PLAN. THIS AGREEMENT/APPLICATION SHOULD REACH YOU WITHIN THIRTY DAYS. IF YOU HAVE NOT RECEIVED IT BY THEN, PLEASE TELEPHONE THE PLAN ADMINISTRATOR AT 1-972-756-5500 OR WRITE UD TRUCKS NORTH AMERICA, INC. AT THE ADDRESS BELOW.**

To: UD TRUCKS NORTH AMERICA, INC. • 7900 NATIONAL SERVICE RD. • GREENSBORO, NC 27409

Extended Protection

Plan Sold By:

\_\_\_\_\_  
(Dealer Name)

\_\_\_\_\_  
(3 Digit Dealer Code)

\_\_\_\_\_  
(Address)

\_\_\_\_\_  
(City)

\_\_\_\_\_  
(State)

\_\_\_\_\_  
(Zip)

PLEASE ISSUE EXTENDED PROTECTION PLAN COVERAGE TO:

\_\_\_\_\_  
(Purchaser)

\_\_\_\_\_  
(telephone number)

\_\_\_\_\_  
(Address)

\_\_\_\_\_  
(City)

\_\_\_\_\_  
(State)

\_\_\_\_\_  
(Zip)

**COVERAGE PERIOD:** Expressed in months and/or miles, whichever comes first.

Extended Protection Plan Term Purchased (check one):

UD1800 to UD3300 Models

Plan Code

UD1800 to UD3300 Models

Plan Code

UD Base Coverage

UD Plus (+) Coverage

60 months / 150,000 miles

J1

60 months / 150,000 miles

J2\*\*

60 months / 200,000 miles

K1

60 months / 200,000 miles

K2\*\*

60 months / 250,000 miles

L1

60 months / 250,000 miles

L2\*\*

\*\*includes base coverage items plus additional coverage for fuel supply pump, injectors, engine control unit (ECU) and turbocharger.

_____ Year	UD TRUCK	_____ Model	Vehicle VIN <table border="1" style="width: 100%; height: 20px;"> <tr> <td style="width: 5%;"> </td><td style="width: 5%;"> </td><td style="width: 5%;"> </td><td style="width: 5%;"> </td><td style="width: 5%;"> </td><td style="width: 5%;"> </td><td style="width: 5%;"> </td><td style="width: 5%;"> </td><td style="width: 5%;"> </td><td style="width: 5%;"> </td><td style="width: 5%;"> </td><td style="width: 5%;"> </td><td style="width: 5%;"> </td><td style="width: 5%;"> </td><td style="width: 5%;"> </td><td style="width: 5%;"> </td><td style="width: 5%;"> </td><td style="width: 5%;"> </td><td style="width: 5%;"> </td> </tr> </table>																			

<b>Internal Use ONLY</b>	Delivery Date: _____	Plan # _____
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I apply for the UD TRUCKS Extended Protection Plan covering the truck described in this Agreement/Application. I agree that coverage under this Extended Protection Plan is conditioned upon receipt of payment and approval by UD Trucks North America, Inc. If approved by UD Trucks North America, Inc. an executed copy of this Agreement/Application will be sent to me, and I agree that the Plan's time and mileage limits began from the date of delivery of my truck, or, if earlier, from the date the truck was first put into use, even though any components covered by the Extended Protection Plan are NOT covered by my Extended Protection Plan until expiration of the UD Trucks North America, Inc. standard published warranty. I agree that my Extended Protection Plan will extend coverage ONLY to components manufactured by UD Trucks Corporation unless specifically listed in the "What Is Covered" section on the reverse side of this form. I acknowledge that my Extended Protection Plan DOES NOT COVER the parts, components, matters or costs listed on the reverse side of this Agreement/Application under the heading "EXCLUSIONS".

**I AGREE THAT MY EXTENDED PROTECTION PLAN IS SUBJECT TO THE TERMS AND CONDITIONS STATED IN THE EXTENDED PROTECTION PLAN (WHICH IS PRINTED ON THE REVERSE SIDE OF THIS AGREEMENT/APPLICATION), WHICH I HAVE READ AND UNDERSTOOD.**

UD Trucks North America, Inc.

\_\_\_\_\_  
(Signature of Applicant)

\_\_\_\_\_  
(Date)

\_\_\_\_\_  
(UDNA Signature)

\_\_\_\_\_  
(Date)

WHITE - UDNA    YELLOW - Purchaser    PINK - UD Truck Dealer



UD TRUCKS

# North America

## UD TRUCKS EXTENDED PROTECTION PLAN – TERMS AND CONDITIONS

### INTRODUCTION

The Extended Protection Plan is offered by UD Trucks North America, Inc. to all original purchasers of new UD TRUCKS. This Plan is designed to protect covered parts up to 250,000 miles or 60 months, whichever comes first. The original purchaser must purchase the Extended Protection Plan coverage desired within ninety (90) days from the date of the sale of the truck. UD Trucks North America, Inc. in return for payment of the then current plan price of the Extended Protection Plan coverage selected agrees to repair or replace covered parts.

