



**PEDIGREED
PROTECTION
PLAN**

MACK CANADA INC.

WARRANTY REGISTRATION INFORMATION

Before the vehicle is delivered to the customer, the selling dealer should fill in the information below.

Vehicle Model: _____

Vehicle Identification Number (VIN):

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In-Service Date: _____

Mack Dealer's Name/Address:

Customer's Name/Address:

VEHICLE APPLICATION:* (Check only one)

- Class A: Normal Duty — Highway
- Class C: Heavy Duty — Vocational, On/Off Highway
- Class D: Severe Duty — Off Road (Mack Engineering approval required)

* The vehicle application determines the length of the MACK Standard Warranty. If additional axles are installed following the sale of this vehicle, the finished vehicle configuration will be used to assess the vehicle application for warranty purposes.

* Based on the final configuration, the vehicle application may be adjusted.

Your New Chassis...

Your new MACK truck has been quality built, inspected, lubricated, and final adjustments have been performed by the Mack Trucks assembly plant. However, as moving parts “wear in” or as gaskets “take a set”, an occasional oil, air or coolant leak may develop. Quick action to correct these minor mechanical items will prevent a major repair later. Refer to the following “break-in” recommendations, and take your vehicle to the nearest MACK service center as soon as any abnormal condition becomes evident.

During first 5000 kilometres/3000 miles

- After first 200 kilometres/125 miles, retorque the wheel nuts using an accurately calibrated torque wrench. Recheck this torque again after 800 kilometres/500 miles.
- Check engine oil and coolant levels frequently.
- Observe instruments often and shut down at first sign of any abnormal readings.
- Check for leaks, loose fasteners, unusual noises, etc., and correct as necessary.
- Check spring clip (U-bolts) torque on suspensions at the end of the first 1600 km (1000 miles) of service (this includes MACK air suspensions). On Reyco suspensions, also check the equalizer nut torque.

At the end of first 5000 kilometres/3000 miles, or before 6400 kilometres/4000 miles, or 3 to 4 months (whichever comes first)

- Retorque front and rear spring clips. On Reyco suspensions, also check the equalizer nut torque.

Always service your vehicle regularly according to the MACK Preventive Maintenance Schedules in your TS494 — Maintenance and Lubrication Manual. Your service manager will be glad to help you establish the right Preventive Maintenance Schedule for your truck and type of operation.

WARRANTY REGISTRATION FORM

For information on Warranty Registration, contact your selling MACK Dealer.

BULLDOG PROTECTION PLANS (PURCHASED COVERAGE)

The warranty coverage on your new MACK truck can easily be extended if you desire. Just ask your dealer for details on a Bulldog Protection Plan.

Up to 365 days after the initial date of delivery, the original purchaser of a new MACK vehicle may elect to extend the warranty term by purchasing a Bulldog Protection Plan at his or her MACK dealer.

The purchased coverages offered through Bulldog Protection Plans are available to owners of all MACK vehicles with the exception of those that will be used in Vehicle Application D, Severe Duty "Off Road". Your MACK dealer and the MACK Warranty Department reserve the right to investigate actual vehicle usage before accepting registration in a Bulldog Protection Plan. Mack may also refuse to honor a warranty claim if it is determined that damage claimed has resulted from vehicle usage other than that described in the registered Vehicle Application.

Mack may make changes in models, design, specifications and equipment at any time without incurring any obligations. The specifications contained herein are subject to change without notice.

REGISTRATION

A New Vehicle Information Statement (NVIS) is required to Register (License) each new vehicle. This requirement is completed by your MACK Selling Distributor.

Note: Any vehicle which has been totalled by an insurance company, or is otherwise designated as 'salvage', 'scrap', 'rebuilt' or wording of similar impact will not be covered by any portion of the MACK Standard Warranty.

TRANSFER OF WARRANTY

The balance of the MACK Standard Warranty is transferable to each subsequent vehicle owner with the approval of Mack Canada Inc. This transfer must be performed by an authorized MACK facility. The vehicle must be operated in the same vehicle application as originally sold. Further details and forms required to perform the transfer are available from your local MACK authorized new truck sales facility.

