



Monroe MSS II Service Body Owner's Manual

- *Routine Use & Care*
- *Maintenance*
- *Service Parts*





NHTSA Notification

If you believe that your vehicle has a defect which could cause a crash or could cause injury or death, you should immediately inform the National Highway Traffic Safety Administration (NHTSA) in addition to notifying Monroe Truck Equipment.

If NHTSA receives similar complaints, it may open an investigation, and if it finds a safety defect exists in a group of vehicles, it may order a recall and remedy campaign. However, NHTSA cannot become involved in individual problems between you, your dealer, or Monroe Truck Equipment.

To contact NHTSA, you may either call the Auto Safety Hotline toll-free 1-800-424-9393 (or 366-0123) in Washington, DC area) or write to: NHTSA, U.S. Department of Transportation, Washington, DC 20590. You can also obtain other information about motor vehicle safety from the Hotline.





Notice

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MSS II Body Owner's Manual

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Routine Use & Care

User Cautions



Close all compartment doors before moving vehicle.



Don't stand or walk on compartment tops—you may slip or fall.



Don't sit, stand, or place over 100 lbs. on the horizontal doors when open.



Don't place over 200 lbs. on the tailgate when open. Avoid standing on the tailgate.



Don't carry corrosive or flammable chemicals inside the body.

Use & Care Guidelines

- Treat the paint on your service body as you would any automotive finish.
- Wash the service body at least every 2 months to remove dirt, road salt, tar, etc.
- If road salt is used during winter in your area, flush the underside of the body once a month to remove accumulated salt.
- After washing, inspect the finish for nicks and chips. Touch up the paint as required to prevent premature paint failure.
- Wax the body at least annually with a high-quality automotive wax.
- Use of liners in the compartment bottoms is recommended to prevent damage to the interior paint.
- Check the operation of vehicle lights daily.
- Maintain reflectors and Caution decals on the body. Replace damaged reflectors and decals.





Suggestions to Extend the Life of Your MSS Body

Here are some optional upgrades and treatments that can help extend the life of your new service body and maintain its quality appearance.

- Undercoat the body, especially the wheel wells. Helps prevent corrosion and deadens sound.
- Apply spray or brush-on “bed liner” to the load space floor, cabinet sides, and tail gate. Protects the painted area from scratches and light impact damage.
- Install chip guards at the lower front corners of the body to protect against damage from road debris thrown up by the front tires. This area can also be covered with the same spray-on “bed liner” used in the load space.
- Apply spray-on “bed liner” to the tops of the cabinets. Protects paint damage from tools and materials placed on the compartments when working. (Do not walk or stand on compartment tops at any time.)
- Install protective mats or raised “Dri-Dek” mats to protect the paint inside the compartments and to keep tools and supplies out of any moisture.
- Install automotive edge guards on the outboard door edges of the vertical doors to prevent chips when the doors are opened inside a garage or other confined area.
- If the vehicle is being used in off-road conditions, contact MTE about “off-road” body mounting. The spring-loaded “off-road” front mounts can reduce body twisting that can break body seam welds and damage the paint. The MTE MSS II body is not warranted against damage from torsional forces regardless of the use of “off-road” mounts.





Maintenance

Every 6 Months

- Inspect the body exterior closely for signs of rust or paint failure. Address problems with the finish quickly to prevent further damage.
- Damage to the finish from impacts or deep scratches must be repaired to prevent corrosion. Failure to repair damage to the paint, e-coat, and galvanneal integrity may compromise the body warranty.
- Inspect the body interior for signs of rust, paint failure, and water intrusion. Use liners in the compartment bottoms to keep tools and parts from damaging the paint.
- Repair compartment water leaks as soon as possible.
- Lubricate the door hinges with light oil and the latch mechanisms with lithium grease. Verify proper operation.
- Lubricate the lock cylinders with a graphite lubricant and verify proper operation.

Annually

- Verify proper operation of the gas shock at each door.
- Adjust door strikers as required. Doors must latch securely with firm closing force and have compression on the weather strip to prevent water leaks.
- Inspect the door weather strips for rips, tears, and other damage. Replace damaged weather strips to prevent water leaks.
- Check the fasteners that hold the body to the chassis and tighten if necessary.
- Inspect the tailgate and hinges for damage and sagging. Replace hinges as required.
- Inspect the horizontal door cables for damage.

Body & Paint Repair

- All MSS bodies are constructed of galvanneal metal and “e-coated” (electrostatic dip coating) to provide maximum corrosion protection at the base metal.
- The standard MSS finish coating is powder coat paint in a selection of basic colors to match the factory cab paint. Powder coat paint provides the hardest finish coat and is resistant to chipping and corrosion damage.
- An e-coated MSS body may also be painted with automotive-grade wet-coat paint to provide a special color at the customer’s request.
- Surface damage to an MSS body can be repaired by any automotive paint shop using wet-coat paint in either a single-stage or base-clear process. Light sanding of cured powder coat paint is required prior to applying wet-coat primer.
- Avoid sanding through the e-coating to bare metal. As long as there is some e-coating remaining on the metal, corrosion resistance is retained.
- If a door or tailgate is severely damaged, MTE suggests replacing the part with a new, powder-coated part. Repairs to severely damaged parts is not recommended.
- Severe damage to a body may require replacement of the body. If one side of a body is damaged, the entire side compartment assembly may be replaced.
- An MSS body can not be re-powder coated due to the inability to shot-blast the existing powder coat off the relatively thin sheet metal.



