

Thank you for purchasing your new vehicle from TESCO. Following are a few helpful hints to guide you with warranty concerns.

TESCO is the representative regarding warranty issues. Keep in mind that your vehicle may have several different manufacturers' warranties in effect.

For example - body warranty, chassis warranty, air conditioning warranty, wheelchair lift warranty, etc. When a problem does occur; we suggest you contact us to help you determine the best course of action moving forward.

- 1) All warranty work must have prior authorization. To obtain this, please contact TESCO Customer Service Department at **800.227.3572** or **customerservice@tescobus.com**.
- 2) The following information will be needed to assist you at this point: current mileage, body serial number, chassis VIN, and delivery date, if possible (located on the front of this packet and also inside the driver's side door jamb).
- 3) For your convenience, TESCO can authorize repairs at your facility or a local service facility of your choice. TESCO reserves the right to send a service technician to perform repairs.
- 4) In your packet from TESCO are the specific warranty policies for all your vehicle components. Please take the time to review these in detail. These policies and procedures will help us both resolve any concerns as promptly and efficiently as possible.

We at TESCO look forward to serving you.
Again, thank you for choosing TESCO as your new vehicle dealer.