ENGINE MODIFICATION

In the event that damage results from unauthorized engine modifications or attempts to increase horsepower, including but not limited to engine data file changes, the cost of repairing such damage will not be covered under the Warranty.



MACK STANDARD WARRANTY 2010 and Later Model Years

Mack Canada, Inc. ("Mack") warrants each new Mack motor vehicle (the "Vehicle") sold by it or by any of its authorized new truck sales facilities for operation in Canada and United States to be free from defects in material and workmanship under normal use and service, its obligation under this warranty being limited to repairing or replacing, as hereinafter provided, at its option, at Mack's authorized truck repair facility any part or parts of the Vehicle found to Mack's satisfaction to be defective upon examination by it, provided that such part or parts shall be returned to Mack's factory or to its nearest authorized truck repair facility. In accordance with Mack's published policies, Mack's authorized truck repair facility is authorized to use only Genuine Mack or Mack Approved parts, purchased from Mack, in the performance of warranted repairs, except where such parts are not available.

1. Component parts of the Vehicle as listed in the schedules on the reverse side hereof are warranted for the time period specified commencing the date of delivery of the Vehicle to the original purchaser, or before the Vehicle has been operated by such original purchaser the number of kilometres, miles or hours specified on such schedules, whichever first occurs. The repair or replacement of such parts will be made in accordance with the terms of each schedule.

2. All other parts or components, except as hereinafter provided, are warranted for twelve (12) months, 161 000 kilometres (100,000 miles), commencing the date of delivery of the Vehicle to the original purchaser. The repair or replacement of such parts will be made without charge for parts or labour.

NOTE: WARRANTY COVERAGE MAY VARY BASED ON THE TYPE OF USAGE OF THE VEHICLE. VEHICLE APPLICATION AT TIME OF SALE DETERMINES APPLICABLE WARRANTY COVERAGE. CONSULT YOUR MACK AUTHORIZED NEW TRUCK SALES FACILITY FOR THE APPLICATION CLASS OF THE VEHICLE. MACK RESERVES THE RIGHT TO VERIFY THAT THE APPLICATION FOR WHICH THE VEHICLE IS REGISTERED DOES MATCH THE ACTUAL APPLICATION CLASS.

This warranty does not apply to: (1) any Vehicle which has been subject to misapplication, misuse, negligence or accident; (2) any Vehicle which has been modified by anyone, (including intermediate and Final-stage manufacturers, and vehicle alterers), or repaired outside of the factory in any way which in Mack's judgment might affect the Vehicle's stability or reliability; and (3) normal maintenance services (such as engine tune-up, fuel system cleaning, wheel alignment and balancing, brake and clutch adjustments) and the replacement of service items (such as filter elements and lubricants) made in connection with such services.

Mack makes no warranty whatever with respect to engines and transmissions not of its manufacture, nor to winches, power take-offs, dumper, mixer and refuse assemblies, hoists and bodies or similar equipment made by other manufacturers and installed outside of Mack's factory, nor to non-Mack brand batteries, tires and tubes. Said engines, transmissions, special equipment, accessories, tires and tubes are typically warranted separately by their respective manufacturers.

THIS WARRANTY IS MADE EXPRESSLY IN LIEU OF ANY OTHER WARRANTIES OR CONDITION, EXPRESSED OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OR CONDITION OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND OF ANY OTHER OBLIGATION OR LIABILITY ON THE PART OF MACK INCLUDING, WITHOUT LIMITATION OF THE FOREGOING, CONSEQUENTIAL AND INCIDENTAL DAMAGES. Mack neither assumes nor authorizes any person to assume for it any other liability in connection with the sale of the Vehicle. This warranty may be transferred by the retail purchaser to subsequent retail purchasers (purchasing the Vehicle directly from the original retail purchaser) with the prior approval of Mack and otherwise, in accord with Mack's Warranty Administration Instructions. Mack offers various customers purchasable extended warranty plans. Contact Mack's authorized new truck sales facility for details.

This warranty shall not apply to used motor vehicles, the same being sold "as is — where is."



