



Warranty

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STERLING

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Warranty

The complete statement of the Sterling Trucks new vehicle warranty is given below and on the following pages. Please read the statement carefully.

STERLING TRUCKS 7500 AND 8500-SERIES VEHICLE WARRANTY TIME AND DISTANCE

Sterling Truck Corporation warrants that each new Sterling Trucks 7500 and 8500-Series vehicle, with the exception of certain excluded components and parts, will be manufactured to the specifications agreed upon and will be free from defects in material and workmanship which appear under normal use and service, subject to different time and distance limitations for specific components and parts as set forth below.

Sterling Trucks 7500 and 8500-Series Vehicle Warranty

Description	Coverage
Basic Vehicle Warranty Unless excluded elsewhere in the warranty or described as having longer time and distance limitations, all components of the basic vehicle time and distance limitations.	2 years/ unlimited distance
Drivetrain Components Includes transmission (excluding Allison transmissions); drive axles (differential assemblies, axle shafts and axle housings); steering axle (beam, spindles, kingpins and kingpin bearings); and steering arm.	2 years/ unlimited distance
Cab Structure and Sheet Metal (Conventional Hoods) Includes cab structural components, sheet metal panels and sheet molded compound hoods.	On-Highway On/Off-Highway 5 years/ unlimited distance Off-Highway 2 years/ unlimited distance
Cab Corrosion Warranted against rust-through or perforation due to corrosion from within. Excluded: Surface rust caused by chips or scratches in the paint.	5 years/ unlimited distance
Frame Rails and Crossmembers Includes frame rails, attaching crossmembers and gussets due to breaking or cracking.	5 years/ unlimited distance



Warranty

The complete statement of the Sterling Trucks new vehicle warranty is given below and on the following pages. Please read the statement carefully.

STERLING TRUCKS 9500-SERIES ON-HIGHWAY VEHICLE WARRANTY TIME AND DISTANCE

Sterling Truck Corporation warrants that each new Sterling Trucks 9500-Series On-Highway vehicle, with the exception of certain excluded components and parts, will be manufactured to the specifications agreed upon and will be free from defects in material and workmanship which appear under normal use and service, subject to different time and distance limitations for specific components and parts as set forth below.

Sterling Trucks 9500-Series On-Highway Vehicle Warranty

Description	Coverage ⁽¹⁾
Basic Vehicle Warranty Unless excluded elsewhere in the warranty or described as having longer time and distance limitations, all components of the basic vehicle time and distance limitations. Includes: Drivelines and U-joints.	1 year or 100,000 mi/161 000 km
Drivetrain Components Includes transmission (excluding Allison transmissions); drive axles (differential assemblies, axle shafts and axle housings); steering axle (beam, spindles, kingpins and kingpin bearings); and steering arm. Excludes: Drivelines and U-joints.	3 years or 300,000 mi/483 000 km
Cab Structure and Sheet Metal (Conventional Hoods) Includes cab structural components, sheet metal panels and sheet molded compound hoods.	5 years/ unlimited distance
Cab Corrosion Warranted against rust-through or perforation due to corrosion from within. Excluded: Surface rust caused by chips or scratches in the paint.	5 years/ unlimited distance
Frame Rails and Crossmembers Includes frame rails, attaching crossmembers and gussets due to breaking or cracking.	6 years or 750,000 mi/1 207 000 km

1. Time or distance, whichever occurs first.



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Please read the statement carefully.

STERLING TRUCKS 9500-SERIES ON/OFF-HIGHWAY VEHICLE WARRANTY TIME AND DISTANCE

Sterling Truck Corporation warrants that each new Sterling Trucks 9500-Series On/Off-Highway vehicle, with the exception of certain excluded components and parts, will be manufactured to the specifications agreed upon and will be free from defects in material and workmanship which appear under normal use and service, subject to different time and distance limitations for specific components and parts as set forth below.

