



1051 W. 7<sup>th</sup> Street  
Monroe, WI 53566  
608-328-8127 • 800-356-8134

## Truck Equipment Installation & Modifications Limited Warranty

### Monroe Truck Equipment Limited Warranty

- All components and products manufactured and installed by Monroe Truck Equipment (MTE) are warranted to be free from defects in material and workmanship for either (1) year from the date of purchase or (1) year from the date that the vehicle was put in service by its original operator, or 12,000 miles whichever occurs first.
- All MTE workmanship, whether installation of MTE products or purchased components, fabrication, or repair, is covered for the same 12 month/12,000 mile warranty.
- Selected MTE Manufactured truck bodies are covered by separate and specific warranties. Warranty documentation for these bodies is provided at the time of sale.
- Original owner must register the vehicle and installed produc(s) with MTE within thirty (30) days of purchase. Registration can be done by mail-in card or on the MTE website ([www.monrotruck.com](http://www.monrotruck.com)).
- This limited warranty covers only components manufactured by MTE. Except for installation workmanship, this limited warranty does not pertain to components manufactured by non-MTE suppliers and purchased by MTE, regardless of whether these components were selected or recommended by MTE.
- This limited warranty is the sole and exclusive remedy for defective product manufactured and/or installed by MTE.

### Purchased Materials and Components Warranty

MTE sells and installs many components manufactured by and purchased from other suppliers. These components are covered by the warranty policies of the individual suppliers. MTE will, as a service to the buyer, pass on any warranties received from the manufacturer of these components and will process warranty claims related to supplier products. Unless the end user chooses to work directly with a non-MTE component supplier, MTE shall act as intermediary between the end user and the component supplier.

Non-MTE supplier policies typically differ from the MTE limited warranty. MTE has no control over the warranty policies of other suppliers and shall not deviate from a supplier's warranty without express written permission from that supplier.

Any and all claims concerning non-MTE components must be forwarded to MTE within 10 days of the discovered defect. All documentation of said claims must be accompanied with the identification number of the vehicle (VIN) and/or a copy of the invoice. MTE has, at their option, a choice of whether to repair or replace the defective part at a MTE repair center or a location approved by MTE unless otherwise specified by the manufacturer.

### Peripheral, Incidental, and Consequential Damages and Claims

The MTE limited warranty does not apply to damage and failure resulting from misuse, abuse, neglect, accident, improper customer/distributor installation, lack of maintenance, or natural events. Any modifications by the buyer or any third party, without the prior written consent of MTE, may void this warranty. Operating conditions, or applications not made known to or contemplated by MTE at the time of delivery to the buyer may also void this warranty. Damages resulting from any other abnormal operation will not be covered by this warranty.

Normal maintenance, wear, and consumable items such as oils, coolants, fluids, tires, belts, hoses, filters, air cleaners, and light bulbs supplied in connection with goods or services provided by MTE are not covered under this warranty.

MTE will not reimburse for lost time, business, or business opportunity, or for any loss of use related to warranty claims. MTE will not provide or pay for the use of a rental vehicle, equipment, or tools while warranty work is performed. MTE will not reimburse for equipment or tools that are damaged, lost, or missing in conjunction with a warranty claim.

### Warranty Repairs Performed by MTE or Authorized Agents

Whenever possible and feasible, warranty repairs shall be performed at an MTE facility or at an authorized distributor or dealer. In some instances, an MTE Field Service representative may repair the vehicle at the owner's selected location.

MTE may, at its discretion, pick up and return the vehicle to the owner's location or may request that the owner deliver the vehicle to the repair site. MTE is not responsible for and will not reimburse for mileage, fuel, and wear incurred in the process of driving the vehicle to a repair site, road testing, or delivery to the end user location, nor for lost time incurred by an owner delivering and picking up a vehicle.

### Warranty Repairs Performed by Non-MTE Entities

In certain circumstances, MTE may authorize the vehicle owner, a dealer, a distributor, or another third party to perform warranty repairs. MTE will then reimburse the entity performing the work for components used and for labor to perform the repairs. Any such decision will be based on type of repair, distance to the nearest approved MTE repair site, and urgency of the repair.

**Except for emergencies, MTE must grant authorization and permission before a non-MTE entity begins repair or replacement of components. Warranty claims for unauthorized and unsubstantiated work may be denied.**

If MTE authorizes the buyer or a third party to repair or replace the defective parts instead of MTE doing such work itself, the buyer shall be invoiced for the replacement parts. Credit will be given pending the return of the defective parts and warranty issued by manufacturer. Authorized warranty work not performed by MTE will be compensated at the current MTE Warranty rate, and invoices for authorized work will be paid net 30. In the event that MTE and the second party cannot come to an agreement, a binding third party arbitrator will be chosen with the mutual consent of both parties.

Electrical and hydraulic components are not to be disassembled without the express written consent of MTE. All defective parts returned must be accompanied by the manufacturers' model, serial number, and date of installation. Any parts returned for warranty must be returned with freight prepaid.



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## How to Obtain Warranty Service from Monroe Truck Equipment

### Making an Appointment for Warranty Service at an MTE Facility or Authorized Repair Site

1. Obtain the following information:
  - Vehicle Identification Number (VIN)
  - Type, model, and serial number of component or product requiring service
  - Number of original MTE Sales Order if available
  - Name of dealer that vehicle was purchased from if known
  - Date of purchase/in-service date if known
  - Detailed description of the problem and digital photographs if requested or helpful
2. Call the MTE location where your truck was built. The build location will be marked on the MTE Certification label in or near the driver's door jamb.
  - Monroe, Wisconsin: 1-608-329-8437 (Warranty Dept.) or 1-800-356-8134 (ask for Warranty Dept.)
  - Flint, Michigan: 1-877-233-2030 (ask for Warranty Dept.)
  - De Pere, Wisconsin: 1-800-848-5400 (ask for Service Dept.)
  - Marshfield, Wisconsin: 1-800-882-1900 (ask for Service Dept.)
  - Joliet, Illinois: 1-800-892-7052 (ask for Service Dept.)
  - Louisville, Kentucky: 1-502-426-0990 (ask for Service Dept.)
  - Litchfield, Minnesota: 1-320-593-4543
3. Discuss the problem with the Warranty representative to determine resolution and repair schedule.

***Please let the Warranty representative know if your vehicle was sold with an extended or other non-standard warranty policy!***

### Requesting Authorization to Perform Warranty Work or Payment for Work Performed

1. Obtain the following information:
  - All of the information requested in item #1 above, plus:
  - Documented photographs for any physical damage. (paint, dents, etc.)
  - Inspection notes by MTE personnel or a third party representing MTE if necessary.
2. Call the MTE location where your truck was built. The build location will be marked on the yellow certification label in or near the driver's door jamb. See the location list in item #2 above.
3. Discuss the problem with the Warranty representative to determine coverage and repair method.
4. The representative will grant permission to perform repairs if approved.
5. The representative will issue a Returned Goods Authorization (RGA) number.
6. Defective parts must be returned freight prepaid to MTE within ten days.
7. If the affected component was purchased from a non-MTE supplier, please allow extra time for MTE to contact and work with the supplier.

***Monroe Truck Equipment reserves the right to deny any warranty if the procedures detailed above are not followed. Proper documentation, including photos, must be provided in order for MTE to validate and approve any claim submitted after repairs are done.***