Door Hinge Lubrication



1. The body-side half of each door hinge has a small gap where the hinge is rolled over the door pin. Light oil can be applied to this gap to lubricate the hinge pin.



2. For a horizontal door, open the door and apply oil all along each hinge gap.
3. If the hinges are sticking or making noise as they move, swing the door up and down to help work the oil into the hinge.
4. Use a cloth to wipe off any oil that runs out of the underside of the hinge.





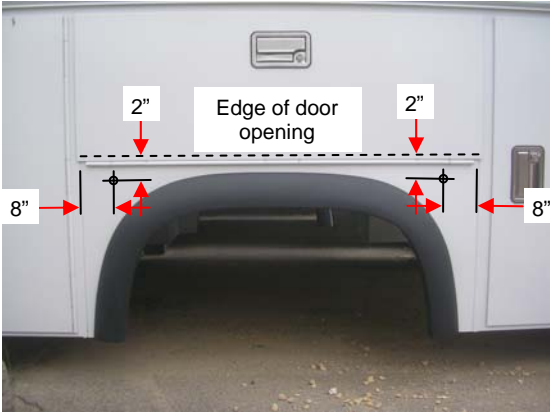



5. For a vertical door, open the door and apply oil at the upper half of each hinge gap.
6. Swing the door back and forth to work the oil down the hinge pin.
7. Use a cloth to wipe off any oil that runs out of the bottom of the hinge.









Rubber Bumpers for Horizontal Doors

Rubber door bumpers are supplied for customers who need to unhook the horizontal door cables and allow the doors to fold down to the body. Without the bumpers, the doors will rest on the edge of the plastic fenderette, which can scratch the door paint.

Unless requested at the time of purchase, the door bumpers must be installed by the customer.

Look	Action	Task
		<ol style="list-style-type: none"> 1. Locate the rubber bumpers (part # 1483175) and the mounting screws. These should be in a small envelope in the left front compartment. • Four (4) 1" diameter x 1" high rubber bumpers • Four (4) 10-16 x 0.75" long self-tapping sheet metal screws 2. Locate an electric drill, a 5/32" drill bit, and a center punch.
		<ol style="list-style-type: none"> 3. Mark the fender panels for the bumper locations as shown. The dimensions allow for the location of the fuel filler cup on the driver's side. 4. Lightly center-punch the locations for drilling. 5. Place a piece of 2" wide masking tape over each marked location to help keep the drill bit from scratching the paint if it "walks" off the punch mark. 6. Drill a 5/32" hole at each marked location.
		<ol style="list-style-type: none"> 7. Use a screw driver to install a bumper at each drilled hole. Be careful to not over-tighten the screws. Use of electric screw drivers is not recommended. 8. From inside the fender well, use a can of aerosol undercoat to cover the screws protruding through the sheet metal.



Look	Action	Task
		<p><i>Door bumpers installed.</i></p>
		<p>9. Disconnect the door cables and swing the door down to the bumpers carefully. Do not “drop” the door and let it fall on to the bumpers.</p>
		<p><i>Horizontal door resting on rubber bumpers.</i></p>

