

American Coach Service Information

Please Note: The Deadline For Returning This Form is August 20, 2009

Service Guidelines

Because we are not equipped with required fall-protection at rallies, no Fleetwood associate will be allowed to get on top of a motor home roof at any time.

No Fleetwood associate will be allowed to work under a unit at a rally.

Repairs requiring lifting/jacking of motor home will not be performed at a rally.

Certain repairs of doors or windows or windshields cannot be performed at a rally.

Awning tension adjustments must be done by the awning manufacturer.

It has been a long-standing policy of the Service facility that we cannot address the following items at rallies:

- Paint and Body Repairs
- Installing Accessories.
- Cosmetic/Appearance Repairs
- Water Filters & Maintenance Services

Request Deadline

- Please submit your list on or before **August 20, 2009** - the absolute deadline. We must have your list at least 3 weeks before the rally in time to obtain parts and transport them to the rally. Repairs will be scheduled in the order received.

When At The Rally:

Please check in with the Service Representative Scheduler upon arrival. He may need to have someone present while service is performed.

Service Requests

Service work at the rally will be performed in the following order:

First: Emergency Service

Second: Units that are under warranty

Third: One functional item on units no longer under warranty

Note: Coaches not registered as part of the Rally will not be worked on.

- Please limit problems to *functional items only* six items if unit is under warranty; one item for units no longer under warranty.
- Please list problems in the order of importance, from most important first to least important.
- Explain each item in detail so we can determine whether parts are needed.
- Items added at a later date will be added to the end of the schedule *and performed only if time permits.*

Chassis Problems

- List only two problems. Some chassis repairs cannot be made at a Rally. Some chassis repairs may be subject to charges to the customer.
- If you list chassis problems, please note your coach type of chassis.

Please remember that not every problem can be resolved at the rally site. Should additional work be required at a shop facility, the Service Department will assist you in determine your needs and scheduling your repairs.

Thank You

Randy Hendricks

Rally Service Supervisor

Fleetwood & American Coach Service

877.735.6303