

2025



# **BOLLINGER B4 WARRANTY GUIDE**

**BOLLINGER MOTORS**

2<sup>nd</sup> Edition

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# INTRODUCTION

Bollinger Motors, Inc. ("Bollinger") is dedicated to achieving the highest level of customer satisfaction. Bollinger is your best resource for service and repair needs.

The warranties in this warranty guide (the "Warranty Guide") apply to Bollinger B4 Cab Chassis vehicles sold by authorized Bollinger dealers registered in the United States. Bollinger will provide repairs to Bollinger vehicles during the applicable warranty period following the terms, conditions, and limitations defined in this Warranty Guide. Warranty service is provided exclusively in the United States. Any subsequent purchasers or transferees may be eligible for warranty service in the United States.

To obtain warranty service or repairs, please contact a Bollinger authorized dealer or service provider.

## Consumer Responsibility

Warranty service or repair should only be performed by an authorized service provider. Using a non-authorized repair service may void all or part of the Bollinger Limited Warranty Coverage, which are defined below, and Bollinger shall have final and sole discretion while reviewing potentially voided warranty coverage.

You must present proof of purchase to the authorized service provider and sign the repair/work order before warranty repairs are started. All replaced parts within these limited warranties become the property of Bollinger.

You are responsible for the required maintenance outlined in the Owner's Manual. Bollinger recommends that you retain all records and receipts covering maintenance on the vehicle. Bollinger is not responsible for you receiving and maintaining your vehicle's maintenance and service records. Detailed records must include the service provider location or mobile service identification number, service dates, description of services, and the full vehicle identification number (VIN). Should the vehicle be resold, transferring maintenance or service records is not Bollinger's responsibility.

You are responsible for presenting the vehicle to an authorized Bollinger dealership or service provider as soon as a problem appears. The warranty repairs should be completed by an authorized Bollinger dealership or service provider in a reasonable amount of time. Bollinger may deny warranty coverage if the vehicle or a part of the vehicle has failed due to abuse, neglect, improper maintenance, or unapproved modifications, as determined in Bollinger's sole discretion.

When repairs, service, or both have been completed, you are responsible for picking up the vehicle on time. If you cannot pick up the vehicle on time, you are responsible for coordinating delivery or pick up with your service provider. Failure to do so may result in additional charges not covered under warranty. Local or state authorities may charge taxes for warranty repairs and services, and Bollinger is not responsible for any relevant taxes on warranty repair or warranty services.

## GENERAL WARRANTY PROVISIONS & TERMS

### **Limitations & Disclaimers**

Warranties and conditions arising under state and federal law, including, but not limited to, implied warranties and conditions of sale, durability, or those otherwise arising in the course of dealing or usage of trade, shall be limited in duration to the fullest extent allowable by law, or limited in duration to the term of the New Vehicle Limited Warranty, which are listed below.

Incidental or consequential damages, including, without limitation, loss of time, inconvenience, loss of use of the vehicle, or commercial loss, are not covered under the outlined warranties located in this guide.

In the United States, the Magnuson-Moss Warranty Act (15 USCA § 2301 et seq.) ("MMWA") is the federal law that governs your New Vehicle Limited Warranty. Many states have enacted laws, commonly called 'Lemon Laws', that provide certain rights related to new vehicles, types, and weight classes. As detailed by your jurisdiction, you must provide Bollinger, during the applicable warranty period specified in this Warranty Guide, with written notification of any defects you have experienced, and Bollinger shall have a reasonable opportunity to make repairs before you pursue a civil action.

## **Transfer of Ownership and Warranties**

If the ownership of the vehicle is transferred during the coverage period of any express warranty provided by Bollinger in this Warranty Guide, such transfer is subject to Bollinger's General Terms and Conditions, which can be found online or provided via request. The warranty will be transferred and remain valid for the remaining coverage period, provided Bollinger receives proof of owner transfer and contact information for the new owner. Before purchase, the new owner is recommended to contact Bollinger to determine whether any warranty coverage has been voided.

