Town of Montague: List of Bidders

CWF FOR E-TRANSIA CARRO VAN

4/24/2023 @ 1400

Bid Closing Date:

Project Name:

		(5	Δ					
PRICE	77,062,00	165.755.80	(unf. + 3895.00)	. /		,			
REQUIREMENTS MET?	S	SON SON	Anotan-ma.com						•
CONTACT INFO	2002-402-500)	かいというとのこれできること	cpariseaua ford of north						/
NAME/COMPANY	us Sales	For of Northanisa	Christopher Parceau						
TIME RECEIVED	0920		9401						
DATE RECEIVED	_		4/24/23				/		
BID #	_		6						



968 BRIDGE ROAD - NORTHAMPTON, MA 01060 MAIN PHONE 413-584-2400 - FAX 413-586-9614

TOWN OF MONTAGUE,

Here is the quote on the 2023 Ford E-TRANSIT 350 MR you requested.

Selling Price	\$61,050.00
Partition and Flooring	\$3,935.00
	\$0.00
Dealer Doc Fee	\$495.00
Factory Rebates	\$0.00
Balance	\$65,480.00
Тах	\$0.00
Title	\$75.00
Registration	\$200.00
Balance	\$65,755.00

Transportation Fee \$0.00

Total \$65,755.00

This vehicle is built and currently at Hartford Truck Equipment with an ETA of Late May / Early June. If you have any questions, please feel free to contact me at any time.

Thank You

Christopher Pariseau
Commercial Truck Manager
Ford of Northampton

968 Bridge Road Northampton, Ma 01060



California Air Resources Board

Electric Vehicle

2

1 FTBW9CK3 PKB02982

MAIL

TRANSIT

1FTBW9CK3PKB02982

PK **B**02982

Gora

2023 350 MR CARGO RWD BEV 148" WHEELBASE ELECTRIC MOTOR 1-SPEED TRANSMISSION

EXTERIOR
OXFORD WHITE
INTERIOR
DARK PALAZZO GRAY VINYL

These ratings are not directly comparable to the U.S. EPA/DOT light-duty vehicle label ratings.

Environmental Performance

For information on how to compare, please see www.arb.ca.gov/ep_label.

Protect the environment. Choose vehicles with higher ratings:

TRANSI

STANDARD EQUIPMENT INCLUDED AT NO EXTRA CHARGE

ford.com

EXTERIOR 1900'S SIDE MOLDINGS - BLACK 1901'S SIZE SPARE TREWHEEL CHICLE : THREE BAR WI CHEDAKE SURFOUND HEADLAMP COURTESY DELAY WIPERS - RAIN-SENSING

- INTERIOR

 AR CONDITIONING

 ASSIST HANDLES. A-PILLAR

 GENTER CONSOLE

 LOCKING GLOVE BOX

 POWERPOINT TO (FRONT)

 FOTARY GEAR SHIFT DIAL

 STEERING TILT/TELES/COPIC
- ADVANCETRAC** WITH RSC® AIRBAGS & FRONT, SIDE AND SAFETY CANOPY® SYSTEM SAFETY/SECURITY
 3 POINT SAFETY BELTS EUNCTIONAL

 AUTO HIGH-BEAM HEADLAMPS

 - ELECTRONIC PWR ASST STEER

 - FORWARD COLLISION WARNING

 - HILL START ASSIST
- BRAKES 4WHEEL DISC WABS SECURILOCK® ANTI-THEFT SYS SOS POST-CRASH ALERT SYS** THE PRESSURE MONIT SYS LANE-KEEPING SYSTEM
 POSTICOLLISION BRAKING
 PRE-COLLISION ASSIST WAEB
 REAR VIEW CAMERA
 WITPARLEH HTGH ASSIST
 SIDE-ANID STREILZATION
 SYNOOU WIEPR 3.7° SOREEN

Greenhouse Gas Rating (tailpipe only)

WABBANITY - 3YR/36,000 BUMPER / BUMPER - 5YR/60,000 ROADSIDE ASSIST - 8YR/100,000 HV BATT/COMPON

Cleaner +

CALIFORNIA ehigle emissions are a primary contributor to climate change and smog. Batings are determined by the aidforms Air Resources Board based on this vehicle's measured emissions. Does not include emissions from producing electricity.

Smog Rating (talipipe only)

GOVERNMENT 5-STAR SAFETY RATINGS

3,365.00 1,895.00

TOTAL VEHICLE & OPTIONS/OTHER DESTINATION & DELIVERY

TOTAL OPTIONS/OTHER 25.00 PRICE INFORMATION 45.00 BASE PRICE

(MSRP)

6 SPEAKERS (4 FRONT/2 REAR) DAYTIME RUNNING LAMPS

OPTIONAL EQUIPMENT/OTHER PREFERRED EQUIPMENT PKG.101/ ELECTRIC MOTOR

1-SPEED TRANSMISSION

INCLUDED ON THIS VEHICLE

NO CHARGE NO CHARGE NO CHARGE 70.00 NO CHARGE 395.00 25.00 70.00

NO CHARGE 45.00 25.00 NO CHARGE NO CHARGE

ELECTRIC AXLE
REAR COUNTARTMENT LIGHTING
REAR AND PASS DOOR GLASS
THE DOWN CARGO HOVES
SESS DECREE OFFUNG
SOOD GLASS THE DOWN CARGO HOVES
SESS DECREE OFFUNG
SOOD GWAP PACKAGE
SAWAY DAYNASS PALAZZO VINYL
B-PILLAR ASSIST HANDLE
PASSIVE ENTRY/START
REPURSE SENSING SYSTEM
REVERSE GRAFTEM COUTROL
SYNC A AMEM BILLETOOTH
HUGH RES REAR VIEW CAMERA
WYKEY

275.00 90.00 100.00 NO CHARGE NO CHARGE

300.00 NO CHARGE 5.00 NO CHARGE

55.00 70.00 70.00 NO CHARGE 1,265.00 425.00 30.00

SRW.-STEEL W. SILVER COVER D-PILLAR ASSISTE HANDLES PRONT OVERHELD SHELF 2 ADDITONAL KRY POWERPOINT (12V) PRO POWER ONBOARD HID HEADLAMPS WIPER ACTIVATED HEADLAMPS

Based on the combined ratings of frontal, side and rollover. Should ONLY be compared to other vehicles of similar size and weight.

Not Rated

Overall Vehicle Score

Download the FordPass™ app* and you can

Access Vehicle Control Features

		- 1		
Not Rated	Not Hated	similar size and weight.	Not Rated	Not Rated
Driver	Passenger	issed on the risk of injury in a frontal impact. Included ONLY be compared to other vehicles of similar size and weight.	Front seat	Rear seat
rontal	rash	ased on the risk hould ONLY be	Side	rash

thor 358 data

Activate 46 LTE WI-FI Hotspot

Not Rated ed on the risk of injury in a side Rollover

Star ratings range from 1 to 5 stars (★ ★ ★ ★ ★), with 5 being the highest.
Source: National Highway Traffic Safety Administration (NHTSA).
www.safercar.gov or 1-888-327-4236

FTBW9CK3PKB02982

Insist on Ford Protect! The only extended service plant fully backed by Ford and honored at every Ford dealership in the U.S., Canada and Mexico. See your Ford dealer or visit www.FerdOwmer.com.

