



Parts and Service Policy and Procedure Manual

To All Winnebago and Itasca Dealers,

Attached is your current Winnebago Parts & Service Policy and Procedure Manual. Please assure that all Parts and Service personnel read this manual in its entirety. Major additions and changes are listed below:

1-1	Rialta Warranty
1-7	Validating Spartan Warranty
1-8	Validating Workhorse Warranty
2-3	Reimbursement Policies (Parts Mark-Up) (Coach Batteries)
3-1	Submitting Warranty Repair Orders
3-3	Claim Appeal
3-5	Submitting Transportation Claims
3-7	Submitting Volkswagen Claims
4-2	Parts Availability (Oversized Parts)
4-3	Part Sales Ordering Policy
4-5	Application to Return New Material
4-12	Inventory Exchange Program

Miscellaneous Section

1-1	Canadian Reimbursement Policies
	Appendix



Parts and Service Policy and Procedure Manual

SECTION	SUBJECT A FORWARD TO THE DEALERS	DATE 5/01
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PREFACE

This Policy and Procedure Manual has been developed to guide dealers in their performance of service related rights and obligations under the Retail Sales and Service Agreement. Dealers are required to comply with the provisions of this manual to the extent applicable to the service responsibilities assumed by them under such agreement. This manual may be changed from time to time in writing by Winnebago Industries, Inc., at its sole discretion and dealers shall comply with all changed policies, practices and procedures.

GOALS AND BENEFITS

This will help the dealership in reaching these goals:

Efficient operation of all phases of service and parts.

Prompt handling of warranty claims, parts orders, and owner relations problems.

Equitable treatment of owners by eliminating arbitrary policies.

Increased service and part sales.

Increased recreational vehicle sales.

It is very important that all dealership personnel be familiar with this manual to ensure that policy and procedure are consistent throughout the dealership.



Parts and Service Policy and Procedure Manual

SECTION

SUBJECT

DATE 5/01

TABLE OF CONTENTS

SECTION 1 - WARRANTIES

- 1-1 WINNEBAGO/ITASCA AND RIALTA WARRANTY
- 1-2 VALIDATION/CANCELLATION/TRANSFER OF WINNEBAGO WARRANTY
- 1-3 WARRANTIES HANDLED DIRECT WITH SUPPLIERS
- 1-4 METHOD OF VALIDATING CHEVROLET WARRANTY
- 1-5 METHOD OF VALIDATING FORD WARRANTY
- 1-6 METHOD OF VALIDATING FREIGHTLINER WARRANTY
- 1-7 METHOD OF VALIDATING SPARTAN WARRANTY
- 1-8 METHOD OF VALIDATING WORKHORSE WARRANTY
- 1-9 DEMONSTRATORS

SECTION 2 - SERVICE POLICIES

- 2-1 DEALER REQUESTS FOR SERVICE ASSISTANCE
- 2-2 PRIOR WORK APPROVAL
- 2-3 REIMBURSEMENT POLICIES
- 2-4 SERVICING CUSTOMERS OF OTHER DEALERS
- 2-5 NEW VEHICLE PRE-DELIVERY INSPECTION AND ADJUSTMENTS
- 2-6 NEW VEHICLE DELIVERY INSTRUCTIONS

SECTION 3 - SERVICE PROCEDURES

- 3-1 SUBMITTING WARRANTY REPAIR ORDERS
- 3-2 RETURN OF DEFECTIVE WARRANTY PARTS
- 3-3 CLAIM APPEAL
- 3-4 NEW UNIT SHORTAGE & OR ERROR CLAIMS
- 3-5 TRANSPORTATION CLAIMS
- 3-6 CHEVROLET CLAIMS
- 3-7 VOLKSWAGEN CLAIMS
- 3-8 RECALLS
- 3-9 DOCUMENTATION

SECTION 4 - PARTS POLICY

- 4 - 1 POLICY INFORMATION
- 4 - 2 PARTS AVAILABILITY
- 4 - 3 PART SALES ORDERING POLICY
- 4 - 4 PARTS ORDER FORM
- 4 - 5 APPLICATION TO RETURN NEW MATERIAL
- 4 - 6 RETURN PARTS - PARTS SHIPPED IN ERROR
- 4 - 7 RETURN PARTS - PARTS ORDERED IN ERROR
- 4 - 8 RETURN PARTS - PARTS DAMAGED IN SHIPMENT
- 4 - 9 PARTS SHORTAGES
- 4 - 10 NEW DEFECTIVE PARTS NOT INSTALLED
- 4 - 11 NEW DEFECTIVE PARTS INSTALLED
- 4 - 12 INVENTORY EXCHANGE PROGRAM RETURN
- 4 - 13 RETURN PARTS - TERMINATED DEALER