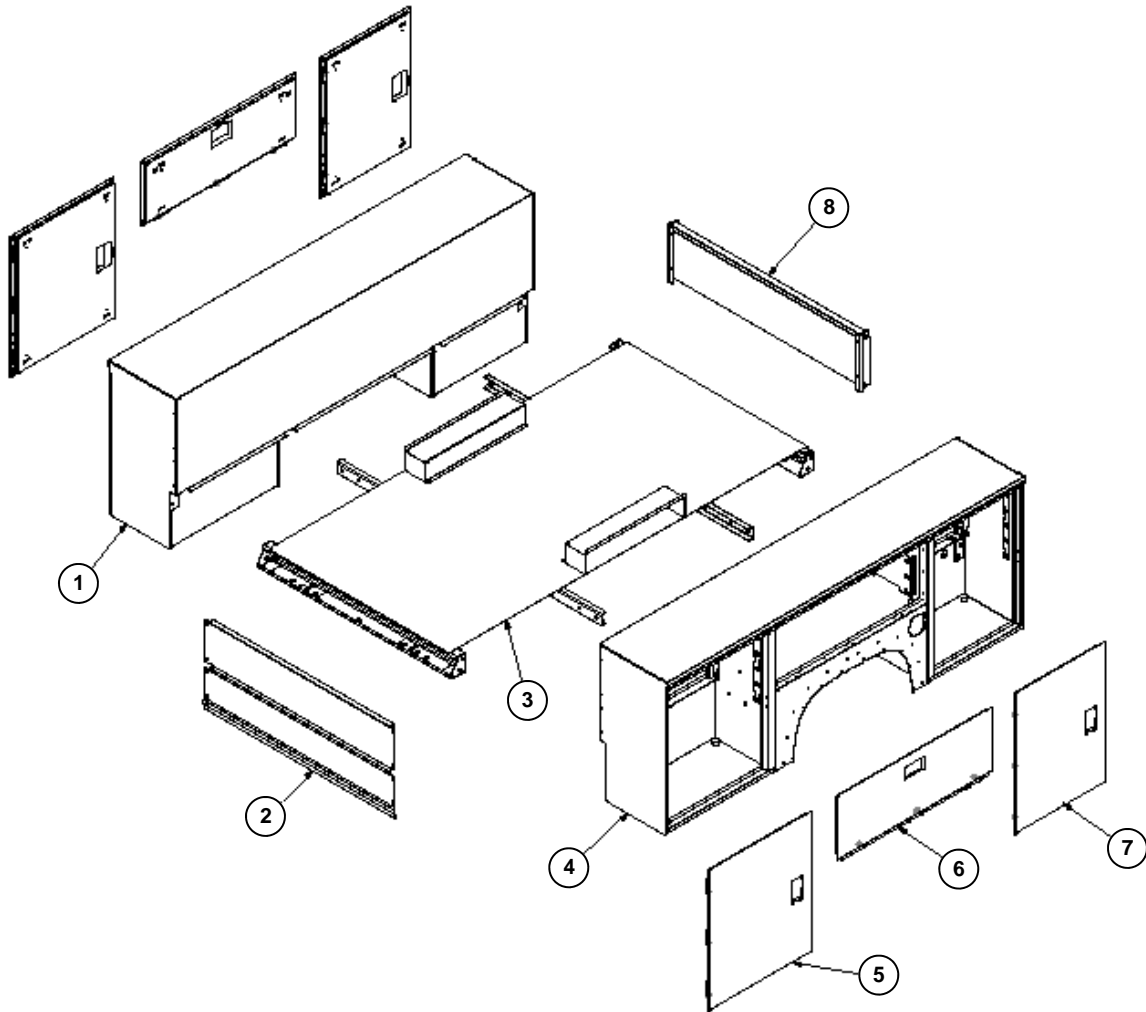


Service Parts





Service Parts—Body Parts Group, 96”/108” Standard Body

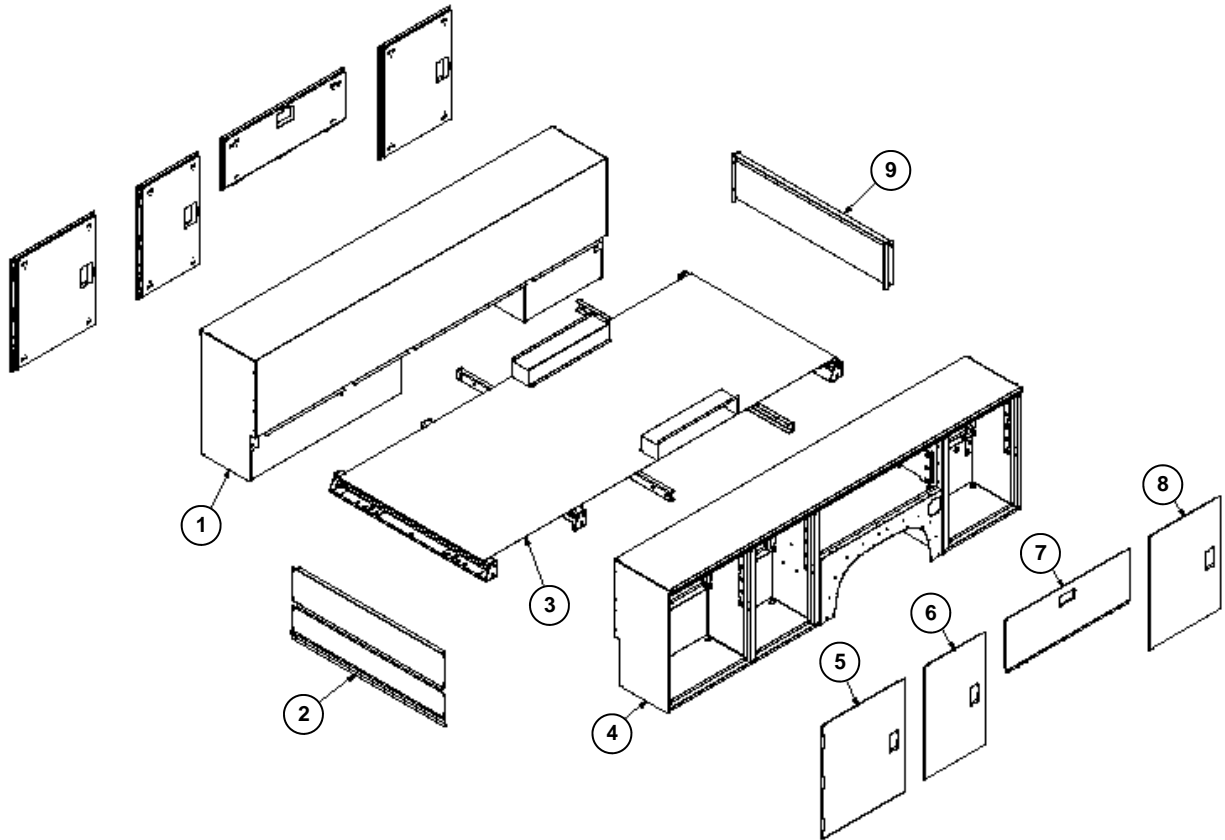


Item	Description	Part No.		
		96" Body	108" x 48" Body	108" x 54" Body
1	Curbside Sidepack Assy	4910002	4910016	4910016
2	Bulkhead	4840097	4840097	4840075
3	Underframe Assy	4815003	4815005W	4815004
4	Streetside Sidepack Assy	4910001	4910015	4910015
5	Front Door Assy	4930004	4930009	4930009
6	Horizontal Door Assy	4930005	4930005	4930005
7	Rear Door Assy	4930003	4930004	4930004
8	Tailgate Assy	4616815	4616815	4616816





Service Parts—Body Parts Group, 132" Standard Body



Item	Description	Part No.	
		132" x 48" Body	132" x 54" Body
1	Curbside Sidepack	4910021	4910021
2	Bulkhead	4840097	4840075
3	Underframe	4815006	4815001
4	Streetside Sidepack	4910020	4910020
5	Front Door Assy	4930009	4930009
6	Intermediate Door Assy	4930011	4930011
7	Horizontal Door Assy	4930005	4930005
8	Rear Door Assy	4930004	4930004
9	Tailgate	4616815	4616816