### COVERAGES

The coverage selected under the Extended Protection Plan begins from the date the truck is delivered to the original purchaser or the date it is first put into use whichever is earlier. The Extended Protection Plan is offered only to the initial purchaser of a new UD TRUCK and covers the components for 60 months or a specific number of miles, depending on the coverage selected.

### WHAT IS COVERED

...**Base Coverage** - ENGINE COMPONENTS (internally lubricated) FOR MODELS GH7 (245 and 280 HP). Major Chassis Components (manual transmission, differential, rear axle housing, front axle assembly, frame side rails, cross members and brackets) manufactured by UD Trucks Corporation on 2011 MY and later vehicles.

...**Plus (+) Coverage** - includes base coverage items plus additional coverage for the fuel supply pump, injectors, engine control unit (ECU) and turbocharger.

### ELIGIBILITY

Coverage may be purchased only by the initial purchaser of the UD Truck.

### COVERAGE

UD TRUCKS Extended Protection Plan offers parts and labor coverage (upon the expiration of the standard published UD Trucks North America, Inc. warranty) for failure of covered components due to defects in workmanship or material for the time period or mileage selected. In addition, to qualify as a covered component, such a covered component must be originally installed in the vehicle or be a new replacement or remanufactured covered component installed in the vehicle by a UD Trucks Dealer. The Extended Protection Plan will provide coverage over a range of time/mileage combinations of 60 months and up to 250,000 miles. During the selected coverage period, UD Trucks North America, Inc. will repair or replace any internally lubricated engine part or parts, and any of the listed major chassis components which were manufactured by UD Trucks Corporation. Coverage is limited only to defects in workmanship or material of covered components. Normal wear-out of components is not covered. UD Trucks North America, Inc. will provide new, remanufactured, or repaired components (such election to be at the sole discretion of UD Trucks North America, Inc.) for components repaired or replaced under the Extended Protection Plan. Repairs or replacements under the Extended Protection Plan shall be performed during normal working hours at a place of business of a UD Trucks Dealer.

UD Trucks North America, Inc. will repair or replace any covered part that fails to perform in normal service resulting from the failure of another covered part due to defects in material or workmanship. UD Trucks North America, Inc. will also repair or replace any non-covered part that fails to perform in normal service resulting from the failure of a covered part due to defects in material or workmanship. A covered part rendered unserviceable by reason of damage caused by failure of parts other than covered parts will not be covered.

### DEDUCTIBLE

A \$500 deductible will apply for each eligible repair visit, regardless of the number of items to be repaired and is payable to the servicing UD Truck dealer at the time of repairs.

### EXTENDED PROTECTION PLAN—TERMS for UD1800 to UD3300 Models

60 months / 150,000, 200,000 or 250,000 miles (months or miles, whichever occurs first)

### EXCLUSIONS

The Extended Protection Plan does NOT cover:

- a. Any component not manufactured by UD Trucks Corporation except as covered within the J2, K2 or L2 plans.
- b. Any parts or labor costs incurred in connection with required or recommended maintenance service as described in the Owners' Manual.
- c. All parts or components of an Allison automatic transmission.
- d. Engine turbocharger, unless Plus (+) Coverage, Plans J2, K2 or L2 are selected.
- e. The following parts of any manual transmission: P.T.O. and mounting gaskets, input shaft spline wear and all synchronizers, and clutch assembly and operating linkage.
- f. Normal maintenance services due to normal wear and tear, contamination deterioration, etc., during the operation of the truck including engine tune-up adjustment, replacement of filters, lubricant, coolant, engine cooling fan belts and rubber hoses, gaskets, packing's, and other similar parts.
- g. Damage or failure to parts or components resulting from:
  - Accident, falling objects, explosion, theft, fire, negligence, misuse, vehicle overload or other improper application or installation.
  - Engine over speed.
  - Use of improper or contaminated fuel, fluid or lubricants, or lack of proper and necessary amounts of coolants or lubricants.
  - Failure to perform or properly perform proper maintenance services as described in the UD Truck Owners' Manual.
  - Use of any part not manufactured by UD Trucks Corporation.
  - Alteration, tampering, or improper repair of truck.

- Environmental conditions, acts of God, and other events beyond the control of UD Trucks North America, Inc. such as windstorm, flood, chemical fallout, lightning, etc.

