

## AMERICAN COACH SERVICE INFORMATION

Please note: The Deadline for Returning this Form is **September 20, 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 motorhome roof at any time.

- No Fleetwood Associate will be allowed to work under a unit at a rally.
- Repairs requiring lifting/jacking of motorhome 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 and maintenance services

### Request Deadline

Please submit your list on or before **September 20, 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 someone 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