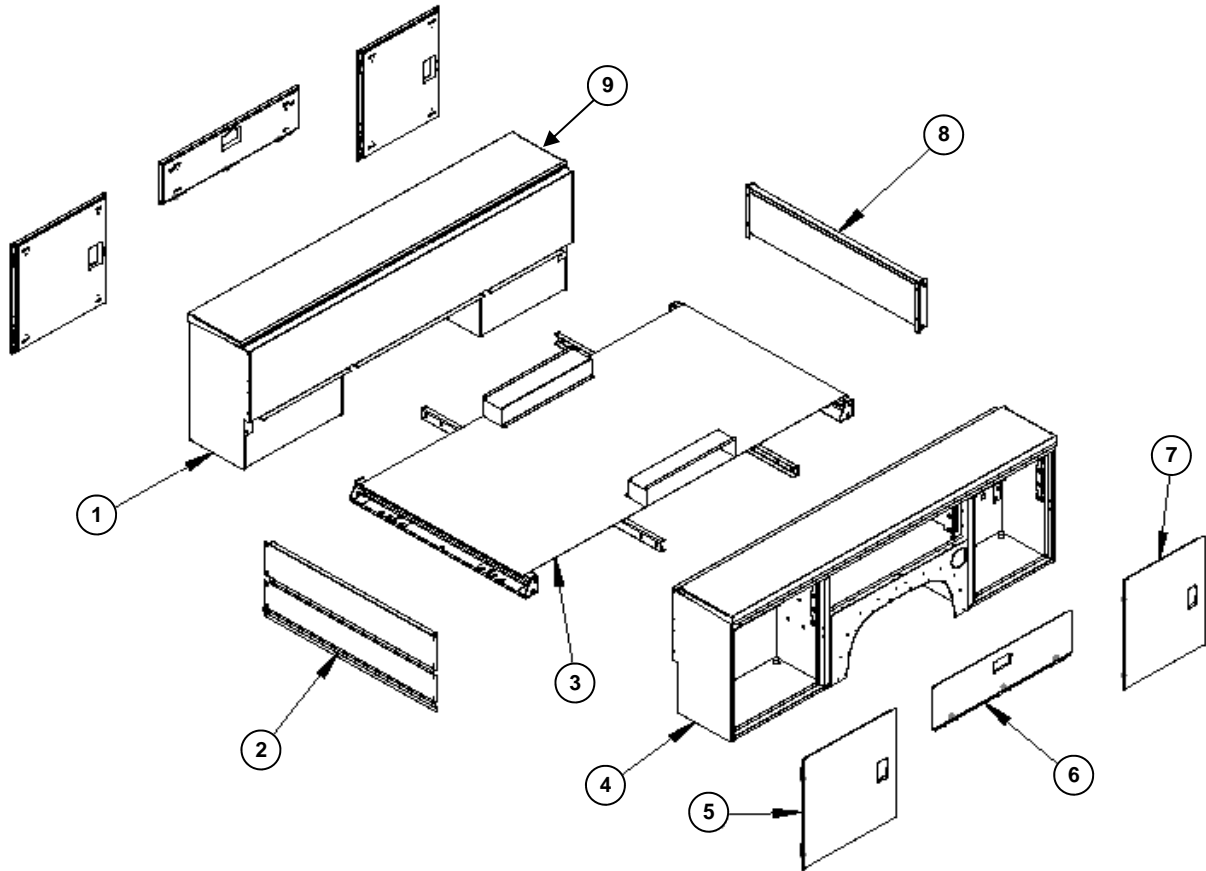
Note:

- When ordering body parts, specify required finish. Parts can be provided in unpainted e-coat, powder-coated, or wet-coat painted in a custom color.
- For powder-coated parts, specify the color and make of the vehicle chassis.
- For wet-coat custom colors, specify the OEM paint code. MTE can not guarantee an absolute color match to custom colors without a paint chip or sample.





Service Parts—Body Parts Group, 96"/108" Top-Pack Body



Item	Description	Part No.		
		96" Body	108" x 48" Body	108" x 54" Body
1	Curbside Sidepack Assy	4910004	4910018	4910018
2	Bulkhead	4940076	4940076	4940087
3	Underframe Assy	4815003	4815005W	4815004
4	Streetside Sidepack Assy	4910003	4910017	4910017
5	Front Door Assy	4930007	4930010	4930010
6	Horizontal Door Assy	4930008	4930008	4930008
7	Rear Door Assy	4930006	4930007	4930007
8	Tailgate Assy	4616815	4616815	4616816
9	Top Pack Lid	4830009	4830035	4830035