Parts and Service Policy and Procedure Manual

SECTION

SECTION 1 - WARRANTIES

SUBJECT

TABLE OF CONTENTS

DATE 5/01

SECTION 1 - WARRANTIES

- 1-1 WINNEBAGO/ITASCA AND RIALTA WARRANTY
- 1-2 VALIDATION/CANCELLATION/TRANSFER OF WINNEBAGO WARRANTY
- 1-3 WARRANTIES HANDLED DIRECT WITH SUPPLIERS
- 1-4 METHOD OF VALIDATING CHEVROLET WARRANTY
- 1-5 METHOD OF VALIDATING FORD WARRANTY
- 1-6 METHOD OF VALIDATING FREIGHTLINER WARRANTY
- 1-7 METHOD OF VALIDATING SPARTAN WARRANTY
- 1-8 METHOD OF VALIDATING WORKHORSE WARRANTY
- 1-9 DEMONSTRATORS



Parts and Service Policy and Procedure Manual

SECTION
1 - 1 WARRANTIES

SUBJECT
WINNEBAGO/ITASCA LIMITED
WARRANTY - MOTOR HOME

DATE 5/01

WARRANTY COVERAGE TO OWNER

Winnebago Industries, Inc. of Forest City, Iowa warrants each new Winnebago and Itasca motor home to the owner for use in the U.S. and Canada as follows:

WARRANTY PERIOD

The Warranty Period for all coverages begins on the date the vehicle is delivered to the first retail purchaser or first placed in service as a demonstrator or company vehicle.

BASIC COVERAGE

The basic Warranty Period is 12 months or 15,000 miles (24,135 kilometers), on the odometer, whichever occurs first. Winnebago does not authorize any person to create for it any other obligations or liability in connection with this vehicle. ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE APPLICABLE TO THIS VEHICLE IS LIMITED IN DURATION TO THE DURATION OF THIS WRITTEN WARRANTY AS HEREINBEFORE OR HEREINAFTER PROVIDED. THE PERFORMANCE OF REPAIRS AND NEEDED ADJUSTMENTS IS THE EXCLUSIVE REMEDY UNDER THIS WRITTEN WARRANTY OR ANY IMPLIED WARRANTY. WINNEBAGO SHALL NOT BE LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES FOR LOSS OF TIME, INCONVENIENCE, OR OTHER CONSEQUENTIAL DAMAGE INCLUDING EXPENSE FOR GASOLINE, TELEPHONE, TRAVEL, LODGING, LOSS OR DAMAGE TO PERSONAL PROPERTY, OR LOSS OF REVENUE RESULTING FROM BREACH OF THIS WRITTEN WARRANTY OR ANY IMPLIED WARRANTY. Some states do not allow limitations on how long an implied warranty will last or the exclusion or limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to you.

ITEMS NOT SUBJECT TO WARRANTY COVERAGE.

- Chassis*
- Wheels*
- Tires*
- Service Items, such as Windshield Wiper Blades, Lubricants, Fluids & Filters
- Adjustments

*These items are covered under the manufacturer's individual warranty.

This warranty gives you specific legal rights and you may also have other rights which vary from state to state.

Also, this warranty shall not apply to failures, damage or malfunctions resulting from normal wear, misuse, abuse, negligence, alteration, accident, fire, improper repair of the vehicle or failure to follow recommended maintenance requirements.

36 MONTHS/36,000 MILE STRUCTURAL WARRANTY

At the expiration of the Basic Coverage and for the remainder of the period of 36 months or 36,000 miles (57,924 kilometers), on the odometer, whichever occurs first, Winnebago warrants the following:

1. Body Thermo-Panel Lamination of the sidewalls and backwall against delamination. Body Thermo-Panel Lamination is the bonding of the exterior skin and the interior paneling to an insulating core material. Delamination (separation of layers) caused by other factors such as physical damage or failure to properly maintain sealants is not covered by this warranty.
2. The slide-out room assembly for defects in material or workmanship.
3. Structural defects of the subfloor and floor. Floor lamination failure and lamination failure of the subfloor panels and risers are covered by the structural warranty.



Parts and Service Policy and Procedure Manual

SECTION

1 - 1 WARRANTIES

SUBJECT

WINNEBAGO/ITASCA LIMITED
WARRANTY - MOTOR HOME

DATE 5/01

WINNEBAGO'S RESPONSIBILITY

Any part of the vehicle subject to warranty which is found to be defective in material or workmanship, will be repaired or replaced at Winnebago Industries' option upon notice of the defect without charge to the customer for parts or labor. While any Winnebago or Itasca motor home dealer can perform warranty service, we recommend you return to the dealership that sold you your vehicle. If you are touring or have moved, contact any Winnebago or Itasca motor home dealer in the United States or Canada for warranty service.