Sterling Trucks 9500-Series On/Off-Highway Vehicle Warranty

Description	Coverage ⁽¹⁾
Basic Vehicle Warranty Unless excluded elsewhere in the warranty or described as having longer time and distance limitations, all components of the basic vehicle time and distance limitations. Includes: Drivelines and U-joints.	1 year or 50,000 mi/80 500 km
Drivetrain Components Includes transmission (excluding Allison transmissions); drive axles (differential assemblies, axle shafts and axle housings); steering axle (beam, spindles, kingpins and kingpin bearings); and steering arm. Excludes: Drivelines and U-joints.	2 years or 100,000 mi/161 000 km
Cab Structure and Sheet Metal (Conventional Hoods) Includes cab structural components, sheet metal panels and sheet molded compound hoods.	5 years/ unlimited distance
Cab Corrosion Warranted against rust-through or perforation due to corrosion from within. Excluded: Surface rust caused by chips or scratches in the paint.	5 years/ unlimited distance
Frame Rails and Crossmembers Includes frame rails, attaching crossmembers and gussets due to breaking or cracking.	5 years/ unlimited distance

1. Time or distance, whichever occurs first.



Warranty

The complete statement of the Sterling Trucks new vehicle warranty is given below and on the following pages.
Please read the statement carefully.

STERLING TRUCKS 9500-SERIES OFF-HIGHWAY VEHICLE WARRANTY TIME AND DISTANCE (APPLICATION CATEGORY 5)

Sterling Truck Corporation warrants that each new Sterling Trucks 9500-Series Off-Highway vehicle, with the exception of certain excluded components and parts, will be manufactured to the specifications agreed upon and will be free from defects in material and workmanship which appear under normal use and service, subject to different time and distance limitations for specific components and parts as set forth below.

Sterling Trucks 9500-Series Off-Highway Vehicle Warranty

Description	Coverage ⁽¹⁾
Basic Vehicle Warranty Unless excluded elsewhere in the warranty or described as having longer time and distance limitations, all components of the basic vehicle time and distance limitations. Includes: Drivelines and U-joints.	1 year or 31,000 mi/50 000 km
Drivetrain Components Includes transmission (excluding Allison transmissions); drive axles (differential assemblies, axle shafts and axle housings); steering axle (beam, spindles, kingpins and kingpin bearings); and steering arm. Excludes: Drivelines and U-joints.	1 year or 62,000 mi/100 000 km

1. Time or distance, whichever occurs first.

CATEGORY 5 APPLICATIONS

(Requires special approval on case-by-case basis by Sales Application Engineering)

Following is the definition of Category 5 applications:

- More than 40% off-highway



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STERLING TRUCK CORPORATION NEW VEHICLE LIMITED WARRANTY

Sterling Truck Corporation warrants that each new Sterling Trucks vehicle, with the exception of certain excluded components and parts, will be manufactured to the specifications agreed upon and will be free from defects in material and workmanship which appear under normal use and service, subject to different time and distance limitations for specific components and parts as set forth in the previous graphs. This warranty applies only to vehicles sold in the United States and Canada.

This warranty does not apply to engines, Allison transmissions, tires or other components or parts which are not manufactured by Sterling Trucks Corporation and which are warranted directly by their respective manufacturers, or to routine maintenance requirements as described in the Owner's Warranty Information Book. With respect to the foregoing, Sterling Truck Corporation makes no warranty whether express, implied, statutory or otherwise including, but not limited to, any warranty of merchantability or fitness for purpose.

Purchaser must notify Sterling Truck Corporation, within the applicable warranty period, of any failure of the vehicle to comply with this limited warranty and Purchaser must, at Purchaser's expense, promptly return the vehicle, component or part to an authorized Sterling Truck Corporation dealer for inspection of any defect in material or workmanship occurring within the applicable time or distance limits.

Sterling Truck Corporation's sole obligation shall be the repair or replacement, at Sterling Truck Corporation's option, of any defective component or part thereof. All components and parts are covered by the Basic Vehicle Warranty unless specifically covered by other descriptions, or otherwise excluded herein. Such repair or replacement shall be without cost to Purchaser when performed within the time or distance limits, whichever occurs first.

On expiration of the Sterling Truck Corporation's obligation for the costs of parts and labor in accordance with the time and distance limits stated herein, all liabilities of Sterling Truck Corporation to Purchaser under this limited warranty shall terminate.

Warranty repairs do not constitute an extension of original warranty period for the vehicle or for any specific component or part.

The foregoing limited warranty is exclusive and in lieu of all other warranties whether written, oral or implied including, but not limited to, any warranty of merchantability or fitness for purpose.

This limited warranty specifically excludes any other warranties or conditions provided for by law, whether statutory or otherwise.

This limited warranty shall be void, and Sterling Truck Corporation shall not be obligated to repair or replace any component or part, where the necessity of such replacement or repair, in Sterling Truck Corporation's opinion, is due in whole or in part to loads in excess of stated factory rated capacities, improper maintenance or service, modification or alteration, accident, or other misuse or abuse of the vehicle.