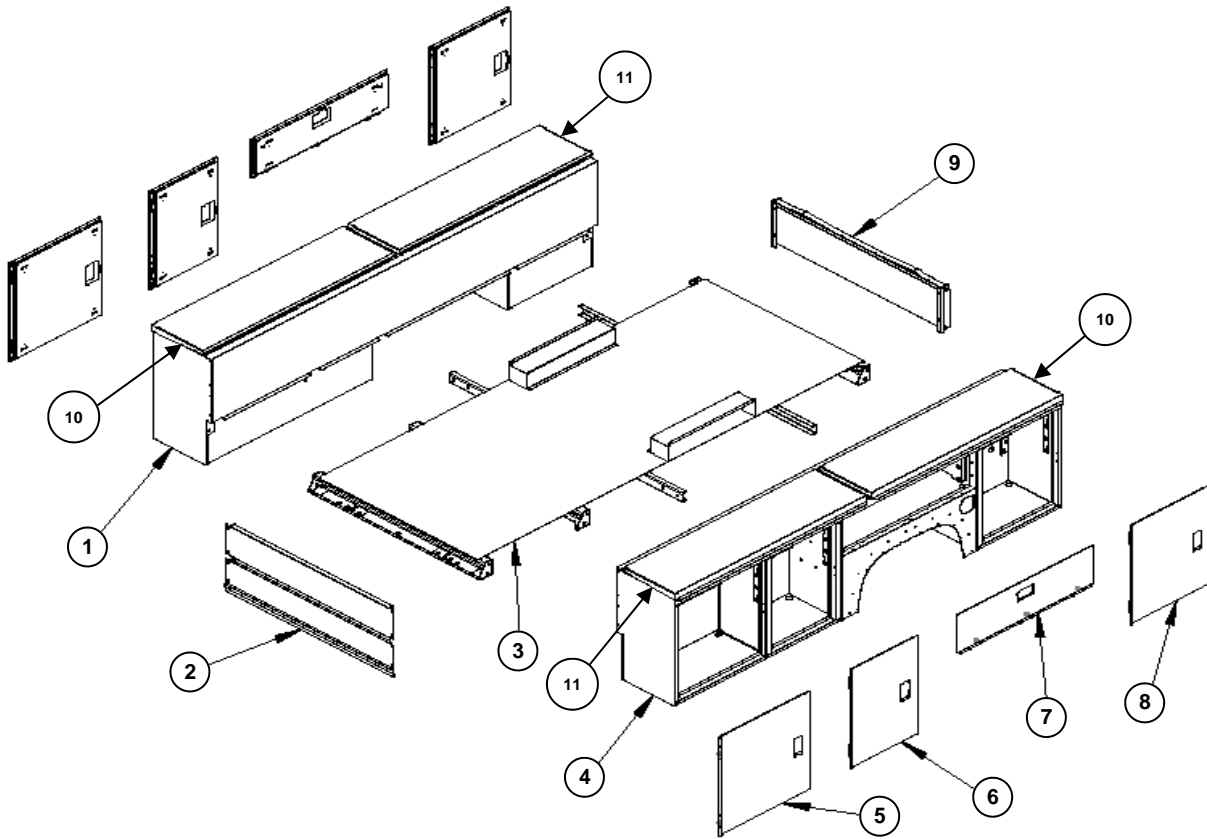
Note:

- Top pack lid hinges are welded to the lid and the body. Replacement of a lid requires welding the new hinge to the body and body/paint repair.





Service Parts—Body Parts Group, 132" Top-Pack Body



Item	Description	Part No.	
		132" x 48" Body	132" x 54" Body
1	Curbside Sidepack	4910023	4910023
2	Bulkhead	4940076	4940087
3	Underframe	4815006	4815001
4	Streetside Sidepack	4910022	4910022
5	Front Door Assy	4930010	4930010
6	Intermediate Door Assy	4930012	4930012
7	Horizontal Door Assy	4930008	4930008
8	Rear Door Assy	4930007	4930007
9	Tailgate	4616815	4616816
10	Top Pack Lid, Right Hand	4830045	4830045
11	Top Pack Lid, Left Hand	4830046	4830046

Note:

- When ordering body parts, specify required finish. Parts can be provided in unpainted e-coat, powder-coated, or wet-coat painted in a custom color.
- For powder-coated parts, specify the color and make of the vehicle chassis.
- For wet-coat custom colors, specify the OEM paint code. MTE can not guarantee an absolute color match to custom colors without a paint chip or sample.





Service Parts—Side Door Parts Group

Note: when ordering a replacement latch or lock cylinder, please provide the key number stamped on the face of the cylinder and on the original key set. This will insure that the new cylinder is keyed the same as the original lock cylinders.

Description	Part No.
Latch assembly, side door	05052947*
Lock cylinder & key	1-9600DB-51CY-J<Key #>*
Latch striker bolt	1483315
Striker mounting plate	33529079
Backing plate for striker plate	1483065
Gas shock, 20 pound	05052656
Ball stud, gas shock mount	05050621
Horizontal door cable, standard, 22" long	1483530
Horizontal door cable, top pack, 16" long	1483510
S-hook for horizontal door cable	1628260
Weatherstrip, adhesive back	1481982**
Rubber bumper, horizontal door	1483175

* Specify key number when ordering.

** Specify required length when ordering.





Service Parts—Top Pack Lid Parts Group

Description	Part No.
Latch assembly, mini rotary	1483323
Pull cable, latch	1483704
Quick link for pull cable	1457504
Latch striker bolt	1483315
Striker mounting plate	33529079
Backing plate for striker plate	1483065
Gas shock, 1-piece lid, 90 pound	1483501
Gas shock, 132" body, 30 pound (use one 30# & one 60# per lid)	1483506
Gas shock, 132" body, 60 pound (use one 30# & one 60# per lid)	1483500
Ball stud, gas shock mount	1483505
Nut, 5/16-18, serrated flange nut	1062100
Weatherstrip, adhesive back	1481982*

* Specify required length when ordering.