CUSTOMER RESPONSIBILITY WHEN REPAIRS ARE NEEDED

If a part of the system covered by this warranty fails to function or requires service during the warranty period:

1. Promptly take the vehicle to the selling dealer for repair or inspection.
2. Written notice of defects must be given to the selling dealer or manufacturer no later than 10 days after the expiration of the warranty.
3. If the dealer is incapable of making the repairs, request that he contact Winnebago Industries, Inc.
4. If, after the above steps are completed and the repair is not made, the customer should contact Winnebago Industries, Inc., P.O. Box 152, Forest City, Iowa 50436, Attention: Owner Relations Department (800-537-1885) and furnish the following information:

- * The complete serial number of the vehicle
- * Date of retail purchase
- * Selling dealer's name
- * Nature of the service problem, and a brief explanation of the steps or service the dealer has performed, and the results obtained. The customer may be directed to another dealer or service center for repairs to be completed, if such a dealer or service center is better able to complete the repair.

Winnebago may, at its option, request the vehicle be returned to Forest City, Iowa for repair. If the customer refuses to allow repairs to be performed at the Forest City, Iowa facility, the warranty on that repair will be voided.

5. If after the above steps are completed and the repairs are not satisfactory, the customer may contact the Service Administration Manager of Winnebago Industries, and request a customer relations board meeting to resolve the problem. This action, however, is not mandatory.
6. Certain components are covered beyond the 12 months/15,000 miles basic warranty coverage by the individual manufacturer's warranty. Please refer to the component's information supplied in the owner's information InfoCase for any additional warranty coverage after the basic warranty has expired.

DEALER'S REPRESENTATIONS EXCLUDED

Winnebago Industries, Inc. does not undertake the responsibility to any purchaser of its products for any undertaking, representation, or warranty made by dealers selling its product beyond those herein expressed.

INSTALLATION NOT COVERED

Winnebago Industries, Inc. cannot, however, and does not accept any responsibility in connection with any of its motor homes for additional equipment or accessories installed at any dealership or other place of business, or by any other party other than Winnebago Industries, Inc. Such installation of equipment or accessories by any other party will not be covered by the terms of this warranty.

CARE AND MAINTENANCE

It is the owner's responsibility to perform the care, maintenance and proper load distribution described in the owner's manual which accompanies your motor home. Any damage which results to your vehicle as a result of your failure to perform such duties, is not covered.



Parts and Service Policy and Procedure Manual

SECTION

1 - 1 WARRANTIES

SUBJECT

WINNEBAGO/ITASCA LIMITED
WARRANTY - MOTOR HOME

DATE 5/01

Damage to appearance items such as fiberglass, metal, paint, fabrics and trim, may occur during manufacturing or transporting. Normally, any factory defect or damage is corrected at the factory. In addition, dealers are obligated to inspect each vehicle upon delivery to them and prior to delivery to you. You should also immediately inspect appearance items and advise your selling dealer of any discrepancies. Damage and normal deterioration due to use and exposure is not covered by this warranty.

CHANGES IN DESIGN

Winnebago Industries, Inc. reserves the right to make changes in design and changes or improvements upon its products without imposing any obligation upon itself to install the same upon its products theretofore manufactured.

NEW YORK:

If your motor home has been repaired three or more times for the same nonconformity, defect, or condition, or if your motor home has been out of service by reason of repair for twenty-one days, Section 198-a of the General Business Law of the State of New York requires you to provide written notice by certified mail, return receipt requested, to Winnebago or its authorized dealer before making any claim under that section of the law. If you do have problems with your motor home, you should provide written notice to Winnebago at the following address:

Winnebago Industries, Inc.
P.O. Box 152
Forest City, Iowa 50436
Atten: Owner Relations



Parts and Service Policy and Procedure Manual

SECTION 1 - 1 WARRANTIES	SUBJECT RIALTA NEW VEHICLE LIMITED COACH BODY WARRANTY	DATE 5/01
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WARRANTY COVERAGE TO OWNER

Winnebago Industries, Inc. of Forest City, Iowa warrants each new Rialta to the owner for use in the U.S. and Canada as follows:

WARRANTY PERIOD

The Warranty Period for all coverages begins on the date the vehicle is delivered to the first retail purchaser or first placed in service as a demonstrator or company vehicle.