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The vehicle must be maintained and serviced according to the prescribed schedules outlined in the applicable Sterling Truck Corporation maintenance and driver's manuals. Receipted bills or other evidence that required maintenance and service have been performed are required by Sterling Truck Corporation as a condition of this warranty.

To the extent any provision of this warranty contravenes the law of any jurisdiction, such provision shall be inapplicable in such jurisdiction, and the remainder of the warranty shall not be affected.

Purchaser's Exclusive Remedy

The foregoing limited warranty shall be Purchaser's sole and exclusive remedy against Sterling Truck Corporation, whether in contract, under statute (including statutory provisions as to conditions as to quality or fitness for any particular purpose of goods supplied pursuant to the contract of sale), warranty, tort, strict liability or any other legal theory.

Limitation on Liability

Sterling Truck Corporation's liability to a Purchaser on any claim for loss or damage arising out of, connected with, or resulting from the contract or sale, or the performance or breach thereof, or from the design, manufacture, sale, delivery, service, repair or use of any vehicle manufactured by Sterling Truck Corporation, shall not exceed the price to Purchaser allocable to the part of such vehicle which gives rise to the claim, and in no event shall it exceed the purchase price of the vehicle. **In no event shall Sterling Truck Corporation be liable for special or consequential damages including, but not limited to, injuries to persons or damage to property, loss of profits or anticipated profits, or loss of vehicle use.**

Exceptions to Normal Warranty Guidelines

Engine	Engines and engine accessories are warranted only by the engine manufacturer. For engine warranty or service, contact specific engine manufacturer's authorized sales and service facility.
Engine Accessories	AIR COMPRESSORS Detroit Diesel Engines . Any failure to air compressors installed by Detroit Diesel should be filed through their distributors. Cummins Engines . Cummins air compressor claims must be filed with Cummins. Midland and Bendix compressors installed by Cummins are covered by Cummins for installation workmanship only. File these claims directly to Cummins. Any failure caused by material defect or assembly of the air compressor should be filed through Sterling Truck Corporation.



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Caterpillar Engines. Any failure of air compressors installed by Caterpillar should be filed through their distributors.

ENGINE BRAKES

Detroit Diesel Engines. Detroit Diesel engine brake claims must be filed through their distributors.

All other engine brakes that were factory installed by Detroit Diesel are covered by Detroit Diesel warranty for installation workmanship only. Any failure caused by material defect or assembly of the engine brake should be filed through Sterling Truck Corporation.

Cummins Engines. Cummins CBrake claims must be filed through their distributors.

All other engine brakes that were factory installed by Cummins are covered by Cummins warranty for installation workmanship only. Any failure caused by material defect or assembly of the engine brake should be filed through Sterling Truck Corporation.

Caterpillar Engines. Engine brakes that were factory installed by Caterpillar are covered by Caterpillar warranty for installation workmanship only. Any failure caused by material defect or assembly of the engine brake should be filed through Sterling Truck Corporation.

Allison Transmissions

For Allison transmission warranty or service contact your Allison distributor.

Rear Axle Gasket Leaks

Claims submitted for leaking rear axle flange gaskets will not be accepted by Sterling Truck Corporation unless it is on a transient vehicle with less than 20,000 miles/32 200 kilometers.

Clutch Adjustment

Clutch adjustments are normally required due to clutch wear and are considered to be normal maintenance. However, if the clutch adjustment is found to be outside of Sterling Corporation specifications during, or prior to, in-service of the vehicle, a warranty claim will be accepted on a one-time basis. Claims for clutch adjustments will not be accepted unless the adjustment is found to be outside of Sterling Truck Corporation specifications through the use of special clutch adjustment measuring tools provided by Sterling Truck Corporation (e.g., adjusting the clutch to satisfy feel will not be accepted as warranty).

Tires

Warranty on the original tires is provided by the tire manufacturer.

Fifth Wheels

Adjustment of the locking mechanism, slide locking plungers and the repair or replacement of lock guards are considered routine maintenance.



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Core Charges Core charges are reimbursed through warranty via the warranty claim when a Sterling Trucks aftermarket reman part is used in the warranty repair. All reman parts require a core/part return to obtain credit, via the Parts Tracking System. If a claim is charged back, the core amount will not be charged back, unless the part is returned to the dealer.

Dealers do not need to claim core charges on the claim since the system will automatically add the core charges to the claim via the Warranty Credit memo.