Service Parts—Compartment Trays, Shelves, & Dividers



Tray with dividers



Shelf



Top pack dividers



Rear compartment tray clip/light guard

Notes

- Each tray originally provided with four dividers. Trays and dividers are sold separately.
- Each top pack originally provided with eight dividers in each side.
- Each body originally provided with no tray in the right middle (horizontal) compartment.
- Rear compartments require tray clip/light guard installed on the rear panel.





Service Parts—Compartment Trays, Shelves, & Dividers

96" Long Bodies (96V/96VT)

Compartment	Type	Dimensions	Part No.
Front	Standard tray	28.75" x 12" x 2"	332-83043
Middle	Standard tray	44" x 12" x 2"	332-83061
Rear	Standard tray	18.75" x 12" x 2"	332-83031
Rear	Standard shelf	18.75" x 12" x 1"	332-83091
Rear, standard	Tray clip/light guard	21.25" H x 9.25" W	3305111
Rear, top pack	Tray clip/light guard	17.25" H x 9.25" W	3305121
All side	Tray divider	11.75" x 2"	46-40001
Top	Divider	9.375" x 3"	46-40008

108" & 132" Long Bodies (108DV/108DVT, 132DV/132DVT)

Compartment	Type	Dimensions	Part No.
Front	Deep tray	32.75" x 17" x 2"	332-83049
132" Intermediate	Deep tray	23.75" x 17" x 2"	332-83037
Middle	Deep tray	44" x 17" x 2"	332-83063
Rear	Deep tray	26.75" x 17" x 2"	332-83041
Rear	Deep shelf	26.75" x 12" x 1"	332-83097
Rear, standard	Tray clip/light guard	21.25" H x 14.25" W	3305115
Rear, top pack	Tray clip/light guard	17.25" H x 14.25" W	3305125
All side	Tray divider	16.75" x 2"	46-40002
Top	Divider	14.375" x 3"	46-40009





Service Parts—Electrical, Lights, & Trim Parts Group

Description	Part No.
Wiring harnesss, body lights	111167-M434*
GM chassis harness adaptor	00123983
Ford chassis harness adaptor	00123984
Dodge chassis harness adaptor	Not available**
Stop/turn/tail lamp, 4" dia.	40015R
Backup lamp, 4" dia.	40004
4" dia. rubber grommet	40700
Clearance lamp, red, 2" dia.	30200R
2" dia. rubber grommet	30401
License plate light	434WD
Front clearance lamp, amber LED, 0.75" dia. w/grommet	33050Y
Fuel cup, aluminum	00111219
Rivet, fuel cup, aluminum, blind, 0.25 x 0.125 x 0.437 Mega Grip, countersunk head	05052751
Fenderette	00115135
Rivet, fenderette, aluminum, 0.25 x 0.062 x 0.25 dome head	05052752
Drain plug, floor, plastic, 1.5" dia.	BP-1-1/2
Plug, plastic,door panel, 0.375" dia.	1475570

* Includes license plate light. Does not include other lights. Does not include branches for front clearance lights.

** For Dodge interface, cut connector off harness 111167-M434 and hard wire to chassis lighting.





Service Parts—Front Body Mounting Parts Group

Application	Body Model	Front Mounting Method	Part	Part #
GM 2500 HD P/U box delete	96" SRW	Must fasten to both front OEM mounting stanchions. Use holes in front cross member for front stanchions. Use kit channels to fasten to sec-	Mounting kit	00141171
GM 3500 HD chassis cab	96"/108" DRW	Bolt bracket on front cross member to chassis frame pads	n/a	n/a
GM 3500 HD chassis cab	132" DRW	Bolt bracket on front cross member to chassis frame pads, U-bolts or brackets at 2nd set of front mounting holes	n/a	n/a
Ford F-250 P/U box delete	96" SRW	Bolt cross member directly to OEM frame flanges or use MTE brackets outside frame rails.	RH & LH bracket	00052647
Ford F-350 chassis cab	96"/108" DRW	Bolt MTE brackets to frame rails, bolt front cross member to brackets. Alternately, drill new holes in front cross member to match OEM frame	RH/LH brackets	00043243, 00043244
Ford F-350 chassis cab	132" DRW	Bolt bracket on front cross member to chassis frame pads, U-bolts or brackets at 2nd set of front mounting holes	n/a	n/a
Ford SD F-450/550	96"/108" DRW	Bolt MTE brackets to frame rails, bolt front cross member to brackets	RH/LH brackets	00043243, 00043244
Ford SD F-450/550	132" DRW	Bolt bracket on front cross member to chassis frame pads, U-bolts or brackets at 2nd set of front mounting holes	n/a	n/a
Dodge 2500 P/U box delete	96" SRW	Must fasten to both front OEM mounting stanchions. Use holes in front cross member for front stanchions. Use kit channels to fasten to sec-	Mounting kit	00141171
Dodge 3500 chassis cab	96"/108" DRW	Bolt MTE bracket to frame rails, bolt through front cross member to bracket ears	Mounting bracket	00078278
Dodge 3500 chassis cab	132" DRW	Bolt bracket on front cross member to chassis frame pads, U-bolts or brackets at 2nd set of	n/a	n/a