FORD PROTECT
Continued Service Plan

MARNING: Operating, servicing and maintaining a passenger vehicle, pickup truck, van, or off-road vehicle can expose you to chemicals including engine extraust, carbon monoxide, phihalalies, and lead, which are known to the State of California to cause carbor and birth decises or other reproductive harm. To minimize exposure, and other barbing exhaust, do not idle the engine except as necessary, service your vehicle in a well-ventilated area and wear gloves or wash your hands frequently when servicing your vehicle. For more information go to www.P65Warmings.ca.gov/passenger-vehicle.

Whether you decide to lease or finance your vehicle, you'll find the folices that are right Ford Credit for you. See your dealer for details or visit www.ford.com/finance.

SPECIAL ORDER R660 R 68 2X 355 000924 04 18 23

This label is affixed pursuant to the Federal Automobile information blockouse Act, Gaseline, Loness, and Title Fees, State and Local taxes are not included. Dealer installed options or accessories are not included unless listed above.

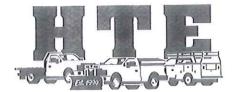
11-Z006 O/T 59 CONVOY

\$61,050.00

TOTAL MSRP

CV41

	45	



HARTFORD TRUCK EOUIPMENT

93 John Fitch Blvd. South Windsor, GT 860.290.9516 HartfordTruck.com sales@hartfordtruck.com

QUOTATION

Quote: 030723-GP6

Ref: '23 E-Transit 148" WB Med Roof

Date: 03/07/2023 Order# Z007

Ford of Northampton / Chris

We are pleased to quote on the following:

This state One (1) Base Upfit Package for a '23 Ford E-Transit 148" WB Medium Roof Cargo Van Including: (3320-FTM)

Ranger Design Contoured Composite Partition with Window - MR Legend Evolve 1/2" Thick 3 Piece Lightweight Composite Floor with Aluminum Sill Set for E-Transit

(741-123-6441)

Delivery to Dealership

Ranger HVAC Upfit Installed (OPTIONAL) One (1) 60" W X 14" D X 62" H Steel Shelving Unit (N5-RS60-4) (N5-RS96-4) One (1) 96" W X 14" D X 62" H Steel Shelving Unit (X-50B) Steel Cabinet, 2 Drawer (install roadside 4th shelf towards the rear) (X50-C) Steel Cabinet, 3 Drawer (install roadside 4th shelf towards the rear) Two (2) Aluminum Shelving Door for 48" Openings (install roadside 3rd shelf) (77-U1048) Wire Reel Holder (install roadside end panel facing the rear) (7124)5 Slot Paper Holder (install curbside end panel facing rear) (6063)(62-U1114) Eight (8) Van Shelving Bin, 14" Deep (place roadside 2nd shelf) "J" Hook Cord Holder, 3" Opening (install curbside end panel facing rear) (6070)Swivel Hook,4 inch opening (install roadside end panel facing rear) (6072)3,895.00 Two (2) Shelving Dividers 14" D (set of 5) (install c/s 2nd & 3rd shelves) (62-UDR14) 2.345.00 (1870-FTL) Max Rack 2.0 Aluminum Dropdown Ladder Rack – curbside only (1880-FTL) 4,090.00 Max Rack 2.0 Aluminum Double Dropdown - curbside & roadside

Initial: Vin:__PKB02982_____ Date:__

**NOTE: Hartford Truck Equipment will accept dealer purchase orders for pool chassis without a plant date on a "subject to change" basis only. If the chassis does not have a plant date when the dealer PO is issued and our body/equipment manufacturer announces a price change that would affect the items on your PO, a revised PO will be required reflecting these price changes.

> Terms: NET Due ETA: TBD. For additional terms and signature complete 2nd page





HARTFORD TRUCK EQUIPMENT

95 John Fitch Blvd. South Windsor, GT 860.290.9516 HartfordTruck.com (2) Sales@hartfordtruck.com

QUOTATION

Quote: 030723-GP6

Ref: '23 E-Transit 148" WB Med Roof

Date: 03/07/2023 Order# Z007

Terms: Deposit may be required. Balance due upon completion.

Delivery: Unless otherwise noted on this quotation, equipment is sold F.O.B. Hartford Truck Equipment

Validity: This quote is valid for 30 days (not withstanding manufacture price increase) and supersedes all previous quotes.

Warranty: Hartford Truck Equipment offers a Limited Lifetime Warranty on the Installation and workmanship of any product installed by Hartford Truck Equipment under normal use and service. Buyer agrees to take delivery under the product warranty of the manufacturer only, it is understood that Hartford Truck Equipment does not manufacture the equipment. Hartford Truck Equipment shall not be held liable for any damages whatsoever resulting from the use of defective equipment or for consequential damages of any kind. The Limited Lifetime Installation Warranty is not transferable and applies only to the original owner and original equipment. Service work and warranty work performed without prior authorization from Hartford Truck Equipment voids the Limited Lifetime Warranty and will not be reimbursed under any circumstances.

Additional Terms and Conditions:

Disclaimer: Buyer is aware that Hartford Truck Equipment's lead times are approximate and agrees to not hold HTE responsible for delays. Prices subject to change without notice.

Payments: We accept the following payment methods: Cash, American Express, Discover Card, MasterCard and Visa. We cannot accept personal checks. All business checks require current address, phone number, and a copy of driver's license Deposits: Deposits are required on all special order/non-stock orders. All deposits are nonrefundable after 30 days (before 30 days a

\$50 processing fee will be deducted.) Deposits remain as store credit unless otherwise stated.

Financing: Financing is available through CIT and select products through Sheffield Financial. \$100 finance charge will be applied. Taxes: In addition to the quoted price, buyer agrees to pay Hartford Truck Equipment Inc., all applicable taxes in respect to sale, delivery, storage processing and consumption of the equipment covered by this quotation. If tax exempt, resale certificate is required. Personal Property Policy: All customer owned items (plows, truck beds, pickup beds, etc.) must be picked up within 30 days of the invoice date to avoid storage fees. Hartford Truck Equipment is not responsible for any damage or theft of customer owned property. After 6 months, items left behind will be considered abandoned and become property of Hartford Truck Equipment. No exceptions. Storage: Storage fees will begin accruing after 30 days at current posted storage rates

Suspension Modifications: Additional costs may apply, If the vehicle has any suspension modifications

Customer LED Lights: Dealer/ Customer to allow for their dealer service department to re-flash computer for LED lights if required. Paint Matching: We cannot guarantee paint color match. Accurate color code information is essential for best results. Painting of service bodies tend to show manufacturing marks such as weld and grind marks which are inherent in the manufacturing process. Hartford Truck Equipment will not authorize any returns, discounts, or re-work, from concerns of blemishes, or top-coat finish. Returns: No equipment shall be returned for credit without prior written permission and instructions by Hartford Truck Equipment. Cancellation: It is understood that any order based on this quotation and accepted by the seller shall be a firm order inasmuch as Hartford Truck Equipment in turn must place firm orders for the equipment and or parts thereof. No cancellations may be made except on terms agreed to by Hartford Truck Equipment in writing.