Exclusions from Warranty

Normal Maintenance Routine maintenance services and adjustments, as defined in the applicable Sterling Truck Corporation maintenance and driver's manuals, are excluded from warranty. The tightening of fasteners, fittings, hose clamps and electrical connectors which are loosened by normal operation of the vehicle is considered to be normal maintenance, however, a courtesy warranty will be granted for the tightening of these items up to 25,000 miles/40 500 kilometers or the M1 service interval, whichever is greater. Please refer to these manuals for the required maintenance and service intervals.

Consumable Parts Parts that are subject to consumption during their normal service life and are routinely replaced during normal maintenance service are not covered under warranty. Items included, but not limited to:

- Belts
- Brake linings
- Clutch brake
- Clutch linings
- Data logger batteries
- Filters: fuel, air, oil, water and desiccant cartridges
- Floor mats
- Fluorescent ballast and tubes
- Fuses
- Light bulbs and non-reusable sealed light assemblies
- Mudflaps
- Receiver dryer filter
- Wiper blades

Glass Glass and lens breakage and scratches are not covered by warranty.

Claims for glass stress cracking must have a pre-warranty FSA number in the "FSDOC" field.

Damages Damages caused by accidents, negligence, abuse, misuse, improper operations, improper or insufficient maintenance services, road hazards, chemical stains, storage or transport, operation at excessive speeds, and loading beyond rated load capacities are not covered by warranty.



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**Axle/Wheel
Alignment/
Balancing**

Balancing of tires/wheels and adjustments to camber are not warrantable. Alignment of axles and wheels including thrust angles, caster and toe settings are warrantable if found to be out of Sterling Truck Corporation's specifications prior to, or during in-service of the vehicle. Before and after alignment readings must be provided with each warranty claim to verify the vehicle is not within Sterling Truck Corporation's specifications.

**Upholstery &
Floor Mats**

Repair or replacement of upholstery or floor mats caused by normal wear or abuse are not covered under warranty.

**Miscellaneous
Expenses**

Premium charges and work not directly related to the repair or replacement of a warrantable part will not be covered under warranty. Some examples include:

- State, provincial and local taxes
- Road test
- Dynamometer testing
- Travel expenses
- Road service/calls; towing
- Loss of revenue
- Customer and overtime labor
- Downtime
- Driver's expenses
- Cost of rental equipment
- Loss of perishable cargo
- Shop supplies
- Communication charges
- Repair or replacement of optional items not sold or installed by Sterling Trucks

Modifications to Original Equipment

Sterling Truck Corporation neither approves nor disapproves and does not warrant, vehicle component or chassis modifications or equipment installations, arranged by dealers or customers, since Sterling Truck Corporation has no control over the work being performed by the various vehicle body/equipment builders.

Sterling Truck Corporation is unable to accept extra time to remove body builder installed items to work on a warrantable repair unless Sterling Truck Corporation sells the complete chassis/body/equipment as a package.

If dealers or customers have any vehicle modifications or equipment installations performed, to the extent these modifications or equipment installations adversely affect other vehicle components or vehicle performance, Sterling Truck Corporation shall not accept any product liability or claims under the terms of the vehicle warranty. These claims become the sole responsibility of the person performing the modifications or equipment installations.



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Transfer of Warranty

When a used Sterling Trucks vehicle is purchased prior to the expiration of the original warranty, the new owner is entitled to the remaining portion of the warranty. To ensure the owner receives proper warranty recognition, complete the "Notice of Purchase of Used Truck" coupon at the back of the Owner's Warranty Information Book and mail to the Sterling Truck Corporation Warranty Department.

Change of Customer Registration Information

To ensure Sterling Truck Corporation's continued ability to reach the owner with recall campaigns or field service modification information, it is imperative that the change of address notice be completed and mailed to the Sterling Truck Corporation Warranty Department when a customer has moved to a new address.

Product Improvement

Sterling Truck Corporation reserves the right to make product improvements or changes at any time, without incurring any obligation to make such changes or improvements to any other vehicle.

Owner's Warranty Responsibilities

It is the owner's responsibility to ensure the vehicle is maintained as outlined in the applicable Sterling Trucks maintenance and driver's manuals. It is important that the new owner becomes familiar with the contents of the Owner's Warranty Information Book. When the customer first received the vehicle, the Owner's Warranty Information Book should be reviewed by the dealer page by page with the customer.