BASIC COVERAGE

The basic Warranty Period is 24 months or 24,000 miles (38,616 kilometers), on the odometer, whichever occurs first. Winnebago does not authorize any person to create for it any other obligations or liability in connection with this vehicle. ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE APPLICABLE TO THIS VEHICLE IS LIMITED IN DURATION TO THE DURATION OF THIS WRITTEN WARRANTY AS HEREINBEFORE OR HEREINAFTER PROVIDED. THE PERFORMANCE OF REPAIRS AND NEEDED ADJUSTMENTS IS THE EXCLUSIVE REMEDY UNDER THIS WRITTEN WARRANTY OR ANY IMPLIED WARRANTY. WINNEBAGO SHALL NOT BE LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES FOR LOSS OF TIME, INCONVENIENCE, OR OTHER CONSEQUENTIAL DAMAGE INCLUDING EXPENSE FOR GASOLINE, TELEPHONE, TRAVEL, LODGING, LOSS OR DAMAGE TO PERSONAL PROPERTY, OR LOSS OF REVENUE RESULTING FROM BREACH OF THIS WRITTEN WARRANTY OR ANY IMPLIED WARRANTY. Some states do not allow limitations on how long an implied warranty will last or the exclusion or limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to you.

ITEMS NOT SUBJECT TO WARRANTY COVERAGE.

- Chassis* (Except the following components which are covered by the Winnebago rather than the Volkswagen warranty:
- Rear Suspension and axle components including wheel bearings.
 - Exhaust system rearward of the catalytic converter
 - Hydraulic brake lines and hoses from the connection at the cab to the body seam rearward)

Wheels**

Tires**

Service Items, such as Windshield Wiper Blades, Lubricants, Fluids & Filters and Adjustments

*The remainder of the chassis items are covered by Volkswagen's warranty.

**These items are covered by the manufacturer's individual warranty.

This warranty gives you specific legal rights and you may also have other rights which vary from state to state.

Also, this warranty shall not apply to failures, damage or malfunctions resulting from normal wear, misuse, abuse, negligence, alteration, accident, fire, improper repair of the vehicle or failure to follow recommended maintenance requirements.



Parts and Service Policy and Procedure Manual

SECTION 1 - 1 WARRANTIES	SUBJECT RIALTA NEW VEHICLE LIMITED COACH BODY WARRANTY	DATE 5/01
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WINNEBAGO'S RESPONSIBILITY

Any part of the vehicle subject to warranty which is found to be defective in material or workmanship, will be repaired or replaced at Winnebago Industries' option upon notice of the defect without charge to the customer for parts or labor. While any Winnebago or Itasca motor home dealer can perform warranty service, we recommend you return to the dealership that sold you your vehicle. If you are touring or have moved, contact any Winnebago or Itasca motor home dealer in the United States or Canada for warranty service.

CUSTOMER RESPONSIBILITY WHEN REPAIRS ARE NEEDED

If a part of the system covered by this warranty fails to function or requires service during the warranty period:

1. Take the vehicle to the selling dealer for repair.
1. If the dealer is incapable of making the repairs, request that he contact Winnebago Industries, Inc.
2. If, after the above steps are completed and the repair is not made, the customer should contact Winnebago Industries, Inc., P.O. Box 152, Forest City, Iowa 50436, Attention: Owner Relations Department (800-537-1885) and furnish the following information:
 - The complete serial number of the vehicle
 - Date of retail purchase
 - Selling dealer's name
 - Nature of the service problem, and a brief explanation of the steps or service the dealer has performed, and the results obtained. The customer may be directed to another dealer or service center for repairs to be completed, if such a dealer or service center is better able to complete the repair.

Winnebago may, at its option, request the vehicle be returned to Forest City, Iowa for repair. If the customer refuses to allow repairs to be performed at the Forest City, Iowa facility, the warranty on that repair will be voided.

4. If after the above steps are completed and the repairs are not satisfactory, the customer may contact the Service Administration Manager of Winnebago Industries, and request a customer relations board meeting to resolve the problem. This action, however, is not mandatory.

DEALER'S REPRESENTATIONS EXCLUDED

Winnebago Industries, Inc. does not undertake the responsibility to any purchaser of its products for any undertaking, representation, or warranty made by dealers selling its products beyond those herein expressed.

INSTALLATION NOT COVERED

Winnebago Industries, Inc. cannot, however, and does not accept any responsibility in connection with any of its motor homes for additional equipment or accessories installed at any dealership or other place of business, or by any other party other than Winnebago Industries, Inc. Such installation of equipment or accessories by any other party will not be covered by the terms of this warranty.

CARE AND MAINTENANCE

It is the owner's responsibility to perform the care, maintenance and proper load distribution described in the owner's manual which accompanies your motor home. Any damage which results to your vehicle as a result of your failure to perform such duties, is not covered.