Arbitration: Any controversy or claim arising out of or relating to this agreement or breach thereof, shall be settled by arbitration in accordance with the Commercial Arbitration Roles of the American Arbitration Association and judgment upon the reward rendered by the Arbitrator(s) may be entered in any court having jurisdiction thereof. If legal action is necessary to enforce the terms of this agreement, the prevailing party shall be entitled to reasonable attorney's fees incurred in any arbitration or court proceedings or attorney's fees incurred in the collection of a judgment of court of arbitration fees and costs and any other relief be entitled. Entire Agreement: This quotation sets forth the entire terms and conditions applicable to the equipment described herein and may not be modified without Hartford Truck Equipment written consent. The terms and conditions of this quote shall prevail over those of any other writing concerning this equipment in case of any inconsistency between them.

Please sign below indication your intent to purchase the above equipment at the price and terms quoted. By signing you are authorizing Hartford Truck Equipment, Inc. to perform the work as specified in this quote. Proposed modification of materials to be supplied, terms of sale, or pricing are contingent upon acceptance by Hartford Truck Equipment.

Accepted:	Title:	
Print:	Company:	
Date:		

Please sign and return as confirmation of order





Clean Water Facility Attn: Chelsey Little, CWF Superintendent 34 Greenfield Road Montague, MA, 01351

Sealed Proposal

Invitation for Bid

IFB-FY23-57 CWF Ford E-Transit Cargo Van (Fully Electric)

Bid Opening: April 24th, 2023 2:00 PM



Patrick Claffey 13 Rebel Rd. Hudson, NH 03051 Office: (603) 886-0880



VEH110 Quote Form: Buyer Request

Cells which require input are shaded blue and will turn white when filled. Additional cells are optional.

FOR PURCHSAGING ENTITIES: This (Buyer Request) tab must be completed by the purchasing entity and submitted to vendors. If the purchasing entity would like to submit a separate specification sheet, it must be submitted to the vendor along with this form.

, on reaction direct	5	eparate specification	sheet, it must be submi	tted to the vendor al	ong with this form.	dividual form.	3
	Use one quote form	per vehicle specificatio			can be included on each inc	erandamer racerels	
100000000000000000000000000000000000000	10 12 42 17 17		BUYER INFOR	RMATION		ALCOHOL:	
Purchasing Entit	y, including Department:	Town of Montague C	lean Water Facility				
	Name of Entity Contact:	34 Greenfield Rd, Mo	intendent				
	Contact Phone:	413-773-8865 ext 42	1				
		wpcf.supt@montagu	re-ma.gov				
Bi	lling Code, as Applicable:						
Date of Quote Request:	4/10/2023-4/24/2023		Quantity Requested:	1		Requested Deliver By Date:	TBD
	quested Delivery Location: Lot if Executive Branch Agency)	Dealer Lot or Facility			Delivery Contact: (if different from above)		
		PEQUESTE	D VEHICLE SPECIFIC	CATIONS / INFO	RMATION	THE PARTY	Web to the
VEU11	0 Vehicle #, if Applicable:		Venices of scill	Year, Make, Me	odel, Trim, if Preferred:	2023 Ford E-Transit	Cargo Van
VEHIL	to venicie #, ii Applicable.						
Specification	Reque		Preference		Specification	Request 2	Preference Open to Equivalent
	8: Cargo Van / Small, Mid	-Size, and Full-Size	Required		Seating Capacity: Exterior Color:		Open to Equivalent
Powertrain Type:	DWD		Open to Equivalent	Inter	rior Color and Material:	ANY	Open to Equivalent
Drive Train:	RWD						
	William To	REQUESTED F/	ACTORY OPTIONS A	AND PACKAGES ((PER VEHICLE)		SHARK LA
Quantity per			cage / Option Description			Factory Code, if	Preference:
Vehicle:	* -	Pack	age / Option Description	nı.		Applicable:	Open to Equivalent
	130" or 148" wheel base						Open to Equivalent
	Medium Roof Height						Орентовария
	Electric Motor	able)					Open to Equivalent
	Sliding side door (if availa	sole)					
							Charles San
STREET, STREET	REQ	UESTED ACCESSO	ORIES / UPFIT / TRA	INSFER OF EQUI	PMENT (PER VEHIC	LLE))	THE REAL PROPERTY.
Quantity per Vehicle:	De	scription of Requeste	ed Accessories / Upfit /	Transfer of Equipme	nt:	Brand / Product Code, if Applicable:	Preference:
	Requested upfit shelving	and storage bins (if a	available)				Open to Equivalent
		•					Open to Equivalent
	Requested hazard strobe	e lighting (if available)					Spen to adorronalis
							-
	-						

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VEH110 Quote Form: Buyer Request

Cells which require input are shaded blue and will turn white when filled. Additional cells are optional.

FOR PURCHSAGING ENTITIES: This (Buyer Request) tab must be completed by the purchasing entity and submitted to vendors. If the purchasing entity would like to submit a separate specification sheet, it must be submitted to the vendor along with this form.

Use one quote form per vehicle specification. Only multiples of the exact same spec'd vehicle can be included on each individual form.

OTHER TERMS (NOT TO CONFLICT WITH ANY TERM ON VEH110)

Requirement: 2023 Electric Ford E-Transit Cargo Van, open to different specifications and options based on whats currently available to dealers.

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Letter of Transmittal – Town of Montague Cover Letter

Ms. Chelsey Little,

Thank you and the Town of Motague for the opportunity to submit a response to IFB – FY23-57, CWF Ford E Cargo Transit Van (Fully Electric).

Our understanding of the scope of work pertaining to this Bid is to provide the Town of Motague a proposal for the manufacture and delivery of products in accordance with the terms and conditions set forth in this solicitation, meeting all specifications and FMVSS laws.

CBS's proposal may include manufacturer's brochures, standard warranty information, and additional technical information within our bid submittal. Information shown on these documents indicates our manufacturer's standard equipment or specifications and does not necessarily reflect the exact equipment to be utilized or included with the bid vehicle. Our vehicle is built to meet all bid specifications.

Creative Bus Sales includes a Level 2 Charger, the Ford Pro[™] Telematics software for 3 years and delivery in 60 days from receipt of order.

The resulting contract will be for 1, 2023 Ford E Transit Cargo Van (Fully Electic) with related necessary components, and selected options.

The information contained in our proposal contains our qualifications to perform the required work, detailed specifications, warranties, and descriptions of our facilities and staff.

Included are all the required documentation and general forms. If you need more information or clarification, please give us a call at 603-402-7028 with any inquiries.

Sincerely,

Mike Shultz/Regional Sales Manager

mshultz@creativebaussales.com

13 Rebel Road Hudson, NH 03051 603-402-7028 Office

Mile Shake

978-228-8410 Direct

Patrick Claffey/Project Manager pclaffey@creativebussales.com 13 Rebel Road

Hudson, NH 03051 603-402-7028 Office 603-851-1508



2023 Ford E-Transit 350

Price Proposal



40+

Years In Business 20+

Nationwide Locations 350+

Dedicated Employees 1,500

Annual Customers

Creative Bus Sales offers dedicated sales, parts, and service departments to help you in all stages of bus ownership. Our customers benefit from our strong manufacturer partnerships, the largest in-stock inventory, and a nationwide team of experts. As a family-owned business with experience in the transportation industry since 1980, it's no coincidence that we've grown to become the nation's largest bus dealership.