## **WARRANTY TERMS & CONDITIONS**

### **Limited Warranty Period**

The New Vehicle Limited Warranty begins on the day a new vehicle is delivered to the first retail purchaser(s) or by leasing or registering the vehicle for operation, whichever is earlier, and provides coverage for the period based on the specified warranty. Parts repaired or replaced under the New Vehicle Limited Warranty are covered only until the original warranty period ends or as otherwise provided by applicable law.

### **Multiple Warranty Conditions**

The warranties herein are the only express warranties made in connection with Bollinger vehicles. Warranty terms and conditions may vary depending on the part or system covered. Some states may not allow limitations on how long an implied warranty lasts so the above limitations may not apply. The replacement part may be a new, reconditioned, or remanufactured part. Bollinger does not authorize any person or entity to create any other obligations or liability for Bollinger in connection with this Warranty Guide. Bollinger reserves the right to repair or replace a part at its sole discretion.

A warranty for specific parts or systems is governed by the terms in the applicable warranty section, and other general provisions in the New Vehicle Limited Warranty Guide below:

Description	Warranty Limitations	Warranty Coverage
Bumper to Bumper	3 years / 36,000 miles	Provides warranty coverage against defects in material and workmanship. *Adjustments and expendables such as bulbs and fuses are covered for 12 months / unlimited miles.
Powertrain/Propulsion/ HVAC System	5 years / 50,000 miles	Provides warranty coverage against defects in material and workmanship.
High Voltage Battery	8 years / 100,000 miles	Provides warranty coverage against defects in material and workmanship.
Frame Rails & Cross Members	5 years / Unlimited miles	Provides warranty coverage against structural cracks in the frame caused by defects in material and workmanship.
Corrosion (Perforation Only)	5 years / Unlimited miles	Provides warranty coverage against corrosion perforation of the cab structure.
Tires	4 years / Unlimited miles	Goodyear Unisteel Limited Warranty

## New Vehicle Limited Warranty

The New Vehicle Limited Warranty guide provides the listed coverage; however, the coverages are subject to the limitations and exclusions outlined in this guide and described more specifically below:

## Bumper-to-Bumper Limited Warranty

3 years (36 months) or 36,000 miles (whichever occurs first)

Without prejudice to any other consumer's rights provided by law, the exclusive remedy available to you under the Bumper-to-Bumper Limited Warranty is the repair or replacement of new or remanufactured parts to any component parts found to be defective in materials or workmanship under normal operation and use during the applicable coverage period. All replaced parts under Bollinger's New Vehicle Limited Warranty are exclusively property of Bollinger.

## Powertrain Propulsion & Air Conditioning

5 years (60 months) or 50,000 miles (whichever occurs first)

This **Powertrain/Propulsion Warranty** covers defects in materials and workmanship in the following components:

- **Vehicle Control Unit (VCU)** - The EV control module is a low voltage control module. It takes a variety of driver inputs and calculates a torque value to be sent to the inverter.
- **DC to DC Converter** - Used to convert power from the high voltage (HV) bus to the 12V low voltage (LV) bus to charge the LV battery and power other onboard electric devices.
- **High Voltage Power Distribution Unit (HVPDU)** - A system for distribution of electricity at high voltages to prevent electric power pilferage and reduce distribution losses.
- **Thermal Control Unit (TCU)** - A specialized device engineered to manage and maintain the temperature of HV components of the vehicle.
- **Body Control Module (BCM)** - An electronic control unit responsible for monitoring and controlling various electronic accessories and vehicle functions.