Damage to appearance items such as fiberglass, metal, paint, fabrics and trim, may occur during manufacturing or transporting. Normally, any factory defect or damage is corrected at the factory. In addition, dealers are obligated to inspect each vehicle upon delivery to them and prior to delivery to you. You should also immediately inspect appear



Parts and Service Policy and Procedure Manual

SECTION

1 - 1 WARRANTIES

SUBJECT

RIALTA NEW VEHICLE LIMITED
COACH BODY WARRANTY

DATE 5/01

ance items and advise your selling dealer of any discrepancies. Damage and normal deterioration due to use and exposure is not covered by this warranty.

CHANGES IN DESIGN

Winnebago Industries, Inc. reserves the right to make changes in design and changes or improvements upon its products without imposing any obligation upon itself to install the same upon its products theretofore manufactured.



Parts and Service Policy and Procedure Manual

SECTION

1 - 1 WARRANTIES

SUBJECT

RIALTA LIMITED NEW VEHICLE
CHASSIS CAB WARRANTY

DATE 5/01

Chassis Cab Warranties

This portion of your warranty book contains the warranties applicable to the Volkswagen Chassis Cab portion of your Rialta. Please read these warranties carefully to determine your warranty rights and obligations.

Any questions concerning Volkswagen warranty coverage should be directed to Volkswagen of America, Inc. Customer Relations Department, 3800 Hamlin Road, Auburn Hills, MI 48326, or 1-800-822-8987.

LIMITED NEW VEHICLE WARRANTY

This warranty is issued by Volkswagen of America, Inc. (Volkswagen). It gives you specific legal rights, and you may also have other rights which vary from state to state.

Warranty Period

The warranty period is 2 years or 24,000 miles (40,000 kilometers), whichever occurs first, from the date the vehicle is first placed in service.

Any implied warranty, including any implied warranty of merchantability or warranty of fitness for a particular purpose, is limited in duration to the period of this written warranty. Some states do not allow limitations on how long an implied warranty lasts, so this limitation may not apply to you.

Coverage

This warranty covers repairs to correct a defect in material or workmanship to original unmodified Volkswagen components, except wheel alignment, tire balance, the repair or replacement of tires or equipment installed or modified by Winnebago Industries. The repair or replacement of wear and tear items, such as manual transmission clutch friction material and replacement of rubber wiper blade inserts, is covered up to one year or 12,000 miles, (20,000 kilometers), whichever occurs first.

Where to Go for Warranty Service

This warranty will be honored by selected authorized Volkswagen dealers in the United States (including its dependencies and territories) or Canada. To learn which dealers have the capability of servicing your Rialta, please consult your Winnebago dealer or call Volkswagen at 1-800-822-8987.

If your Rialta is brought to an authorized Volkswagen dealer outside the United States (including its dependencies and territories) or Canada, this warranty will not apply.

When the Warranty Period Begins

The warranty period begins on the date the vehicle is delivered to the original purchaser or original lessee, or if the vehicle is first placed in service by a Winnebago dealer as a "demonstrator" or "company" vehicle prior to delivery, on the date it is first placed in service.

This Limited New Vehicle warranty is automatically transferred without cost if the ownership of the vehicle changes within the Warranty period.



Parts and Service Policy and Procedure Manual

SECTION

1 - 1 WARRANTIES

SUBJECT

RIALTA LIMITED NEW VEHICLE
CHASSIS CAB WARRANTY

DATE 5/01

Free-of-Charge Repair

Repairs under this warranty are free of charge. Your authorized Volkswagen dealer will repair the defective part or replace it with a new or remanufactured genuine Volkswagen part.

Emergency Repairs

If an emergency repair was performed by a non-Volkswagen service facility, keep all receipts, repair orders, and parts removed from your Rialta. You will be reimbursed if the repair work was needed and correctly performed and it was impossible or unreasonable under the circumstances to tow or drive your Rialta to the nearest authorized Volkswagen retailer capable of servicing your Rialta. A written description of the circumstances that prevented you from getting to an authorized Volkswagen dealer, together with the paid receipts, repair orders, and replaced parts should be provided to Volkswagen in order to have the costs of such repairs considered for reimbursement.

This warranty does not cover mechanical adjustments not associated with a defect in material or workmanship, after the first year or 12,000 miles (20,000 kilometers), whichever occurs first. Some examples are: headlight adjustment, replacement of wiper blade inserts.

Tires

Tires are not covered by this warranty, but are separately warranted by the tire manufacturer.

Maintenance Services and Mechanical Adjustments

- This warranty does not cover the cost of parts and labor involved in any scheduled maintenance service.
- This warranty does not cover the replacement of filters, oil, lubricants or fluids unless their replacement is a necessary part of warranty repairs to a covered component.
- This warranty does not cover wheel alignment or tire balancing.

Motor Home Equipment

This warranty does not cover Winnebago installed equipment or replacement parts such as the radio or exhaust systems, including original Volkswagen components modified by Winnebago in the course of manufacturing the Rialta Motor Home such as modified or replaced body panels.