WARRANTY COVERAGES AND LIMITATIONS: All Coverage is 100% Parts and Labor

VEHICLE APPLICATION: NORMAL DUTY (A) (STARTING MODEL YEAR 2010) US 07 EMISSIONS — HIGHWAY/NORMAL DUTY (A)	Hours	Months	Kilometers	Miles
SCHEDULE 1. BASIC VEHICLE Roadside Assistance and Towing for warrantable failures Brake Drums are covered for 12 months or 40 000 kilometers/25,000 miles only.	— —	12 12	161 000 161 000	100,000 100,000
SCHEDULE 2. MACK DIESEL ENGINE Standard Warranty: ** Standard Warranty Includes: Roadside Assistance and Towing on warrantable engine failures Major Components: Block Stiffener (Ladder Frame) Camshaft Forging Camshaft Caps & Bolts Connecting Rod & Cap Forging Coolant Pump Housing Crankshaft Forging Cylinder Block Casting Cylinder Head Casting & Bolts Engine Gears (Rear Mounted) Exhaust Manifold Casting Flywheel Housing Intake Manifold Casting Main Bearing Bolts & Caps Oil Pump Drive & Driven Gears Thermostat Housing Timing Gear Cover & Mounting Plate ** Major Component Warranty Includes: Roadside Assistance and Towing on warrantable engine failures Components not manufactured by Mack Trucks, Inc., but used on MACK diesel engine assemblies are included in the coverage in Schedule 2. Coverage also applies to consumables such as lubricant, antifreeze, filter elements, belts, hoses and similar maintenance items not reusable and replaced directly as a result of a warrantable engine failure.	6,250 12,500	24 60	402 500 805 000	250,000 500,000
SCHEDULE 3. MACK T300 and TM300 TRANSMISSIONS Extended Warranty for Long Haul Highway Service - (over 60,000 miles per year) **Roadside Assistance and Towing on warrantable Mack transmission failures	— — —	60 60 12	805 000 1 207 500 161 000	500,000 750,000 100,000
SCHEDULE 4. DPF SYSTEM COMPONENTS (OEM WARRANTY) DPF SYSTEM COMPONENTS (EMISSION WARRANTY) Roadside Assistance and Towing on warrantable DPF failures	6,250 3,250 6,250	24 60 24	402 500 161 000 402 500	250,000 100,000 250,000
SCHEDULE 5. MACK CARRIER/AXLE HOUSING/FRONT AXLE BEAM Rear Carriers and Housings Front I-Beam Rear Carrier Seals, Gaskets S65 Bogie and Carrier, Regardless of Carrier Model **Roadside Assistance and Towing on warrantable Mack carrier failures	— — — — — —	60 36 36 36 12 12	805 000 483 000 483 000 483 000 161 000 161 000	500,000 300,000 300,000 300,000 100,000 100,000
SCHEDULE 6. Trunnion Bracket and Spindle, Suspension Trunnion (except Bushings) Roadside Assistance and Towing on warrantable failures	— —	36 12	483 000 161 000	300,000 100,000
SCHEDULE 7. FRAMES: SIDE RAILS AND CROSSMEMBERS Roadside Assistance and Towing on warrantable failures	— —	60 12	805 000 161 000	500,000 100,000
SCHEDULE 8. CAB STRUCTURE	—	60	805 000	500,000
SCHEDULE 9. CAB CORROSION Coverage applies to perforation (an actual hole in the cab panel) due to corrosion. Coverage does not apply to corrosion caused by damage to paint finish.	—	60	805 000	500,000
SCHEDULE 10. Components not manufactured by Mack Trucks, Inc. may have warranty coverage different from the above as they are covered by the manufacturer's warranty. Consult your local MACK sales facility for details.				

