

TRANSIT

BULLETIN

Vol. 19 No. 05

Need to use your Transit Warranty?

Nothing's easier

In addition to offering you the most comprehensive coverage on the market, TRANSIT has a network of service centers and repairers to assist you across Canada and the United States.

You will be guided by professional and courteous technical advisors, whose expertise will be able to offer you trusted advice to suit your needs.

Follow those easy steps

Gather the following information:

- Your full contact information (name, address, email and phone number)
- Truck Serial Number *or* TRANSIT Box Serial Number
- Explanations + Photos of the problem (*if outside the Greater Montreal metropolitan area*)
- Estimate (if already available)

With the above information in hand, call the toll free number 1-844-382-0104, and press 7345.

Our service department team will then be able to verify what is applicable.

We'll then provide you with...

- The Warranty confirmation/authorization number,
- The assigned service center,
- The different steps to follow, if necessary.

Note that you may be asked to send an email to warranty@transit.ca with the details listed above.

Requests without photos or repairs completed without an authorization number may be refused.

TRANSIT LIMITED WARRANTY*

Transit Truck Bodies Inc. guarantees this truck body against any manufacturing defects as follows:



- 5 YEARS** **STRUCTURAL COMPONENTS**
* For a period of 5 years from the purchase date on the following structural components: sub-structure, roof, panel adhesion, LED lights, rear door frame, barn door hardware.
- 5 YEARS** **ALUMINUM COMPONENTS**
* For a period of 5 years from the purchase date against the perforation of aluminum components.
- 3 YEARS** **WATER INFILTRATION**
* For a period of 3 years from the purchase date on the truck body against water infiltration.
- 3 YEARS** **PAINT ADHESION**
* For a period of 3 years from the purchase date on paint adhesion.
- 1 YEAR** **OTHER COMPONENTS AND MODIFICATIONS**
* For a period of 1 year from the purchase date on the following components: weatherstripping, roll-up doors, ramp, heater, mirrors, wiring, hardware, and modification of the wheelbase of the vehicle.
- *** All optional accessories provided by a third party are guaranteed based on the warranty specifications of the supplier of the optional accessory. (ex.: refrigeration unit, Line-X covered floor, etc.)

MAXON
Maxon liftgates installed by Transit are guaranteed according to the manufacturer's following terms:

2 YEARS Parts and labor

Transit's limited warranty applies to regular use and does not apply to damages resulting from accidents, abuse, neglect or poor maintenance. Maintenance and lubrication are the responsibility of the owner. All repairs must be carried out at our plant located at 3600 Industriel Boulevard in Laval or at a service center authorized by Transit Truck Bodies Inc.

- #### ✂ MAINTENANCE AND PREVENTION
- ▶ Truck body with roll-up door: the door must be lubricated monthly using a non-penetrating lubricant. Avoid the use of grease.
 - ▶ To avoid deteriorating the rear doors, never drive with the rear door(s) open.
 - ▶ To avoid deterioration of the floor, avoid carrying soaked materials in the truck bodies that are not equipped with an aluminum floor, and avoid moving merchandise by sliding it on the floor.
 - ▶ U-shaped bolts must be checked and tightened every 20,000 km.
 - ▶ Liftgate maintenance and usage varies based on the lift's make and model and must be carried out according to the manufacturer's instructions found in the owner's manual. Improper maintenance could lead to damage and void the warranty.

TRANSIT TRUCK BODIES INC.
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Laval (Quebec) H7L 4R9
Toll free: 1 844 382-0104
info@transit.ca
transit.ca
f in @

Your satisfaction is most important to us.
Which is why if you have any questions or comments, we invite you to contact a member of our team who will be pleased to help you.

To ensure faster service, you must have in hand your truck body's serial number.
It is located on the front/passenger side of your truck body (etched on the side rail), as well as on the NSVAC sticker located inside the door of the truck chassis, driver's side.

OUR BUSINESS HOURS
Service ▶ Monday to Friday, from 7am to 5pm
Parts ▶ Monday to Friday, from 7am to 5pm
Sales ▶ Monday to Friday, from 7am to 6pm

NTEA
BEST MANAGED COMPANIES

Official hard copy available or click to view document online.

Additional questions?

Email warranty@transit.ca or call 1-844-382-0104, then press 7345. It will be a pleasure to help you.

Discover a different kind of truck body and Warranty.