Damage or Malfunction Due to Misuse, Negligence, Alteration, Accident or Fire

This warranty does not cover damage or malfunctions resulting from improper repair of the vehicle, improper installation of accessories such as alarm systems or communications equipment, or modifications to the original Volkswagen Chassis Cab vehicle such as the installation of motor home equipment, intentional or unintentional misfueling, use of the vehicle in competitive events or damage caused by accident or fire.

Damage or Malfunction Due to Lack of Maintenance

This warranty does not cover damage or malfunctions caused by a failure to follow recommended maintenance and use requirements as set forth in the Volkswagen Owner's Manual and the Volkswagen Maintenance booklet.



Parts and Service Policy and Procedure Manual

SECTION

1 - 1 WARRANTIES

SUBJECT

RIALTA LIMITED NEW VEHICLE
CHASSIS CAB WARRANTY

DATE 5/01

Damage Caused by the Environment

This warranty does not cover damage caused by airborne industrial pollutants (e.g. acid rain), bird droppings, stones, floodwater, windstorms, or other similar occurrences.

Non-Volkswagen Parts and Accessories

This warranty does not apply to Volkswagen vehicles or parts and accessories not imported or distributed by Volkswagen.

Incidental and Consequential Damage

This warranty does not cover any incidental or consequential damage, including loss of value of the vehicle, lost profits or earnings, or out-of-pocket expenses for substitute transportation or lodging. Some states do not allow the exclusion or limitations of incidental or consequential damage, so this exclusion or limitation may not apply to you.

Other Terms:

This warranty and the Limited Powertrain Warranty are the only express warranties made by Volkswagen. Any implied warranty, including any warranty of merchantability or warranty of fitness for a particular purpose, is limited in duration to the stated period of these written warranties. Some states do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you. Neither Volkswagen nor the manufacturer of the Chassis Cab assumes, or authorizes any person to assume, any other obligations or liability on its behalf.

LIMITED POWERTRAIN WARRANTY

Warranty Period

The warranty period is 5 years or 50,000 miles (80,000 kilometers), whichever occurs first, from the date the vehicle was first placed in service.

Any implied warranty, including any implied warranty of merchantability or warranty of fitness for a particular purpose, is limited in duration to the period of this written warranty. Some states do not allow limitations on how long an implied warranty lasts, so this limitation may not apply to you.

Coverage

The warranty covers any repair to correct a defect in material or workmanship for the following parts and components:

Engine: cylinder block and all internal parts, cylinder head and all internal parts, valve train, spur belt, flywheel, oil pump, water pump, manifolds, and all related seals and gaskets.

Transmission: case and all internal parts, torque converter, all related seals and gaskets.

Drivetrain: differential and all internal parts, driveshafts and constant velocity (CV) joints.



Parts and Service Policy and Procedure Manual

SECTION

1 - 1 WARRANTIES

SUBJECT

RIALTA LIMITED NEW VEHICLE
CHASSIS CAB WARRANTY

DATE 5/01

Exclusions

- This warranty does not apply to vehicles used for commercial purposes such as taxi, limousine and rental vehicles.
- This warranty does not cover powertrain components which malfunction due to normal wear and tear, use or deterioration.

Refer to Limited New Vehicle Warranty For Other Warranty Terms

For the remainder of this warranty, please consult the terms of the Limited New Vehicle Warranty under the headings "Where to Go for Warranty Service", "When the Warranty Period Begins", "Free-of-Charge Repair", "Maintenance Services and Mechanical Adjustments", "Damage or Malfunction Due To Misuse, Negligence, Alteration, Accident or Fire", "Damage or Malfunction Due to Lack of Maintenance", "Damage Caused by the Environment", "Non-Volkswagen Parts and Accessories", "Incidental and Consequential Damage", and "Other Terms".

Customer Assistance

If you are dissatisfied with the service you have received from your Volkswagen dealer, we suggest that you first discuss the problem with the service personnel of your authorized Volkswagen dealer. You may wish to speak to the Service Manager or directly to the owner of the facility. It is their business to be concerned about your satisfaction and goodwill. Since they are closest to the situation, they are in the best position to quickly resolve any complaint you may have.

If the problem is not resolved to your satisfaction by your dealer, please contact Volkswagen by calling 1-800-822-8987 and ask for Volkswagen Customer Relations. If you prefer to write, please use the following address:

Customer Relations
Volkswagen of America, Inc.
3800 Hamlin Road
Auburn Hills, MI 48326

When you call or write, please provide the following information:

- Your name, address and telephone number
- Vehicle identification Number (VIN)
- Vehicle delivery date and mileage or kilometers on the odometer
- Dealer's name and location
- Nature of complaint or problem
- Copies of all related repair orders if you are writing to us

A Customer Relations Representative will gather and carefully review all facts relating to your request for assistance. After this review is completed, the Customer Relations Representative will inform you of any assistance Volkswagen will be able to provide.