2023 Ford E-Transit 350



General Contractor Upfit

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Specifications

2023 Ford E-Transit 350 Cargo, Medium Roof Van Chassis Engine: Ford OEM Electric Motor, Single, Rear Drive: Rear Wheel Drive Power: 198 kW / 266 HP / 317 TQ Battery: 68 kWh / Floor-mounted single pack Li-lon battery Fuel Type: Electric GVWR: 9,500 lbs. (Curb Weight before option content: 5,871 lbs.) Payload: Up to 3,629 lbs. Length: 19'-7.5" 235.5" Exterior Wheelbase: 148" Height: 101.3" Wide: 81.3" Sliding side door 16" Steel wheels with full wheel covers Single Rear Wheel Amber LED strobes (6) Driver Compartment: Ford OEM Wall Liner on both sides Interior Rear Flooring: Plywood with Rubberized Cover Rear Cargo Area: Ford OEM Wall Liner on both side walls LED lighting A/C and Heat Driver's compartment, Ford OEM Sync 4 AM/FM/Bluetooth Radio Accessories Ford Pro Telematics Essentials & E-Telematics Ford Pro Depot Charging Software Adaptive Cruise Control First aid kit, Fire extinguisher, Triangles Safety OEM back-up Camera Wall Charger and 120V/240V Mobile Power Cord Included Charging Charge Port: J1772 CCS1 Combo, Center Bumper Charging time: 15-80% DCFC (115 kW) 34 min,15-80% (50 kW) 65 min 0-100% 240V L2 (48A) 8 hours, 0-100% 240V L2 (30A) ~12 hours Passenger Seating **OEM Driver and Co-pilot Seating** Options Kargomaster package 41TLM (General Contractor) **Upfit Package** Floor mounting platform Perforated partition (3) Adjustable shelf units 52"w x 60"h x 14"d (1) Steel 3 drawer cabinet 20"w x 12"h x 13.5"d

EV Accessories:

Level 2 Depot Wall Charger (installation not included)

(5) Plastic parts bins 10"w (2) 3 prong J hooks

- 120V/240V Charger Cord
- 3 Years of Connectivity through Ford Pro™ Telematics Software

(1) Steel 4 drawer cabinet 20"w x 12"h x 13.5"d

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Warranty

- Bumper to Bumper: 3 Years / 36,000 Miles
- Powertrain: 5 Years / 60,000 Miles
- Safety Restraint System: 5 Years / 60,000 Miles
- Corrosion (Perforation only): 5 Years / Unlimited
- Unique Electrified Components: 8 Year / 100,000 Miles

Kargomaster Component Warranty

Manufacturer Warranty

Defects and Structral Failures: 3 Years / 36 Months

All vehicles come with warranty, but Creative Bus Sales offers more value without the added cost. Our coverage and support comes with each of our new buses — *standard*.

We Process All The Warranty Registrations

We register all of your bus parts for you, no more pesky warranty cards to fill out. This includes *all* parts, wheelchair lift, electronics, HVAC, etc.

We Handle All The Paperwork

We administer and coordinate any warranty work. You make one call to our warranty department, and they take it from there.

Repair Facilities Near You

When warranty work is needed, we use service repair facilities near the bus location. We have over 3200 authorized centers and growing. You will never have to drive far to get repairs completed.

No More Claim Forms

Creative Bus handles all parts of the claim process, you will have no out of pocket expenses, no reimbursements, and the service facility will be paid directly by us.

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Pricing

Description Amount
Vehicle Price \$77,062.00
L2 Charger & Ford Included
Pro™ Telematics
Delivery Included
Total* \$77,062.00

Delivery

60 days from receipt of order

Contact:

Date Issued: 4/24/2023 Name: Patrick Claffey Phone: (603) 851-1508

Email: pclaffey@creativebussales.com

^{*} Pricing does not include DMV, title, or licensing. This quote is valid for 30 days from date issued.

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Creative Bus Sales – Business Description

Responder Information

Creative Bus Sales, Inc.

Type of Organization - Corporation

Established 1/4/1990

www.CreativeBusSales.com

Business Summary - Parts, Service & Support, Manufacturing See Capability, Qualifications and Experience document for complete narrative.

- Parts Distribution Centers
 - 1. Atlanta, GA
 - 2. Chino, CA
 - 3. Jacksonville, FL
 - 4. Phoenix, AZ

- 5. Elkhart, IN
- 6. Irving, TX
- 7. Murraysville, PA
- 8. Carlstadt, NJ

Parts Contacts

Keith Popp | Parts Manager, East

201.414.6127

KPopp@CreativeBusSales.com

Jennifer Gerdes | Outside Parts Sales, National Accounts

770.624.7113

JGerdes@CreativeBusSales.com

Nick Oreshan | Director of Parts and Service

888-993-5040 ext. 415

NOreshan@CreativeBusSales.com

New Parts Orders

888.993.5040

Parts@CreativeBusSales.com

Order Status

PartsAdmin@CreativeBusSales.com

- Nationwide Full Service & Support Dealership Locations
 - 1. Chino, CA
 - 2. Sacramento, CA
 - 3. Canby, OR
 - Mukilteo, WA

- 5. Phoenix, AZ
- 6. Albuquerque, NM
- Colorado Springs, CO
- 8. Irving, TX

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- 9. Lewisville, TX
- 10. Tyler, TX
- 11. Rogers, AR
- 12. Slidell, LA
- 13. Jackson, MS
- 14. Elkhart, IN
- 15. Buffalo, NY
- 16. Canonsburg, PA

- 17. Carlsdadt, NJ
- 18. Hudson, NH
- 19. Jacksonville, FL
- 20. Davie, FL
- 21. Orlando, FL
- 22. Charlotte, NC
- 23. College Park, GA

Manufacturer Facilities

- Forest River, Inc. 2367 Century Dr., Goshen, IN 46528
- The Braun Corporation 627 W. 11th St., Winamac, IN 46996
- 3. Arboc Specialty Vehicles 51165 Greenfield Pkwy, Middlebury, IN 46540
- New England Wheels 33 Manning Rd., Billerica, MA 01821

All CBS proposed manufacturers are TVM (Transit Vehicle Manufacturer) certified and industry leaders in their respective van, transit and bus production fields. With thousands of annual deliveries and a rich history of servicing government agencies across the country, Creative believes in putting its best foot forward with MassDOT and there is not a better group of transit and specialty manufacturers available in the industry.





THE CREATIVE COMMITMENT

Our Pledge To You

As a family-owned business with 41 years of experience in the transportation industry, it's no coincidence that we've grown to become the nation's largest bus dealership. We offer dedicated sales, parts, and service departments to help you in all stages of bus ownership, in addition to our Creative Fleet Leasing branch for any financing needs and our Green Alternative Systems branch for any alternative fuels conversions. The Creative Commitment we present here, outlines our every day practices; which ultimately guide our business and help to better serve you, the customer.



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THE CREATIVE COMMITMENT

Our Pledge To You

Nation's Largest

We believe a local relationship with our customers is necessary to fully understand and fulfill their needs. That's why each CBS location is locally managed and operated.

