



# MSS II Service Body 6-Year Limited Warranty

## Monroe Truck Equipment (MTE) Limited Warranty Coverage

- **Structural integrity of the body** is warranted against failure for 6 years.
- **E-coated galvaneal steel body components** are warranted against rust through for 6 years.
- **Powder-coat paint finish** is warranted against cracking, checking, peeling, and delamination for 3 years or 36,000 miles.
- **Integral components, materials, and workmanship** are 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 register the product with MTE within thirty (30) days of purchase. Registration can be done by mail-in card or on the MTE website ([www.monrotruck.com](http://www.monrotruck.com)).
- The body must be used for its intended purpose and must not be modified for any use not reviewed and approved by MTE.
- 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 or component that has been overloaded, altered, abused, misused, or damaged by impact or collision.
- Warranty does not apply to torsional damage, such as weld or joint cracking, due to off-road use or unauthorized installation of a crane, regardless of mounting method.
- Damage to the surfaces of painted bodies due to environmental fallout, mild steel particles, corrosive chemicals, and other contaminants introduced during product use is not covered.
- Warranty does not apply to bodies sold and used outside the United States and Canada.
- This warranty is not transferable between vehicle owners.

## Exclusions for 6-Year No Rust-Through Warranty

- The 6-year no rust-through warranty covers only full rust perforation of E-coated galvaneal panels and parts. Paint failures and surface rust due to 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 natural events. 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.***

**Effective 02/26/18**



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## How to Obtain Warranty Service from Monroe Truck Equipment

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

1. 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 and digital photographs if requested or helpful
2. Call the MTE location where your truck was built. The build location will be marked on the MTE 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: 1-877-233-2030 (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.)
  - Litchfield, Minnesota: 1-320-593-4543
3. Discuss the problem with the Warranty representative to determine a 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

1. Obtain the following information:
  - All of the information requested in item #1 above, plus:
  - Digital photographs for any physical damage. (paint defects, 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 MTE 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.***