Please note that as part of our continuing effort to maintain the highest quality of service to our customers, supervisors will occasionally monitor the quality of telephone calls between our customers and representatives. We hope you understand our interest in providing the best possible service.



Parts and Service Policy and Procedure Manual

SECTION

1 - 1 WARRANTIES

SUBJECT

RIALTA LIMITED NEW VEHICLE
CHASSIS CAB WARRANTY

DATE 5/01

Repairs Not Covered by Warranty

Volkswagen may offer financial assistance toward repairs or expenses not covered by Volkswagen's warranties.

- In some instances, Volkswagen may pay for such repairs in accordance with the terms of service campaigns it will conduct from time to time. Volkswagen will notify you of any service action by mail and request you to bring your vehicle to your nearest dealer for repair free of charge. If you have not recently changed your address and Volkswagen has your current address on file, you will receive notification automatically. If you are concerned that you may not have received notice of a service action, call 1-800-822-8987 to determine whether your vehicle is eligible for any repair free of charge.
- In other instances, Volkswagen may offer assistance with a repair beyond warranty on a case-by-case basis. If you believe that your vehicle needs a repair not covered by warranty which Volkswagen should pay for in part or in whole, please call us at 1-800-822-8987. Your request should provide the vehicle identification number of vehicle, the mileage, maintenance history and an explanation of why you believe that the repair should be performed free of charge. Your request should be accompanied by all available maintenance and repair records which you have retained. A Customer Relations Representative will review your request and advise you of Volkswagen's decision.

Product Service Publications

Volkswagen monitors product performance in the field and regularly sends to dealers the latest service information. Now you too can get these bulletins.

Bulletins cover a wide variety of subjects: the proper use and care of your vehicle, costly repairs; inexpensive repairs or adjustments which, if done early, may avoid costly future repairs. Some bulletins describe repairs about new or unexpected conditions. Others describe improved repair procedures or parts improvements. All of this information can help a qualified mechanic better service your vehicle.

Most bulletins apply to conditions affecting a small number of vehicles. Your authorized Volkswagen dealer may have to determine if a specific bulletin applies to your vehicle.

You can order any or all of these bulletins direct from Volkswagen or consult them at a Volkswagen dealer. You can purchase a subscription to bulletins and receive them as they are issued or you can order individual bulletins. Your Volkswagen dealer has a current index which is necessary to identify and order individual bulletins.

Caution

These bulletins are intended for qualified technicians. They are not meant for the CASUAL do-it-yourselfer. Qualified technicians have the equipment, tools, safety instructions, and know-how to do a job properly and safely. Improperly performed repairs or maintenance can adversely affect the safety of your vehicle, possibly leading to accident or injury. They may also impair the economy, durability or reliability of your vehicle and may void the warranty of your vehicle. If you are not sure that you can perform a job properly and safely, you should not risk trying to do so.



Parts and Service Policy and Procedure Manual

SECTION

1 - 1 WARRANTIES

SUBJECT

RIALTA LIMITED NEW VEHICLE
CHASSIS CAB WARRANTY

DATE 5/01

How to Order an Index

You may also order an index of bulletins directly from Volkswagen. Indexes are published quarterly and updated cumulatively. When you order an index we will send you the most current. For the current model year you may want to wait for the last index of the model year to know what was published. Some bulletins pertaining to a particular models and model year may be published in a later year's index. To order an index, call us toll-free at 1-800-544-8021. Listen to the recording and leave your name, address, vehicle make and model year. The index is free of charge. Additional order forms are available at your Volkswagen retailer.



Parts and Service Policy and Procedure Manual

SECTION 1 - 1 WARRANTIES	SUBJECT RIALTA NEW VEHICLE EMISSIONS WARRANTY	DATE 5/01
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SECTION 13.00.00 EMISSIONS CONTROL SYSTEM WARRANTY

The Emissions Warranties set out on the following pages are warranties which the manufacturer is required by law to furnish to you at the time you take delivery of your new vehicle. These warranties are administered by Volkswagen of America, Inc. (Volkswagen) on behalf of Winnebago Industries, Inc.

The warranties required by federal laws are applicable to all new Winnebago vehicles distributed by Winnebago Industries, Inc. for sale in the United States and Canada. The warranties required by California law are applicable to all new Winnebago vehicles for sale and registration in the state of California. The commonwealth of Massachusetts and the state of Vermont have adopted warranty requirements that are identical to the California warranties.