Integrity

We pride ourselves on maintaining sound and honest business practices. From the communication with the manufacturer, to the transactions with suppliers, down to the conversations with our varied customer base.

Lifetime Commitment

We aren't here for the short-term sale. We hold a lifetime commitment to every customer with after sales service and support designed to be as convenient as possible.

Relationship Management

We focus on developing a partnership before the sale through a transparent process that continues well after the sale. An unwavering commitment to excellence, dependable service, and nationwide networks help us to meet your goals.

Leading Performance

Our continuously high performance has led to much success in the industry. Manufacturers are pleased to work with us and often seek out partnerships because of our reputation.

Manufacturer Feedback

Equipped with over two hundred service bays nationwide and a mobile service network, we can often identify performance and service issues before the manufacturer!

Customer Needs

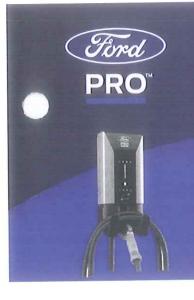
We can address any customer needs because of our wide selection of vehicles, our many locations, and the fact that we perform service maintenance, financing, and alternative fuels conversion.

Partner Relationships

We maintain long-term industry relationships with vendors and manufacturers. While we have added many brands to our offerings, we remain loyal to all our partners that meet our standards and our customers' expectations.

Product Development

We focus on developing a partnership before the sale through a transparent process that continues well after the sale. An unwavering commitment to excellence, dependable service, and nationwide networks help us to help you.



Ford Pro™ AC Charging Station

Ford Pro AC Charging Station Install Specs for Licensed Electricians.

Equally adept at both commercial and home charging duties, the Ford Pro AC Charging Station can charge any standard EV. The Ford Pro AC Charging Station is ready to deploy wherever is convenient for you or your drivers.

	Application	Commercial / Residential	Cellular	Yes, Primary	Certification	i	UL 1998, UL 991
	Application	Level 2	Data Protocol	OCPP 1.6			UL 2594/CSA C22.2 No. 280
	Voltage (Vac)	208 V / 240 V AC	Operation	-31º – 122º F		ï	NMX-J-677-ANCE
	Frequency	60 Hz	Temp.			*	UL 2231-1/CSA C22.2 No. 281.1
	(Hz)		Storage Temp.	-40° - 140° F		×	NMX-J-668-1
	Output Power	10kW at 208V	Mounting	Wall mount / Post mount			UL 2231-2/CSA C22.2
		11.5kW at 240V	Options				No.281.2/NMX-J- 668/2-ANCE
	Current (Rms)	Max. 48 A	Wiring Type	Hard-wired			UL 2251/CSA 22.2
	arging	J1772, Type 1	Enclosure	NEMA 4			NMX-J-678-ANCE
(nnector	317,21,1,100	Level				FCC Part 15.247
	Cable Length	25 ft	Impact	IK 10			FCC Part 15B
			Resistance			٠	FCC Part 15C
	Wi-Fi	Yes	Dimensions (H x W x D)	16.10in x 7.09in x 3.78in	Warranty ²	Lir	mited 3yr
	Ethernet	Yes	Weight	17 lbs			

Additional Details

Touch Button	Time delay, return to max power level, reset ground fault	Energy Metering	Revenue accurate, ANSI C12.20 compliant metering
Charging Status LEDs	Power, time delay, charging	Ground Fault Protection	20 mA
	state, reduced power level, authentication, cold start	Voltage Protection	Under voltage: 167 V (min. 80 V) / over voltage: 267 V (max. 275 V)
Communication Status LEDs	Connected / not connected during operation, signal strength during commissioning LEDs	Over Current Protection	Current +10% above configured threshold, min. +2A, 5 seconds
Optional De-rate	40A, 32A, 24A, 16A, 12A	Operating Altitude	9,840 ft

All technical information subject to change
The Limited Warranty is being provided by Ford to the person or entity who purchased the Roduct from Ford ("Buyer") and, subject to the product terms and conditions, covers any defect in the Roduct which can be directly and "University and subject to the product terms and conditions, covers any defect in the Roduct which can be directly and "university and subject to the product terms and conditions, covers any defect in the Roduct which can be directly and "university and subject to the product terms and conditions, covers any defect in the Roduct which can be directly and "university and subject to the product terms and conditions, covers any defect in the Roduct which can be directly and "university and subject to the product terms and conditions, covers any defect in the Roduct which can be directly and "university and subject to the product terms and conditions, covers any defect in the Roduct which can be directly and "university and subject to the product terms and conditions, covers any defect in the Roduct which can be directly and "university and subject to the product terms and conditions, covers any defect in the Roduct which can be directly and "university and subject to the product terms and conditions, covers any defect in the Roduct which can be directly and "university and subject to the Product terms and conditions, covers any defect in the Roduct which can be directly and subject to the Product terms and conditions, covers any defect in the Roduct which can be directly and subject to the Roduct terms and conditions, covers any defect to the Roduct terms and conditions, covers any defect to the Roduct terms and conditions, covers any defect to the Roduct terms and conditions, covers any defect to the Roduct terms and conditions, covers any defect to the Roduct terms and conditions.

Ford Pro[™] Depot Charging Software

Deployment of sophisticated smart-charging algorithms that ensure vehicles are reliably charged while optimizing energy cost based on a variety of data sources such as vehicle arrival and dispatch schedules, routing information, time-of-use (TOU) energy rates, demand charge windows, and service impacting faults. Functionality is detailed below for the two software licenses being offered.

Functionality	Base	Elite
Commercial EV Suitability Assessment and TCO tools	V	V
OCPP and ISO 15118 Support	V	/
Monitoring and Management of Depot Health, Vehicle Readiness	/	~
Real-Time Fault Alerts and Service Tracking Across Chargers, Vehicles	/	~
Multi-Make Vehicle Support	V	V.
Demand Charge and TOU Cost Reduction (Utility Rate Integration)	/	/
Automated Energy Reporting	/	/
Preconditioning Support (Battery & Cabin)	/	/
OEM-Grade Telematics Integration	V .	V.
Per-Vehicle Charging Optimization Based on Vehicle Telematics, Route, and Schedule		~ .
APIs For Enterprise Services		~
LCFS Reporting & Filing		~
Depot Charging Turnkey Solution Design		
Comprehensive Depot Charging Financing	Offee	red by
Charger Procurement, Installation, Service and Maintenance	Ford Pro	o but not n the SaaS
Additional E-Telematics (Live Map, Vehicle Health, Driver Management, and BEV Insights)	quote	below.
Home Charging Installation, Management App, & Driver Reimbursement		te quotes pon request.
Unified Access and Billing for 70,000+ Public AC and DC Charge Ports Through the Blue Oval Network (7 Networks)		
Unified Home, Public, and Depot Charging Insights, Data, and Account Management		

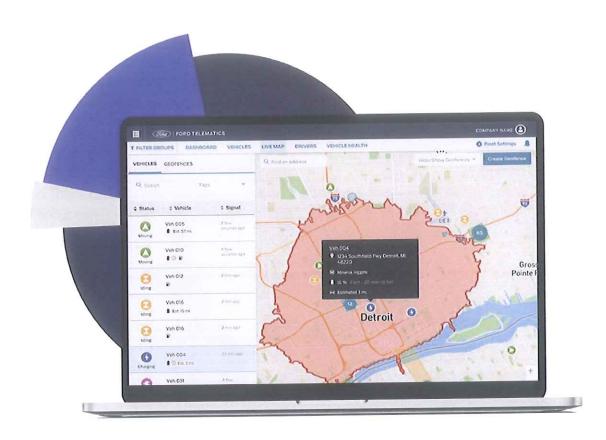
^{*}For Ford L3 chargers / Ford vehicles



Ford Pro > Software

FORD PRO E-TELEMATICS

As Ford continues moving toward electric vehicles, Ford Pro E-Telematics offers helpful features that help reduce fleet manager anxiety and help maximize the return on their investment into EVs.