- **Rear Drive Unit (RDU)** - A drive unit, also known as an e-Axle that consists of a carrier and drive motor assembly. The RDU is the component of an EV that converts electrical energy from the battery into mechanical energy to power the wheels of the vehicle.
- **e-Axle Motor Control Unit (MCU)** - The electric motor control unit that controls HV power to the drive motor and which transfers that energy via the e-Axle assembly directly powering the vehicle's wheels.
- **On-Board Charger (OBC)** - converts alternating current (AC) into direct current (DC) so that you can charge your electric vehicle's battery. The OBC recharges the high voltage (HV) main battery from AC grid while the car is parked.
- **Rotary Shifter** - A mechanism by the driver selects Drive, Reverse, Neutral, and Park by rotating the dial.
- **HV Cables** - A high voltage cable is a cable used for electric power transmission at high voltage. A cable includes a conductor and insulation. Cables are fully insulated and identified with orange coloring.
- **Axle and Associated Drive Components** - Enables power transmission to the wheels from the engine while allowing them to spin at different rates.
- **Battery Management System (BMS)** - Manages the electronics of a rechargeable traction battery. It safeguards the battery by ensuring that the cell operates within safe operating parameters.

**Air Conditioning Warranty** - Covers defects in materials and workmanship with components associated with Air Conditioning system.

Your vehicle's air conditioning system is warranted by the manufacturer to be free from defects in material and workmanship for a period of 5 years or 50,000 miles (whichever comes first). If the compressor fails during this period, Bollinger will replace it at no charge to you, except for any expenses you may have incurred in having the vehicle towed or transported to the authorized service provider.

**Freon/Refrigerant (R134a) Leak Repair Warranty Statement:**

If your vehicle's air conditioning system experiences a Freon (R134a) leak during the warranty period, Bollinger will repair or replace the system at no charge to you, except for any expenses you may have incurred in having the vehicle towed or transported to the authorized service provider.



## High Voltage Battery Limited Warranty

8 years (96 months) or 100,000 miles (whichever occurs first)

The High Voltage Battery Limited Warranty coverage applies to the Original Equipment Manufacturer (“OEM”) installed high voltage battery only. High voltage battery capacity will decrease over time and with use. While gradual capacity loss with time and use is considered normal wear and tear, Bollinger warrants the high voltage battery against excessive capacity loss.

If an authorized Bollinger vehicle service representative determines that the battery capacity is less than seventy percent (70%) of the high voltage battery’s advertised capacity during the high voltage battery warranty period, Bollinger will cover the necessary component repair or replacement to correct this capacity loss.

An authorized Bollinger vehicle service representative must perform any high voltage component repair or replacement. If a warranty repair requires replacement of the high voltage battery or one of its components, it may be replaced with a new, factory re-manufactured, or factory refurbished component, at Bollinger’s sole discretion.

The following are not warranted under any circumstances:

- Leaving the high voltage battery at zero or near zero state of charge disconnected from charging for more than 14 days
- Using incompatible charging devices or neglecting to follow correct charging procedures
- Exposing the high voltage battery to contact with a direct flame
- Immersing any portion of the high voltage battery in water or liquids
- Exposing the vehicle to ambient temperatures above 120F (49C) for over 24 hours
- Storing the vehicle in temperatures below -13F (-25C) for more than 7 days without being plugged into a charger
- Physically damaging the high voltage battery or intentionally attempting to reduce the life of the high voltage battery
- Opening the high voltage battery enclosure or having it serviced by someone other than an authorized Bollinger service representative
- Consequential damage caused by the failure to repair an existing problem

## **Frame Rails & Cross Members Limited Warranty**

5 years (60 months), unlimited miles

The Frame Rails & Cross Members Limited Warranty applies to structural cracks in the frame caused by defects in material and workmanship.

This Limited Warranty does not cover cosmetic or surface corrosion, such as that caused by stone chips or scratches in the paint.

This Limited Warranty does not cover any damage resulting from the upfit process or during the addition, installation, removal, or modification of any other non-factory components or systems to the original Bollinger Motors Cab Chassis.

