



**Bluebird Vehicles Ltd**  
Unit 7 Plaxton Park, Eastfield  
Scarborough  
YO11 3BY

**Tel 01723 860800**  
**Fax 01723 585235**

## **Bluebird Tucana Warranty Statement**

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

### **Warranty information for Volkswagen Commercial Vehicles**

#### **3 year whole vehicle warranty**

Consisting of a two year unlimited mileage manufacturer's warranty and one year Van Centre warranty. In the third year the warranty continues until a maximum of 100,000 miles. Warranty excludes non-durable parts such as brakes and clutch linings.

#### **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.

#### **Extended warranty**

Together with the confidence of buying a Volkswagen commercial vehicle, you can also benefit from the reassurance of a Volkswagen Extended Warranty.

### **Bluebird Vehicles Warranty**

Three years or 100,000 miles from date of registration, whichever occurs sooner.

Conversion to base chassis includes: -

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

- Seats.
- Floor.
- Rear axles.
- Front and rear air bags. (if fitted)
- Height and control valves in air suspension system.
- Receiver air tank.
- Air dryer (**not cartridge which requires renewal on the maintenance routine**).
- Air pipe work.
- Fuel tank.
- Chassis frame including connection to VW T5 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***

- Rear shock absorbers.
- Exhaust pipe.
- Tyres.
- Clutch.
- Brake pads and discs, Shoes & Drums.
- Radio/compact disc player (1 year).

NB. Clutch, wheel bearings, shock absorbers, exhaust pipes and brake wearing parts will be covered for the first year if they fail due to incorrect fitment or manufacturing defects.

**Exclusions**

- Any items which are deemed wearing parts.
- Air compressor – only covered by one year manufacturers warranty
- Any extras or options the customers has requested may be subject to original manufactures conditions
- Misuse or driver abuse.
- Accidents.
- 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 vehicles need to be serviced in accordance with VOLKSWAGEN standard service schedule.*

**The customer** can carryout repairs regarding the Bluebird Vehicles warranty on the body and conversions any VOLKSWAGEN related issues must be taken to the designated VW Van Centre for repair or if the vehicle has broken down are attended to by VOLKSWAGEN support services. Bluebird Vehicles will assist to develop a direct relationship between **the customer** and the VW Van Centre to ensure a timely response to any breakdowns. Any work carried out on behalf of Bluebird Vehicles will require an order number and **MUST** be sourced from Bluebird Vehicles before the work is under taken (OTHERWISE PAYMENT COULD BE DELAYED). All invoices will be paid 30 days after receipt of invoice from **the customer**.



**Bluebird Vehicles will provide product support in the following way;**

- For clients with several vehicles, and subject to agreement, Bluebird Vehicles Limited will place a limited number of critical parts into your workshops.
- This impressed stock will be Bluebird Vehicle body parts such as glass, compressors, airbags etc. This impressed stock will be audited on an annual basis, which will enable us to control our stock levels on your premises at all times. Should parts fail under abnormal circumstances these will be replaced once inspected and found to failed under warranty.
- 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 instruction.
- 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*

1. First over the telephone with the Aftersales department if agreed, authorised repairs can be carried out by **the customer's own staff if desired** Bluebird will issue the relevant purchase order to the customer.
2. If a Bluebird Vehicles engineer is required to attend site then this should be **within 24 hours** of the first call.
3. Bluebird Vehicles will endeavour to repair most faults on site.