Service Parts—Rear Body Mounting Parts Group

Application	Kit Number	Kit Part	Part Number	Bracket Length
GM 2500 HD P/U box delete	00127009			
		Bumper bracket	00123931	18.75"
		Mounting bracket	00127012	8.00"
GM 3500 HD chassis/cab	00038670			
		Bumper bracket	00026885	21.25"
		Mounting bracket	00052647	10.50"
Ford chassis/cab w/56" C-A w/MTE receiver hitch	00127010			
		Bumper bracket	00127011	17.50"
		Mounting bracket	00127013	6.50"
Ford F-250/350 w/56" C-A w/OEM receiver hitch	00130928			
		Bumper bracket	00130926	18.25"
		Bumper bracket LH	00130927	18.25"
		Mounting bracket	00127013	6.50"
Ford chassis/cab except 56" C-A	00038670			
		Bumper bracket	00026885	21.25"
		Mounting bracket	00052647	10.50"
Dodge 2500 HD P/U box delete	Modify			
		Bumper bracket	00123931	Cut down to 18.5"
		Mounting bracket	00127012	8.00"--use as is
Dodge 3500 chassis/cab	00127009			
		Bumper bracket	00123931	18.75"
		Mounting bracket	00127012	8.00"
All, off-road mounting springs	n/a	n/a	VS6778	n/a





Service Parts—Rear Body Parts Group

Item	Description	Part No.
1	Step bumper, 78" wide	00113796
1	Step bumper, 88" wide	00114305
2	Tail gate hinge bracket, left side	4640919
2	Tail gate hinge bracket, right side	4640920
Optional	Receiver hitch, bolt-on, GM & Ford, 2" receiver, 35.125" wide	00051375
Optional	Receiver hitch, bolt-on, Dodge, 2" receiver, 39.125" wide	00051376
Optional	Receiver hitch, bolt-on, GM & Ford, 2.5" receiver, 35.125" wide	00013894
Optional	Receiver hitch, bolt-on, Dodge, 2.5" receiver, 39.125" wide	00013895





Service Parts—Decals

Kit # 00113665			
Description	Part #	Qty.	Installation Location
MTE ID w/locations, red on white	MTE-5	2	Upper front corners, both front doors
"Sold & Serviced By", red on clear	MTE-31	1	Centered w/bottom at floor level, right rear compartment
Narrow Monroe logo, black on white	MTE-41	1	Centered on tailgate
Fuel type, Gasoline	MTE-56	1	Below fuel filler cup
or	or		
Fuel type, Diesel	MTE-70	1	Below fuel filler cup
Caution, payload capacity	MTE-103	1	Upper left corner, left/front door
Caution, trailer safety chains	MTE-105	1	Right side of hitch cut out on bumper
Caution, stay off compartment tops	MTE-380	2	Inside, upper rear corners, both sides
MSS logo, raised oval badge	MTE-384	1	Centered w/bottom at floor level, left rear compartment
Round reflector, red	98175R	4	Upper rear corner of rear doors, upper outboard corner of rear compartments
Optional--Not part of Kit			
"Backup Alarm Must Sound"	MTE-555 unless provided w/alarm	1	On dash by driver (alarm option only)
On red bodies replace MTE-31 with MTE-32	MTE-32	1	Centered w/bottom at floor level, right rear compartment
On DRW bodies, add round amber reflectors to front doors	98175Y	2	Upper front corners of front doors





Service Parts—MTE Ladder Racks



96" x 48" SRW Body	
Description	Part No.
Ladder rack kit, all parts	00126966
Side rail, LH	00126949
Side rail, RH	00126964
Plate, reinforcement	00126980
Cross bar, 48.75" L (bolts or pins in place)	00126967
Bolt, 0.375-16 x 3.0, HHCS, SST	05016093
Nut, 0.375-16 nylon top-lock, SST	05020891
Washer, 0.375 flat, SST	05021418
Lynch pin	05022140

108" x 52" DRW Body	
Description	Part No.
Ladder rack kit, all parts	00126972
Side rail, LH	00126970
Side rail, RH	00126971
Plate, reinforcement	00126980
Cross bar, 48.75" L (bolts or pins in place)	00126967
Bolt, 0.375-16 x 3.0, HHCS, SST	05016093
Nut, 0.375-16 nylon top-lock, SST	05020891
Washer, 0.375 flat, SST	05021418
Lynch pin	05022140





Service Parts—MTE Ladder Racks (Cont'd)

108" x 58" DRW Body	
Description	Part No.
Ladder rack kit, all parts	00126973
Side rail, LH	00126970
Side rail, RH	00126971
Cross bar, 54.75" L (bolts or pins in place)	00126968
Plate, reinforcement	00126980
Bolt, 0.375-16 x 3.0, HHCS, SST	05016093
Nut, 0.375-16 nylon top-lock, SST	05020891
Washer, 0.375 flat, SST	05021418
Lynch pin	05022140

132" x 52" DRW Body	
Description	Part No.
Ladder rack kit, all parts	00126978
Side rail, LH	00126976
Side rail, RH	00126977
Cross bar, 48.75" L (bolts or pins in place)	00126967
Plate, reinforcement	00126980
Bolt, 0.375-16 x 3.0, HHCS, SST	05016093
Nut, 0.375-16 nylon top-lock, SST	05020891
Washer, 0.375 flat, SST	05021418
Lynch pin	05022140

132" x 58" DRW Body	
Description	Part No.
Ladder rack kit, all parts	00126979
Side rail, LH	00126976
Side rail, RH	00126977
Cross bar, 54.75" L (bolts or pins in place)	00126968
Plate, reinforcement	00126980
Bolt, 0.375-16 x 3.0, HHCS, SST	05016093
Nut, 0.375-16 nylon top-lock, SST	05020891
Washer, 0.375 flat, SST	05021418
Lynch pin	05022140





MSS Body 6-Year Limited Warranty Policy

Monroe Truck Equipment (MTE) Limited Warranty Coverage

- **E-coated galvaneal steel body components** are warranted against rust through for 6 years.
- **Structural integrity of the body** is warranted against failure for 6 years.
- **Powder-coat paint finish** is warranted against cracking, checking, peeling, and delamination for 3 years or 36,000 miles. See separate warranty policy for MTE powder-coat paint.
- **Integral components, materials, and workmanship** are for warranted against defects for 3 years or 36,000 miles.

