



Bluebird Vehicles Ltd
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Bluebird Tucana Warranty Statement

The warranty offered with Bluebird Vehicle's Tucana product consists of two components, a manufacturer's warranty covering the driveline and components in partnership with the Bluebird warranty covering the coach conversion.

Warranty information for VW Commercial Vehicles

3 year whole vehicle warranty

A three year or 100,000 mile parts and labour warranty is standard. The VW warranty excludes non-durable parts such as brakes and clutch linings. It remains the responsibility of the customer to ensure the vehicle is serviced in line with VW requirements.

Body protection warranty

Special rust proofing treatment of internal body sections and panels, applied at the time of manufacture, guards against rusting through from the inside. Should this occur during the warranty period rectification will be made free of charge, and is not subject to compulsory inspections as with other 'anti-corrosion' guarantees.

Paintwork warranty

There are no special conditions attached and defects to paintwork caused during manufacture will be rectified without charge. Naturally, during the warranty period the vehicle should be cared for in compliance with the operating instructions. Generally this includes regular washing and polishing to ensure the removal of dirt and salt deposits.

Bluebird Vehicles Warranty

A warranty of three years or 100,000 mile parts and labour is included. This warranty commences from the date of first registration and run concurrently with the VW chassis warranty. This warranty is only valid when standard PSV type maintenance schedules are adhered to. Please make reference to our standard service schedule for detail.

The main items covered under this warranty include

- Side powered doors motors and control switch.
- Interior linings and finishers.
- Side & Rear loading ramps. (if fitted)

- Seats.
- Floor and tracking
- Rear axles. (Excluding wheel bearings)
- Front and rear air bags. (if fitted)
- Height and control valves in air suspension system.
- Receiver air tank.
- Air pipe work. Excluding air leaks, (The presence of which may invalidate other warrantable components.)
- Fuel tank.
- Chassis frame including connection to chassis.
- Paintwork (excluding chips, scratches and damage etc).
- Front windscreen & cabin glass (**for leakage or incorrect fitment**).
- Electrical fittings and wiring within the vehicle conversion.

Parts not covered as they are deemed to be normal wearing parts

- Any parts deemed to be “wearing parts.”
- Rear shock absorbers.
- Exhaust system
- Tyres.
- Clutch.
- Brake pads and discs, Shoes & Drums.
- Air compressor – only covered by one year manufacturers warranty
- Any extras or options the customer has specifically requested may be subject to the original manufacturer’s conditions and warranty.
- Misuse or driver abuse.
- Accident damage.
- Service or consumables.
- Bulbs.
- Only one year on Eberspacher heaters and climate control (extension possible if unit is serviced annually by a qualified centre)

Conditions

The vehicle needs to be serviced in accordance with VW service schedule / PSV 6 weekly inspection regime.

The customer can, (with prior approval,) carry out repairs in line with the Bluebird Vehicles standard warranty. Any VW related warranty claims need to be notified to and dealt with by an approved VW Dealership. Bluebird Vehicles will assist to develop a direct relationship between **the customer** and the VW dealership to ensure a timely response to any breakdowns. Any work carried out on behalf of Bluebird Vehicles will require a Bluebird purchase order number and this must be obtained from Bluebird Vehicles before the work is under taken (Failure to carry out this activity may result in non payment of any subsequent claim.)



Bluebird Vehicles will provide product support in the following way;

- We offer both mechanical and driver training at your premises during the delivery program and at your convenience you will be contacted by our aftersales team who will carry out this activity.
- We offer a first year audit of our vehicles to monitor the serviceability of our products, and can extend this for the operating life of the vehicle at an additional cost.

Procedure for Initiating Service Response

- Each vehicle is supplied with an “Warranty / Engineer Request Form” “QART026” In the instance of a warranty or engineer request this form is to be completed with as much detail as is possible and faxed to 01723 585235
- Our after sales team will respond within the next 24 hours to prioritise a response and handle the claim. (within normal working hours)
- Our after sales team will, (if required,) designate a service engineer to attend the vehicle. (Usually within 48 hours.) This period may be extended over weekends and public holidays and we will endeavour to minimise this at all times.