**Roadside Assistance and Towing coverage does not apply to vendor engines, transmissions and axles.



WARRANTY COVERAGES AND LIMITATIONS: All Coverage is 100% Parts and Labor

VEHICLE APPLICATION: HEAVY DUTY (STARTING MODEL YEAR 2010) US 07 EMISSIONS — VOCATIONAL, ON/OFF HIGHWAY/HEAVY (C)	Hours	Months	Kilometers	Miles
SCHEDULE 1. BASIC VEHICLE Roadside Assistance and Towing for warrantable failures *Brake Drums are covered for 12 months or 40 000 kilometers/25,000 miles only.	—	12	161 000	100,000
SCHEDULE 2. MACK DIESEL ENGINE Standard Warranty: ** Standard Warranty Includes: Roadside Assistance and Towing on warrantable engine failures Major Components: Block Stiffener (Ladder Frame) Camshaft Forging Camshaft Caps & Bolts Connecting Rod & Cap Forging Coolant Pump Housing Crankshaft Forging Cylinder Block Casting Cylinder Head Casting & Bolts Engine Gears (Rear Mounted) Exhaust Manifold Casting Flywheel Housing Intake Manifold Casting Main Bearing Bolts & Caps Oil Pump Drive & Driven Gears Thermostat Housing Timing Gear Cover & Mounting Plate ** Major Component Warranty Includes: Roadside Assistance and Towing on warrantable engine failures Components not manufactured by Mack Trucks, Inc., but used on MACK diesel engine assemblies are excluded from the coverage in Schedule 2. Coverage also applies to consumables such as lubricant, antifreeze, filter elements, belts, hoses and similar maintenance items not reusable and replaced directly as a result of a warrantable engine, carrier or transmission failure.	6,250 12,500	24 60	402 500 805 000	250,000 500,000
SCHEDULE 3. MACK T300 AND TM300 TRANSMISSIONS **Roadside Assistance and Towing on warrantable Mack transmission failures	— —	36 12	644 000 161 000	400,000 100,000
SCHEDULE 4. DPF SYSTEM COMPONENTS (OEM WARRANTY) DPF SYSTEM COMPONENTS (EMISSION WARRANTY) Roadside Assistance and Towing on warrantable DPF failures	6,250 3,250 6,250	24 60 24	402 500 161 000 402 500	250,000 100,000 250,000
SCHEDULE 5. MACK CARRIER/AXLE HOUSING/FRONT AXLE BEAM Rear Carriers and Housings Front I-Beam Rear Carrier Seals, Gaskets S65 Bogie and Carrier, Regardless of Carrier Model **Roadside Assistance and Towing on warrantable Mack carrier, axle housing, front I beam failures	— — — — —	36 36 12 12 12	483 000 483 000 161 000 161 000 161 000	300,000 300,000 100,000 100,000 100,000
SCHEDULE 6. Trunnion Bracket and Spindle, Suspension Trunnion (except Bushings) Roadside Assistance and Towing on warrantable failures	— —	36 12	483 000 161 000	300,000 100,000
SCHEDULE 7. FRAMES: SIDE RAILS AND CROSSMEMBERS Roadside Assistance and Towing on warrantable failures	— —	36 12	483 000 161 000	300,000 100,000
SCHEDULE 8. CAB STRUCTURE	—	24	322 000	200,000
SCHEDULE 9. CAB CORROSION Coverage applies to perforation (an actual hole in the cab panel) due to corrosion. Coverage does not apply to corrosion caused by damage to paint finish.	—	60	805 000	500,000
SCHEDULE 10. Components not manufactured by Mack Trucks, Inc. may have warranty coverage different from the above as they are covered by the manufacturer's warranty. Consult your local MACK sales facility for details.				

