

AMERICAN COACH SERVICE INFORMATION

Please note: The Deadline for Returning This Form is **May 6, 2010**

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 **May 6, 2010** – 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 some present while service is performed.

Rally Service Policy

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

- First: Emergency items
- Second: Units that are under warranty, limit six items
- Third: Units no longer under warranty: one item, unless time and resources allow additional items
- In all cases, functional items have highest priority.
- Non-functional items have lowest priority; however, no paint, tape, or decals.
- 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.**
- **Note: Coaches not registered as part of the Rally will not be worked on.**

Chassis Problems

- All coaches limit of two chassis 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 determining your needs and scheduling your repairs.

Thank You,

Randy Hendricks

Rally Service Supervisor

Fleetwood & American Coach Service

877-735-6303

TO BE COMPLETED BY AMERICAN COACH SERVICE

Site # _____ Group _____ Day/Time _____ Control # _____

American Coach Service Request

ACA National Rally - Gillette, WY - May 27 - 31, 2010

Name _____

Address _____ City _____ ST _____ Zip _____

Home Phone # _____ Cell Phone # _____

Unit Serial # _____ Chassis VIN _____

Model Year of Coach _____ Model Brand _____

I will arrive at the rally on (Date) _____ (Day) _____ (Time) _____

(Your arrival information is critically important for scheduling purposes.)

Please complete and mail this form to:

Rally Service Coordinator - American Coach

1420 Patterson Street, Decatur, IN 46733

Fax: 260-728-2951 - Questions: 877-735-6303

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List service requests below from the most important to the least important.

(Please No Paint, Tape or Decals - Functional Items ONLY)

For units no longer under warranty, over one item will be dependent on time and resources.

1 _____

2 _____

3 _____

4 _____

5 _____

6 _____

Chassis Problems - Type of Chassis _____

1 _____

2 _____