FORD PRO E-TELEMATICS DASHBOARD

Fleets get real-time insights and view vehicle status, charge logs and events to help maximize performance:

- Range status set thresholds to alert you if a vehicle falls below a certain range remaining
- Plug-in status get alerts if a vehicle is not plugged in when it should be to help ensure it's always ready for work the next day
- Actual charging costs
- Type of charging (AC/DC)
- · Where charging occurs (home, public, depot or other)
- Trends for investigation or optimizing usage and readiness

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- Charge logs analyze key factors to gain performance insights (kWh consumption, charge speed and distance to empty)
- Remote preconditioning utilizing Departure Preconditioning enables cabin and propulsion battery temperature optimization, supporting battery efficiency, and comfort for the driver while helping extend range on the road
- Range and network mapping the travel limits for the current charge and
 alerting the manager and driver if charging is required to complete the day's
 route. Available BlueOval Charge Network locations are also mapped,
 helping drivers plan charging in line with the day's route.



DRILL IN FOR DETAIL

Details appear within pop-up information boxes — hover for an overview, click for greater detail.

EASY-EXPORT CHARGE LOGS

Comprehensive reports help fleet managers review and continuously improve their charge strategy to reduce costs and downtime spent at the charger.

Reports include:

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- Vehicle
- Driver
- · Charge event record ID
- Start date & time (MM/DD/YY 00:00AM/PM)
- End date & time (MM/DD/YY 00:00AM/PM)
- Duration (hh:mm:ss)
- · Range begin (mi)
- Range end (mi)
- · Range gained (mi)
- SOC begin (%)
- SOC end (%)
- SOC gained (%)
- Energy added (kWh)
- Avg. power (kW)

- Charge type (AC/DC)
- Event type
- · Charging session fee (currency in which it is sent)
- · Charge event location
- City
- Charging provider
- · Charger reported energy (kWh)
- Charging session fee (pretax)
- · Charging idle fee
- Charging session taxes
- Currency type
- · Charge record flag:
 - NA: Unverified/Potential Misuse
 - EU; Unverified/Potential Misuse/Mismatch

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FORD PRO TELEMATICS EV DASHBOARD

While fleet managers monitor EV activity from the office, drivers benefit from helpful information and alerts on their vehicle touchscreen that help them maximize their vehicle performance while on the road. The EV dashboard includes:

- Get real-time insights and view vehicle status, charge logs and events
- Range status set thresholds to alert if a vehicle falls below a certain range remaining
- Plug-in status driver is alerted if a vehicle is not plugged in when it should be to ensure it's always ready for work the next day
- Charge logs analyze key factors to gain performance insights:
 - kWh consumption
 - Charge speed
 - Distance to empty
- Remote preconditioning optimize cabin temperatures and schedule preconditioning while vehicle is plugged in to maximize battery efficiency

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2022 FORD E-TRANSIT (U.S.)

PECIFICATIONS



BODY

Construction/materials

Steel unibody

Body style

Cargo, chassis cab and cutaway vans

Roof heights

Low, medium and high

Lengths

Regular, long and extended

Final assembly location

Kansas City Assembly Plant, Claycomo, MO

DRIVETRAIN

Layout standard

Floor battery, rear wheel drive, rear e-motor

PERFORMANCE

Peak Power [kW/HP]*

198 kW / 266 HP

Peak Torque*

317 lb.-ft.

BATTERY/CHARGING"

Usable Energy

68 kWh

Battery Configuration

Li-ion, single pack

Onboard Charger

10.5 kW output / 11.3 kW input

Peak DCFC Power

115 kW

Pro Power Onboard

2.4 kW (available)

15-80% DCFC (115 kW)

34 min 65 min

15-80% (50 kW)

0-100% 240V L2 (48A)

8 hours

0-100% 240V L2 (30A)

-12 hours

Ford Mobile Power Cord (120V/240V)

Standard

Ford Connected Charge Station (48A) Available

15-min miles (DCFC)^t

45 (low-roof van)

10-min miles (DCFC)†

30 (low-roof van)

L2 charging miles per hour (48A)†

15 (low-roof van)

L2 charging miles per hour (30A)†

10 (low-roof van)

STEERING

Type

Electric Power-Assisted

'Calculated via peak performance of the electric motor(s) at peak battery power. Your results may vary.

"Charge times based on manufacturer computer engineering simulations. The charging rate decreases as battery reaches full capacity. Your results may vary based on peak charging times and battery state of charge.

Range and charge time based on manufacturer computer engineering simulations and US EPA MCT drive cycle methodology (www.fueleconomy.gov/feg/pdfs/EPA test procedure for EVs-PHEVs-11-14-2017.pdf). The charging rate decreases as battery reaches full capacity. Your results may vary based on peak charging times and battery state of charge. Actual vehicle range varies with conditions such as external elements, driving behaviors, vehicle maintenance, lithium-ion battery age and state of health.

For editorial use only. Information correct at time of publication. Check media.ford.com for updates.



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SUSPENSION

Front configuration	Front independent MacPherson strut suspension w/stabilizer bar
Front shock absorber type	Gas-pressurized
Rearconfiguration	Independent rear suspension with coil springs, semi-trailing arm STA and stabilizer bar
Rear shock absorber type	Gas-pressurized

BRAKES

Front Type	Power anti-lock vented disc	
Front rotor diameter (outer/inner)	12.1 inches / 6.5 inches	
Front caliper config	2 piston caliper, 1.89 inches diameter	
Reartype	Power anti-lock solid disc	
Rear rotor diameter (outer/inner)	12.1 inches / 7.9 inches	
Rearcaliperconfig	Single piston caliper, 2.01 inches diameter	
Parking brake (type)	Rear brake integrated caliper, electric park brake	

SAFETY/CONTROL SYSTEMS

ABS/Stability Control	Four-Wheel Anti-Lock Brakes, AdvanceTrac®with Roll Stability Control® (RSC®), Side-Wind Stabilization System
Airbags	Front, Driver and passenger Front, Driver and passenger seat-mounted side Safety Canopy® side curtains
Chassis safety	Tire Pressure Monitoring System (TPMS), SOS Post-Crash Alert System™