- h. All electrical parts or components, except as covered within the J2, K2 or L2 plans.
- i. Towing or storage charges and downtime.
- j. Travel expenses or fees, vehicle rentals, lodging and meal charges.
- k. INCIDENTAL OR CONSEQUENTIAL DAMAGES SUCH AS LOSS OF USE OF THE TRUCK, INCONVENIENCE, OR COMMERCIAL LOSS. Some states do not allow the exclusion or limitation of incidental or consequential damages; consequently, the above limitation or exclusion may not apply to you.
- l. Normal noise and vibration.
- m. Any vehicle registered or normally operated outside the United States.
- n. Fuel supply pump and injector service or replacement, unless Plus (+) Coverage, Plans J2, K2 or L2 are selected.
- o. Major components or items listed in Part IV, Section 2-1 of the Warranty Policies and Procedures Manual replaced without prior authorization.
- p. Overtime and holiday labor without prior authorization.
- q. Telephone, telegraph, teletype and other communication expenses.
- r. Transportation expenses for obtaining repair parts.
- s. Performance complaints (including but not limited to, low power, poor fuel mileage, etc.) unless caused by a failed or failing covered part.
- t. A truck in which the odometer has been changed or stopped.
- u. Any part which has not failed but which a repair facility recommends or requires be replaced or repaired.
- v. Any vehicle used as a tractor.
- w. Wheel alignment, wheel and tire balancing, and tire rotation.
- x. Normal diagnosis or test services.

### PURCHASERS' RESPONSIBILITIES

The purchaser must adhere to the UD TRUCKS maintenance recommendations as outlined in the UD Truck Owners' Manual and keep service records. Proof of required maintenance must be shown to UD Trucks North America, Inc. upon request in order for repairs to begin on the truck. Failure to show proof of required maintenance or servicing will result in denial of coverage under the Extended Protection Plan.

The purchaser must maintain the truck according to the schedules specified in the UD Truck Owners' Manual. The purchaser is responsible for the recommended preventive maintenance on the components identified in the "Vehicle Service and Maintenance Periodic Maintenance Schedule."

In the event of a covered failure, the purchaser must promptly make the truck available for repair and provide proof of his specific coverage under the Extended Protection Plan.

The purchaser shall bear the cost of lubricating oil, antifreeze, filters, V belts, hoses, and other maintenance items replaced during any covered repair or replacement, unless such items are made unusable by a covered component which has failed.

### TRANSFER OF COVERAGE

The Extended Protection Plan is transferrable to subsequent owners for a \$200.00 fee as long as the transfer occurs within 90 days of the vehicle resale.

### SUBROGATION

In the event that coverage is provided under the Extended Protection Plan, UD Trucks North America, Inc. shall be subrogated to all of the rights the purchaser may have to recover against any person or organization arising out of any safety defect which is the subject of a voluntary or mandatory recall campaign, as well as out of any order judgment, consent decree, or other settlement, and the purchaser shall execute and deliver instruments and papers and do whatever is necessary to secure such rights. The purchaser shall do nothing to prejudice those rights. Further, all amounts recovered by the purchaser for which the purchaser has received benefits under the Extended Protection Plan shall belong to UD Trucks North America, Inc., and be paid to UD Trucks North America, Inc., to the extent of the repair or replacement performed under the Extended Protection Plan.

### LIMITATIONS

THE EXTENDED PROTECTION PLAN IS A SERVICE CONTRACT. IT IS NOT A WARRANTY. THE TERMS AND CONDITIONS OF THE EXTENDED PROTECTION PLAN IN EFFECT AT THE TIME OF PURCHASE OF THE TRUCK BY THE INITIAL PURCHASER STATE UD TRUCK NORTH AMERICA, INC.'S ENTIRE OBLIGATION, AND UD TRUCKS NORTH AMERICA, INC. DISCLAIMS ANY OTHER WARRANTIES, DUTIES, OR OBLIGATIONS, EXPRESS OR IMPLIED, INCLUDING ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. REMEDIES UNDER THE EXTENDED PROTECTION PLAN ARE EXPRESSLY LIMITED TO THE PROVISION AND INSTALLATION OF PARTS AND/OR LABOR, AS SPECIFIED ABOVE. ANY CLAIMS FOR OTHER LOSS OR DAMAGE OF ANY TYPE (INCLUDING WITHOUT LIMITATION LOSS FROM FAILURE OF THE TRUCK TO OPERATE FOR ANY PERIOD OF TIME, INCONVENIENCE, LOSS OF PROFITS, OTHER ECONOMIC OR COMMERCIAL LOSS, OR DIRECT, IMMEDIATE, SPECIAL, INDIRECT, OR CONSEQUENTIAL DAMAGE) ARE EXPRESSLY EXCLUDED. THESE LIMITATIONS AND EXCLUSIONS OF LIABILITY APPLY ONLY TO THE EXTENT ALLOWED BY LAW. THE EXTENDED PROTECTION PLAN DOES NOT SUPERSEDE THE STANDARD PUBLISHED UD TRUCKS NORTH AMERICA, INC. WARRANTY.

UD Trucks North America, Inc. / 7900 National Service Road / Greensboro, NC 27409