**Roadside Assistance and Towing coverage does not apply to vendor engines, transmissions and axles.



WARRANTY COVERAGES AND LIMITATIONS: All Coverage is 100% Parts and Labor

VEHICLE APPLICATION: SEVERE DUTY (D) (STARTING MODEL YEAR 2010) US 07 EMISSIONS — OFF HIGHWAY/SEVERE DUTY (D)	Hours	Months	Kilometers	Miles
SCHEDULE 1. BASIC VEHICLE* *Brake Drums are covered for 12 months or 40 000 kilometers/25,000 miles only.	—	12	161 000	100,000
SCHEDULE 2. MACK DIESEL ENGINE Standard Warranty: Coverage also applies to consumables such as lubricant, antifreeze, filter elements, belts, hoses and similar maintenance items not reusable and replaced directly as a result of a warrantable engine, carrier or transmission failure. Components not manufactured by Mack Trucks, Inc., but used on MACK diesel engine assemblies are excluded from the coverage in Schedule 2. These components are covered by the component manufacturer's warranty in effect at the time of delivery. Consult your local MACK service facility for details.	6,250	24	402 500	250,000
SCHEDULE 3. MACK T300 FAMILY SERIES TRANSMISSIONS/I-SHIFT	—	12	161 000	100,000
SCHEDULE 4. MACK CARRIER/AXLE HOUSING/FRONT AXLE BEAM Rear Carriers and Housings and Front I-Beam	—	12	161 000	100,000
SCHEDULE 5. DPF SYSTEM COMPONENTS (OEM WARRANTY) DPF SYSTEM COMPONENTS (EMISSION WARRANTY)	6,250 3,250	24 60	403 500 161 000	250,000 100,000
SCHEDULE 6. Trunnion Bracket and Spindle, Suspension Trunnion (except Bushings)	—	12	161 000	100,000
SCHEDULE 7. FRAMES: SIDE RAILS AND CROSSMEMBERS	—	12	161 000	100,000
SCHEDULE 8. CAB STRUCTURE	—	12	161 000	100,000
SCHEDULE 9. CAB CORROSION Coverage applies to perforation (an actual hole in the cab panel) due to corrosion. Coverage does not apply to corrosion caused by damage to paint finish.	—	60	805 000	500,000
SCHEDULE 10. Components not manufactured by Mack Trucks, Inc. may have warranty coverage different from the above as they are covered by the manufacturer's warranty. Consult your local MACK sales facility for details.				

ITEMS NOT COVERED BY WARRANTY

- Abuse, accident or negligence
- Brake and clutch lining replacement for normal wear
- Specification changes or error in specifications
- Damage in transit
- Deterioration of paint and trim from improper storage or industrial fallout. In addition any damage caused by application of chemicals, such as acids or caustics, to the chassis, whether for the purpose of cleaning or for any other purpose.
- Duplication of repairs from faulty diagnosis or workmanship and temporary repairs
- Engine tune-up
- Downtime and driver layover expense
- Headlight adjustment; sealed beam or bulb replacement
- Filter elements and lubricants, except as provided in Warranty Schedule applicable to Mack built engines and transmissions in on-highway vehicles
- Fuel system cleaning
- Injection tip service/replacement for normal use and wear
- Major components/parts replaced without prior authorization
- Overtime and holiday labour without prior authorization
- Normal wear of covered parts. Cylinder liner, piston and piston rings failures attributable to wear are specifically excluded from warranty coverage.
- Performance complaints are not covered (for example, low power and poor fuel economy) unless caused by the failure of a qualified part.
- Preparation for Delivery inspection
- Shortage of factory-installed parts
- Telephone, Fax and other communication expenses
- Tires and tubes
- Transportation expense for obtaining replacement parts
- Unauthorized modifications and/or failures resulting from unauthorized alteration or non Mack parts
- Wheel alignment, wheel and tire balancing, tire rotation
- Rattles, squeaks, vibrations, looseness, fitting and hose leaks and unusual noises can develop during the early use of the vehicle. Up to 90 days after delivery, the necessary adjustments or corrections will be covered by warranty. Such adjustments or corrections after this period are usually the result of use; are considered normal routine maintenance; and therefore, are not covered by warranty.
- Misapplication — failure of any kind resulting from using the vehicle in a type of service for which the vehicle was not designed or built.
- Towing of trailer

TOWING AND ROAD ASSISTANCE

Towing and road assistance charges are reimbursable on 2010 and later model year Mack manufactured class 8 vehicles when towing becomes necessary to properly service a vehicle due to a warrantable failure. Contact Mack OneCall™ Support System at 1-800-866-1177 for assistance.

Note: Towing and Roadside Assistance not applicable to vendor engines, transmissions, axles, axles carriers and trailers.