DRIVER ASSIST

Standard	Lane Keeping System with Lane-Keeping Alert, Road Edge Detection, Driver Alert System (drowsiness detection), Pre- Collision Assist with Automatic Emergency Braking, Post Impact Braking, Hill Start Assist, Auto High Beam Controller
Available	Speed Sign Recognition with Navigation, Intelligent Speed Assist, Intelligent Adaptive Cruise Control, Automatic Speed Limiting Device, Blind Spot Information System w/ Trailer Tow, Cross Traffic Alert, Blind Spot Assist/Lane Change Warning & Aid, Pre-Collision Assist, Reverse Brake Assist, Enhanced Active Park Assist, Front Park Aid, Rear Park Aid, Side Park Aid

WHEELS

	Cargo Van	Cutaway	Chassis Cab	
16-inch steel wheel with full wheel cover	Standard	Standard	Standard	

HEADLIGHTS

Standard hi/low automatic on/off	Halogen	
Available	HID with LED signature surround	
Foglamps (optional)	Halogen	

KEY SPECS

Length Roof height	Regular Low	Long Low	Long Medium	Long High	Extended High
Cargo Van					
Max payload (lbs.)	3,880	3,776	3,628	3,553	3,330
Range (miles)*	126	126	116	108	108

'Based on full charge. USA targeted range reflecting current capability based on analytical projection consistent with US EPA MCT drive cycle methodology (www.fueleconomy.gov/feg/pdfs/EPA test procedure for EVs-PHEVs-11-14-2017.pdf). Actual range varies with conditions such as external elements, driving behaviors, vehicle maintenance, and lithium-ion battery age.



CAPACITIES

CHI MOITING					
Length	Regular	Long	Long	Long	Extended
Roof height	Low	Low	Medium	High	High
Cargo Van					
Seating	2	2	2	2	2
Cargo volume behind first row (cu. ft.)	246.7	277.7	357.1	404.3	487.3
Max front axle load (lbs.)	4130	4130	4130	4130	4130
Max rear axle load (lbs.)	6000	6000	6000	6000	6000
Base curb weight (total) (lbs.)	5619	5723	5871	5966	6169

WARRANTY

Unique Electrified Components

8 year/100,000 miles



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Ford E-Transit

Cargo Upfit Package





Empty Interior Shown

Chassis

- Ford Transit 350, Medium Roof Cargo Van
- · Ford OEM Electric Motor, Single, Rear
- Power Stats: 198 kW / 266 HP / 317 T
- Single Speed Electric Transmission
- Rear Wheel Drive
- · Battery Capacity: 68 kWh
- Floor-mounted, Lithium Ion Battery Pack
- GVWR: 9,500 lbs.

Exterior

- Length: 19'-7.5" (Long, Med Roof)
- · Wheelbase: 148"
- Curbside Sliding Door
- Rear Double Doors
- 16" Steel Wheels w/ Full Wheel Covers
- Single Rear Wheels

Interior

- Black Rubberized Flooring
- LED Dome Lights

Charging Equipment

- Ford Mobile Charger w/ 120/240 Volt Connectors (Level 1 Charger)
- Ford Pro™ AC Charging Station (Level 2 Charger)
- Ford Pro™ Depot Charging Management Software

Charging Time**

- 15-80% DC Fast Charge:
 - 34 min** (115 kW) / 65 min** (50 kW)
- 0-100% 240V (Level 2):
 - 8 hrs** (48A) / 12 hrs** (30A)

Our Exclusive Features

- Ford Pro[™] Depot Charging Software Subscription
- Ford Pro™ AC Charging Station (Level 2)

** Charge times based on manufacturer computer engineering simulations.

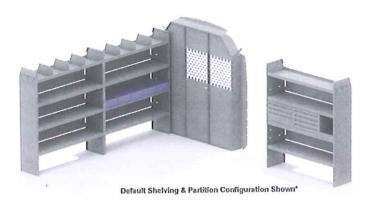
The charging rate decreases as battery reaches full capacity. Your results may vary based on peak charging times and battery state of charge. Actual range varies with conditions such as external elements, driving behaviors, vehicle maintenance, & battery age.

Contact us for more information about available optional equipment and specific options on in stock vehicles.



Interior Upfit Package





General Contractor Package

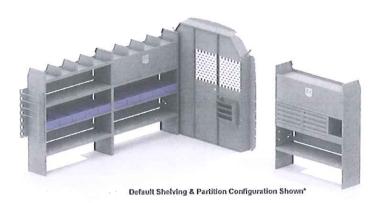
- E-Transit Floor Mounting Package
- Driver Partition Perforated, with Wing Kit
- Shelving
 - 3 Shelves total: 2 on Driverside, 1 on Curbside
 - (3) Shelving Units, Dimensions: 52" W x 60" H x 14" D
 - (1) Drawer Cabinet 3 Drawers
 - (1) Drawer Cabinet 4 Drawers
 - (2) Hook 3 Prong "J"
 - (1) Hanging File Holder
 - (1) Shelf Dividers 6" Tall (Set of 6)
 - (1) Shelf Lip 10" L x 2.75" H
 - (5) Small Parts Shelf Bin 10" W (Plastic)

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Interior Upfit Package





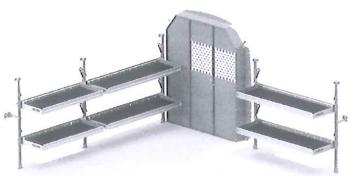
Electrical Contractor Package

- · E-Transit Floor Mounting Package
- · Driver Partition Perforated, with Wing Kit
- Shelving
 - 3 Shelves total: 2 on Driverside, 1 on Curbside
 - (3) Shelving Units, Dimensions: 52" W x 60" H x 14" D
 - (2) Shelf Door Kit 52" W
 - (2) Drawer Cabinet 4 Drawers
 - (1) Wire Reel Holder 5 Spindle
 - (1) Hanging File Holder
 - (1) Shelf Dividers 6" Tall (Set of 6)
 - (1) Shelf Lip 10" L x 2.75" H
 - (10) Small Parts Shelf Bin 10" W (Plastic)



Interior Upfit Package





Default Shelving & Partition Configuration Shown*

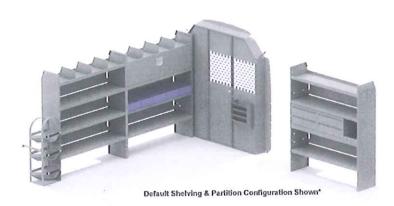
Folding Shelf Package

- E-Transit Floor Mounting Package
- · Driver Partition Solid Bulkhead
- Shelving
 - 3 Shelving Units total: 2 on Driverside, 1 on Curbside
 - (2) Aluminum Folding Shelf Units 60" W x 20" D (Double Shelves)
 - (1) Aluminum Folding Shelf Unit 48" W x 20" D (Double Shelves)
 - (1) Folding Shelf Leg, Single leg for folding shelves
- Additional Lighting
 - (2) Pair of LED Lighting for Van Interior



Interior Upfit Package





HVAC Package

- E-Transit Floor Mounting Package
- · Driver Partition Perforated, with Wing Kit
- · Shelving
 - 3 Shelves total: 2 on Driverside, 1 on Curbside
 - (3) Shelving Units, Dimensions: 52" W x 60" H x 14" D
 - (1) Shelf Door Kit 52"
 - (1) Drawer Cabinet 4 Drawers
 - (1) Hook 3 Prong "J"
 - (1) Hanging File Holder
 - (1) Shelf Dividers 6" Tall (Set of 6)
 - (1) Shelf Lip 10" L x 2.75" H
 - (1) Refrigerant Tank Rack 3 Tier
 - (5) Small Parts Shelf Bin 10" W (Plastic)

^{*} Diagram representative of standard upfit package configuration. Your actual package may vary depending on the options selected.