## **Body Corrosion/Rust Perforation Limited Warranty**

5 years (60 months), unlimited miles

The Body Corrosion/Rust Perforation Limited Warranty applies to perforation due to corrosion only. Perforation is a rust-through condition, such as an actual hole in a sheet metal panel. This Limited Warranty does not cover cosmetic or surface corrosion, such as that caused by stone chips or scratches in the paint.

This Limited Warranty does not cover any damage resulting from the upfit process or during the addition, installation, removal, or modification of any other non-factory components or systems to the original Bollinger Motors Cab Chassis.

## **Tire Limited Warranty**

This Limited Warranty applies to tires manufactured by Goodyear Tire bearing the Goodyear brand name and complete DOT serial identification number that come as original equipment on your new Bollinger vehicle. Goodyear Tire warrants and certifies that tires supplied to Bollinger are warranted against failure to complete their satisfactory life due to any inherent deficiency relating to workmanship or material. For more information, refer to the Goodyear Tire and the Goodyear Tire Warranty Information supplied with your vehicle.

## **Wear and Tear Items Warranty**

12 months or 12,000 miles (whichever occurs first)

Covers repair or replacement of components which fail under normal use due to a defect in materials or workmanship.

Vehicle wear and tear is damage or deterioration resulting from normal use and exposure. 12 months/12,000-mile limited warranty restricts the warranty to specific parts, certain types of defects, or has other limitations.

Some examples of maintenance and normal wear items are brake pads and linings, tire rotation / inflation, tire balancing, cleaning, polishing, filters, wiper blades, bulbs, and fuses, wheel alignments.

## **Other Limited Warranties**

The items listed below may have different coverage periods than the Bumper-to-Bumper Warranty coverage. These limited warranties cover the repair or replacement necessary to correct defects in materials or workmanship by Bollinger that occur under normal operation and use during the applicable coverage period.

## **Seat Belt Limited Warranty**

3 years (36 months) or 36,000 miles (whichever occurs first)

The Seat Belt Limited Warranty applies to defects found in workmanship and materials of the seat belts and related seat belt components only. This Limited Warranty covers the repair or replacement necessary to correct defects in materials or workmanship of any parts supplied by Bollinger that occur under normal operation and use during the applicable coverage period.

This Limited Warranty does not cover replacement of seat belts, supplementary restraints and related components required as the result of collision.

## **12 Volt Battery Limited Warranty**

The factory-installed 12-volt battery, supplied by ODYSSEY® Battery, is warranted for 12 months. Bollinger does not warranty the factory-installed battery beyond this period.

## **Vehicle Weight**

This Limited Warranty applies to vehicles weighing over 10,000 lbs. based on the Gross Vehicle Weight Rating (GVWR) for the entire life of the vehicle.

## **Noise Emissions**

This Limited Warranty only applies to the original purchaser of the new Bollinger vehicle. Bollinger warrants that such vehicle was designed, built and equipped to conform, at the time it left Bollinger's control, with all applicable United States EPA Noise Control Regulations (40 CFR Part 205).

Defects in design, assembly, part, component, or vehicle system which Bollinger is solely responsible for and causes noise emissions to exceed Federal standards, are covered by the duration of this warranty.

## **Over the Air (OTA) Updates**

During the warranty coverage period, Bollinger Motors, Inc. warrants that you will not be charged for diagnosis, repair, replacement, or adjustment of components that are damaged or inoperable due to a defect caused by an OTA update.

# NEW VEHICLE EXCLUSIONS & LIMITATIONS

## Items not Warranted

The New Vehicle Limited Warranty does not apply to the following situations:

- Bollinger vehicles or products repaired in a way that is inconsistent with Bollinger service requirements. See Bollinger's Owner's Guide for information on service and maintenance requirements.
- Bollinger vehicles or products that are subjected to unusual physical, thermal or electrical stress, racing, overloading, improper installation, misuse, abuse, accident, fire, flood, or negligent use, storage, transportation, or handling.
- Parts or equipment that are supplied or installed by third-party after-market suppliers. You are required to contact the company responsible for the after-market modifications regarding issues with their installed equipment.
- Vehicle modifications that result in the failure of parts or equipment otherwise covered by this Limited Warranty
- Paint system appearances or contaminants including:
  - Minor imperfections such as fisheyes, spot welds, pinholes, and pocked or dust and hair
  - Tree sap, harmful airborne chemicals including, but not limited to, ash, and fallout
  - Exposure to salt, stone chips, pavement tar, insect and bird debris

In addition, damage or malfunction of your Bollinger vehicle or any of its component parts is not covered under the New Vehicle Limited Warranty when caused by the following:

- Lack of routine maintenance as set forth in the Owner's Guide
- Towing, winching, or transporting your vehicle in an improper manner
- Collisions, crashes, and objects hitting your vehicle
- Reckless driving over unsafe surfaces, including, but not limited to curbs, potholes, debris, or other obstructions
- Environmental damages: acts of God, including, but not limited to storms, hail damage, floods, high winds, fire, lightning, prolonged exposure to direct sunlight, or road debris

In addition, the New Limited Warranty does not cover any of the following:

- Glass, including windshield glass, that is cracked, chipped, scratched, or otherwise broken by any means besides a defect in material or workmanship
- Normal noise (general creaks, squeaks, and rattles), vibration and harshness, including but not limited to brake noise, and road noise
- Regular maintenance services, including, but not limited to the following:
  - Standard periodic service and diagnostic checks
  - Wheel alignment, balancing, and tire rotation
  - Wearable maintenance items considered to be consumable (such as wiper blades, brake components, including but not limited to, pads and rotors, and key fob batteries)

## **Voided Warranty**

Complying with the Owner's Manual, this Warranty Guide, and any future field service action notifications for your vehicle, is important to maintain warranty coverage. This New Vehicle Limited Warranty may be voided if the instructions in these documents, or possible future field service actions, are not followed. These instructions include, but are not limited to, compliance with field service action notifications, proper vehicle use, vehicle repair, and maintenance requirements.

In addition to items not warranted by the New Vehicle Limited Warranty, the following events may also void the New Vehicle Limited Warranty:

- VIN defacing or alterations
- Odometer modifications or disconnections
- Damage to the vehicle due to unauthorized towing not assigned by Bollinger Customer Solutions Support Team

There may be warranty-voiding events in addition to those previously stated. Additionally, Bollinger reserves the right to use telemetry data obtained directly or remotely, which may lead to the approval or denial of warranty claims.

If your vehicle leaves the United States, for warranty purposes:

- Except where specifically required by law, there is no warranty coverage for vehicles sold or registered outside of the United States.
- This Warranty Guide does not apply to vehicles registered to US government officials or military personnel on assignment outside of the United States.

Although Bollinger does not require all service or repairs to be made at an authorized Bollinger repair facility, the New Vehicle Limited Warranty may be voided in whole or in part due to improper maintenance, poor service, or unauthorized repairs. Bollinger recommends that you have all maintenance, service, and repairs performed at an authorized Bollinger dealership or service provider to avoid having coverage voided.

## **Class Action Waiver**

Any potential lawsuit will be filed in your individual capacity and not as a class action or other representative action. You will not be entitled to join or consolidate claims by or against other customers in court or otherwise participate in any claim as a class representative, class member, or in a private attorney general capacity. If a court finds this Class Action Waiver provision to be unenforceable as to a particular class or representative action, then this entire Class Action Waiver Section shall be null and void as to that class or representative action, but this Warranty Guide shall still remain enforceable in the rest of its entirety.

Please direct any questions regarding your warranty rights and responsibilities to:

Bollinger Motors, Inc. Aftersales  
Network Director  
14925 W 11 Mile Rd  
Oak Park, MI 48237

1-833-266-6871

[aftersales@bollingermotors.com](mailto:aftersales@bollingermotors.com)

**Notes:**



**Notes:**

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