The following criteria must be met to qualify for payment:

- A. The vehicle must be disabled on the highway due to a warrantable failure.
- B. For warrantable **engine failures**, the vehicle must not be in service more than 24 months or 402 500 kilometres/250,000 miles.
For warrantable **basic vehicle failures**, the vehicle must not be in service more than 12 months, 161 000 kilometres/100,000 miles.
- C. Towing will be reimbursed when it is not feasible to repair at the point of failure.
- D. Towing is covered to the nearest authorized MACK repair facility.
- E. The vehicle must be registered as normal (A) or heavy duty (C) applications.

DAMAGED VEHICLES

Components replaced by an authorized MACK dealer on a damaged vehicle will either carry the remaining portion of the vehicle warranty or the after-market parts warranty, whichever is greater. Any damaged vehicle repaired by an unauthorized dealer will not be covered by any portion of the MACK Standard Warranty, or Purchased Coverage.

Any vehicle which has been totalled by an insurance company, or is otherwise designated as “salvage,” “scrap,” “rebuilt” or wording of similar impact will not be covered by any portion of the MACK Standard Warranty.

FEDERAL REGULATIONS

Gaseous Emission Control Systems Warranty and Noise Control Systems Warranty are printed in the Emission Control Systems Handbook (TS505). California Engine Gaseous Emission Control Systems and Devices warranty and maintenance information is also included.

CANADA MOTOR VEHICLE SAFETY STANDARDS (CMVSS)

This Mack® vehicle was manufactured to conform to applicable CMVSS in effect on its date of manufacture. Any subsequent manufacturing performed on this MACK vehicle by an Intermediate Manufacturer, a Final-Stage Manufacturer and/or a Vehicle Alterer, prior to the sale of the vehicle to its intended owner, must also conform to applicable CMVSS. Canadian Motor Vehicle Safety Regulations require such a manufacturer to affix a label to each vehicle on which it performs a manufacturing operation(s). This label must contain the manufacturer's unique National Safety Mark (NSM) certifying that the manufacturing conformed to applicable CMVSS. Unless stated otherwise, the MACK warranty does not cover such manufacturing performed by other manufacturers. Before placing your vehicle into service, it is strongly recommended that you confirm that applicable certification labels have been affixed. If you have any questions concerning the modifications made to this vehicle, or the equipment installed on this vehicle, by an intermediate or final-stage manufacturer or vehicle alterer, please discuss them with your selling dealer.

OPERATOR'S HANDBOOK

MACK vehicles are designed to give many years of reliable service. Excellent information is provided in the Operator's Handbook in each new MACK truck. Refer to it for operation instructions and other important data.

MAINTENANCE AND LUBRICATION MANUAL

This TS494 manual lists recommended maintenance schedules and indicates in detail just what is to be covered in a bumper-to-bumper preventive maintenance program. Detailed lubricant specifications and capacities are listed for ready reference.

SERVICE MANUAL

For those MACK vehicle owners who need service information, a MACK Components Service Manual (TS576) or a Custom Truck Service Manual (TS473) can be purchased through your local MACK facility.

PARTS AND SERVICE DIRECTORY

To assist in locating MACK facilities, a Directory of MACK Sales, Parts and Service Centers (TS524) is placed in each vehicle. This directory can be used to locate and contact all Mack Trucks, Inc. Sales Facilities and Service Centers. A dealer locator can be found on the Mack Trucks, Inc. website (www.macktrucks.com).

■ **PEDIGREED PROTECTION IS...**

Genuine MACK "Performance Counts®" Parts — made to the same high standards as the original equipment parts. They always incorporate the latest design and manufacturing improvements to make them even better than the originals.

■ **PEDIGREED PROTECTION IS...**

That important extra advantage — MACK "Pedigreed Protection" Service when you need it, where you need it by skilled factory trained mechanical technicians. There are authorized MACK service facilities in all major cities.

■ **PEDIGREED PROTECTION IS...**

Technical Advice — as you need it. MACK experts stand ready to help you select the correct truck for your job and prepare a maintenance program for low operating costs.

■ **PEDIGREED PROTECTION IS...**

Warranty — While you have received a copy of the MACK Standard Warranty, and its terms were discussed with you when you purchased your truck, the Warranty has been reprinted in this booklet for easy reference.

PEDIGREED PROTECTION PLAN



MACK CANADA INC.