Eligibility for Warranty Coverage

- This warranty applies only to Monroe Service Solution (MSS) service bodies installed by MTE or an authorized distributor.
- Warranty period commences from the in-service date for the body.
- Original owner must complete and submit the Warranty Registration Card within thirty (30) days of purchase.
- The body must be used for its intended purpose.
- The body must be maintained and serviced according to the guidelines in the supplied owner's manual.

Exclusions

- This warranty applies only to the service body and its integral components and excludes options and accessories, which are covered by separate and specific warranties.
- Warranty does not apply to any product that has been altered, abused, or misused.
- Warranty does not apply to torsional damage, such as seam cracking, due to extreme off-road use, regardless of mounting method.
- Warranty does not apply to bodies sold and used outside the United States and Canada.
- This warranty is not transferable.

Exclusions for 6-Year No Rust-Through Warranty

- E-coated galvaneal panels and parts are warranted only against full rust perforation. Surface rust and resulting paint failure are not considered rust through and are not covered after 3 years or 36,000 miles.
- Body must not be used to carry or store corrosive chemicals and materials.
- Rust and perforation resulting from damage related to collisions, accidents, or normal and intended use of the body are not covered.
- Restoration of lettering, signs, custom paint applications, and spray-on liners is not covered at any time if paint repairs are required.
- At the time of warranted body or paint repair, repairs to unrelated damage due to collisions or normal use will be performed at the owner's expense.

Warranty Repairs Performed by MTE or Authorized Agents

Warranty repairs shall be performed at an MTE facility or at an authorized distributor or dealer.

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.

Warranty Repairs Performed by Non-MTE Entities

MTE may authorize a third party to perform warranty repairs. Any such decision will be based on type of repair, distance to the nearest approved MTE repair site, and urgency of the repair.

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.

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 acts of God. 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 light bulbs 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. 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 or delivery to the end user location, nor for lost time incurred by an owner delivering and picking up a vehicle.

This limited warranty is the sole and exclusive remedy for defective products manufactured and/or installed by MTE.





Powder-Coat Paint Warranty Policy

Monroe Truck Equipment (MTE) Limited Warranty Coverage

- **Powder-coat paint finish** on Snow & Ice products, MTE production parts, and customer parts is warranted against **adhesion failure**, cracking, checking, peeling, delamination, and more than 10% loss of gloss **or color** for 1 year.
- **Powder-coat paint finish** on selected MTE Manufactured bodies is warranted against **adhesion failure**, cracking, checking, peeling, and delamination for 3 years or 36,000 miles. No more than 10% loss of gloss **or color** for 1 year. See warranty document for specific products.

Eligibility for Warranty Coverage

- Warranty period commences from the in-service date for Snow & Ice products, MTE Manufactured bodies, and MTE production parts.
- Warranty period commences from the invoice date for customer parts.
- Original owners of S & I products and Manufactured bodies must complete and submit the Warranty Registration Card within thirty (30) days of purchase.
- The product must be used for its intended purpose.
- The product must be maintained and serviced according to the guidelines in any supplied owner's manual.

Exclusions

- This warranty applies only to powder coat paint applied by MTE at Monroe, Wisconsin.
- This warranty does not apply to powder coat paint applied to customer parts unless MTE has approved the material(s) of construction and has performed all required surface preparation steps.
- Warranty does not apply to any product that has been altered, abused, or misused.
- Warranty does not apply to products and bodies sold and used outside the United States and Canada.
- Painted surfaces must not be subjected to highly corrosive chemicals.
- Rust and perforation resulting from damage related to collisions, accidents, scratches, impacts, or normal and intended use of the product are not covered.
- Restoration of lettering, signs, and custom paint applications is not covered at any time if paint repairs are required.
- This warranty is not transferable.

Warranty Repairs

During warranty repairs to powder-coat paint, MTE will strive to restore the original paint coating. **Where paint has suffered complete adhesion failure, a part or body may be processed to remove all existing powder coat and new powder coat applied. Where deemed most practical, a small part may be replaced with a new powder-coated part.**

Repairs involving reapplication of powder coat paint shall be performed only at the MTE facility in Monroe, Wisconsin.

Where the original powder coat can not be effectively removed for repair **or a defect is cosmetic only, and the surface adhesion of the existing powder coat is good**, MTE reserves the right to repair a powder-coat painted surface using a wet-coat paint process. **The underlying powder-coat paint will remain as a base for the wet coat.** Wet-coat repairs to powder coat paint may be performed at any MTE facility or at an approved automotive body repair shop.

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 acts of God. 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 wear, reaction to corrosive operating environment, and premature failure due to poor maintenance 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. 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 or delivery to the end user location, nor for lost time incurred by an owner delivering and picking up a vehicle.

This limited warranty is the sole and exclusive remedy for defective products manufactured and/or installed by MTE.

Policy revision/effective date: 05/07/08





How to Obtain Warranty Service

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

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

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.

- Monroe, Wisconsin: 1-608-329-8437 (Warranty Dept.) or 1-800-356-8134 (ask for Warranty Dept.)
- Flint, Michigan: 1-800-233-2030 (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.)

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 proper procedures 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.





*1051 W. 7th Street
Monroe, WI 53566
608-328-8127*