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Additional Upfit Accessories



Exterior Options



Interior Options

Ladder Racks

Folding Rooftop, Gas Shock-Assisted

- · Chose Aluminum or Steel
 - Single Ladder, Driver Side
 - · Single Ladder, Passenger Side
 - · Dual Ladder, One Per Side

Driver Partitions

Barrier to prevent load shifting and added cargo security

- Solid Partition (A)
- · Perforated Partition (8)
- · Perforated Partition w/ Door (c)







Rear Ramp

Tri-fold, Aluminum Ramp

- · 24" Width
- · 30" Width
- 36" Width

Cargo Wall Liner

Black Composite Wall Liner for both sides of cargo interior



Exterior LED Lighting

All lights activate with dash mounted rocker switch or visible when rear cargo doors opened

Amber - LED strobes (x6)

- (2) Front Grill
- (2) Rear Exterior Pillar
- (2) Rear Overhead Entry Door

Interior LED Lighting

White LED Lighting - Illuminates when cargo doors open

- (2) LED Marker Lights
- (6) LED Marker Lights

Pictures representative of standard accessories, actual appearance may vary.
 Contact us for more information about available and in stock options.



Creative Bus Sales would like to thank you and congratulate you on the purchase of your recent vehicle. We value your trust in our company and we will do our best to meet your expectations. With over 38 years of listening to our customers' needs and delivering vehicles within their budget we are one of the nation's largest dealerships. We have a dedicated nationwide network of Parts, Service, Warranty, and Customer Care departments in which our primary objective is to ensure that we continue to meet your expectations!

Below you will find an overview of your Creative Bus Sales support team in the event any issues or concerns arise.

Creative Care: Our customer care department is here to respond to your inquires or concerns about your vehicle purchase. Customer care is available to help resolve any issue that may arise over the serviceable life of your vehicle. Customer care is also your primary resource to assist you in reaching the correct department or individual that you desire to speak with. To reach our Creative Care department call 1-844-374-8915 or email creativecare@creativebussales.com

Service Department: Our service department will work diligently to ensure that your vehicles are maintained to the highest standard. Creative Bus Sales service departments welcomes our customers vehicles for any maintenance or service-related concerns. Creative Bus Sales has 15 service location located across the United States that are ready to assist you. With an appointment, our service team will make sure to get your vehicle back on the road as quickly as possible. To reach our service department call 1-800-326-2877 or email creativecare@creativebusales.com

Parts Department: Creative Bus Sales stocks a large variety of parts to ensure we have what you need to keep your vehicles operational. The parts department staff includes experienced parts sales associates, shipping and receiving associates, inventory specialists, and delivery drivers where applicable. To reach our parts department, call 1-888-993-5040 or email parts@creativebussales.com

Warranty: Our warranty department will work for you to address any warranty concerns that you have with your vehicle. Creative Bus Sales warranty department will act as liaison between the customer and chassis manufacturer to expedite a satisfactory resolution for your concerns. Our warranty department will ensure that all your warrantable concerns are corrected to the manufacturer standards. To reach your warranty department please call 1-800-326-2877 or email warranty@creativebussales.com

- If the bus has an issue during the warranty period, please contact our warranty
 department at <u>warranty@creativebussales.com</u> so that they can assist. The following
 information below will be needed in order to determine warranty coverage.
 - o VIN
 - Mileage
 - o Pictures of the issue (if applicable)

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• If you are near a Creative Bus Sales location, we invite you to come and visit us for all warranty repairs. We do realize that you may not be close to any of our service locations. If that is that case our warranty team will assist in locating a repair facility that can complete the needed warranty repairs. After determining where the repairs will be completed a repair estimate must be provided to the Creative warranty team. No repairs are authorized to be completed for warranty purposes until the warranty team has approved the estimate provided.

Below you will find a list of FAQs' regarding the warranty process. If there are still questions, please do not hesitate to reach out to warranty@creativebussales.com and someone will respond promptly.

- How long does it take for someone to respond after I contact warranty@creativebussales.com?
 - Our targeted response time is within 24 hours however, we strive to achieve a
 quicker response time when possible.
- Where can I go for Warranty service?
 - Depending on the vehicle concern, your Warranty Administrator will discuss with you the best way to get your bus repaired. We invite you to come into any of our Creative Bus Sales service locations for any repair issues. If you are not close to one of our facilities, please contact warranty@creativebussales.com and our team will be happy to assist you in locating a manufacturer authorized warranty repair facility near your area.
 - Of the issue you are experiencing is OEM (Ford, Chevy, Dodge, Freightliner, International) related such as engine, transmission or a check engine light, the bus must be taken to the appropriate manufacturer dealership in your area. Creative Bus Sales is not authorized to complete warranty repairs on any OEM related failure. Your warranty team can also assist in locating an OEM dealership that can service your vehicle. We can always be reached at warranty@creativebussales.com.
- What procedure do I follow when Warranty repairs are made at my own facility?
 - Warranty repairs should not be performed without contacting warranty@creativebussales.com for prior authorization. Once Creative is contacted we will acquire authorization from the manufacturer and provide you with a claim number so you can receive a credit/payment for the warranty repairs that you performed. Failure to get prior authorization before repairs are completed may result in claim denial.



- How do I get parts for Warranty repairs performed at my own facility?
 - Please contact <u>warranty@creativebussales.com</u> and your warranty administrator will acquire the authorizations needed and arrange for parts to be shipped to your location at no charge. However, it is imperative that all defective parts be kept until up to 90 days after repair has been completed or otherwise notified. Neglecting to do so can result in claim denial.
- Does Warranty cover the cost of transporting the bus to and from authorized Warranty repair centers?
 - No, you are responsible for the cost of transporting the bus to and from the authorized Warranty service center.
- Is towing covered under Warranty?
 - o If the failure is OEM related (engine, transmission, check engine light, etc.) the tow will be covered under warranty through Ford, Chevy or Dodge roadside. Again, the tow must be set up through the perspective roadside customer service line. If you need OEM roadside assistance please reach out to warranty@creativebussales.com and a warranty administrator can assist.

Ford roadside: 1-800-241-3673 Chevy roadside: 1-888-899-1327 Freightliner: 1-800-367-6372 International: 1-800-336-4500

- If the failure is related to the aftermarket body side of the bus towing is not covered.
- What do I do when I have problems with the bus while under Warranty but cannot get it in for repairs right away?
 - If you have a warranty concern that you are unable to address at the time please contact <u>warranty@creativebussales.com</u> so we can document the complaint with the manufacturer.
- How long does it take to receive credit for my Warranty claims?
 - We want to expedite the processing of your Warranty claims. We are committed to crediting you within thirty days after receipt of all the paperwork and failed parts.

Note: It is extremely important to file your Warranty claim within 30 days of the repair, or your claim could be subject to disapproval.

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