The owner of a vehicle certified for sale and registered in California, Massachusetts, and Vermont may, therefore, have warranty rights under both Federal and State mandated Emissions Warranties.

The owner of a new Winnebago vehicle sold in states other than California, Massachusetts or Vermont has rights only under the Federal Emissions Warranties.

Please read these warranties carefully. If you have any questions concerning the applicability of each warranty to your vehicle or want to know whether a particular repair will be performed free of charge pursuant to these warranties, please write or phone:

Owner Relations Winnebago Industries, Inc. 605 W. Crystal Lake Road Forest City, IA 50436 1-800-537-1885	or	Customer Relations Volkswagen of America, Inc. 3800 Hamlin Road Auburn Hills, MI 48326 1-800-822-8987
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FEDERAL EMISSIONS WARRANTIES

Emissions Control System Warranty

For 2 Years or 24,000 Miles

Winnebago Industries, Inc. (Winnebago), the manufacturer of Winnebago vehicles, warrants to the original retail purchaser and any subsequent purchaser that every 2002 Model Rialta motor home:

- was designed, built and equipped so as to conform at the time of sale with all applicable regulations of the United States Environmental Protection Agency ("EPA"), and
- is free from defects in material and workmanship which causes the vehicle to fail to conform with EPA regulations for two years after the date of first use or delivery of the vehicle to the original retail customer or until the vehicle has been driven 24,000 miles, whichever comes first. The following parts, if defective, could cause the vehicle to fail to conform with EPA regulations:

- EVAP Canister and Valves
- Mass Air Flow Sensor Assembly
- Three-Way Catalytic Converter
- Engine Control Module and Power Supply Relay
- Electronic Feedback Controls, Sensors Switches and Valves
- Engine Speed Sensor



Parts and Service Policy and Procedure Manual

SECTION 1 - 1 WARRANTIES	SUBJECT RIALTA NEW VEHICLE EMISSIONS WARRANTY	DATE 5/01
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- Exhaust Manifold and Gaskets
- Exhaust Pipe Up to Catalytic Converter
- Fuel Filler Neck Restrictor
- Fuel Fill Cap and Gasket
- Fuel Injectors, Fuel Injector Lines, Fuel Pressure Regulator, and Gaskets
- Fuel Tank
- Gravity Check Valve
- Idle Air Control Valve
- Knock Sensor
- Oxygen Sensor
- PCV Valve
- Secondary Air Injection Pump and Associated Controls
- Ignition Control Module
- Canister Purge Solenoid/Valve
- Pressure Relief Valve
- Oil Filler Cap
- OBD System
- OBD Data Link Connector
- Malfunction Indicator Light (MIL)
- MIL Bulb
- Emissions-Related Hoses, Gaskets, Clamps and Other Accessories Used on the Above Components

The obligation of Winnebago under this warranty is limited, however, to the following: If within this period a defect in material or workmanship causes the vehicle to fail to conform with EPA regulations and the vehicle is brought to the workshop of any authorized Winnebago or Volkswagen dealer in the continental United States, Alaska, Hawaii or Canada, the dealer will make repairs as may be required by these regulations free of charge.

For 8 Years or 80,000 Miles

If the vehicle has been in use for more than 24 months or 24,000 miles but less than eight years or 80,000 miles, whichever occurs first, your Winnebago or Volkswagen dealer will remedy free of charge only failures of the following major emission control components:

- Catalytic Converter
- Engine Electronic Control Module
- On Board Emission Diagnostic Device

Emissions Performance Warranty

For 2 Years or 24,000 Miles and 8 Years or 80,000 Miles

Winnebago Industries, Inc. (Winnebago) warrants to the original retail purchaser of a 2002 Rialta motor home and any subsequent purchaser of the vehicle that if all of the following conditions are met, any authorized Winnebago or Volkswagen dealer in the continental United States, Alaska, Hawaii or Canada will remedy any nonconformity, as determined below, free of charge under the following conditions:

- the vehicle fails to conform at any time during 24 months or 24,000 miles, whichever occurs first, to applicable emission inspection standards as determined by an EPA Approved State Inspection and Maintenance Test (“I/M Test”), or



Parts and Service Policy and Procedure Manual

SECTION

1 - 1 WARRANTIES

SUBJECT

RIALTA NEW VEHICLE
EMISSIONS WARRANTY

DATE 5/01

- the vehicle fails an I/M test within eight years or 80,000 miles, whichever occurs first, which is caused by a failure of the catalytic converter, engine electronic control module, or on board diagnostic device and
- the failure requires the vehicle owner to bear any penalty or other sanction, including the denial of the right to use the vehicle under local, state, or federal law, and
- the vehicle has been maintained and operated in accordance with Winnebago's instructions for proper maintenance use.

Instructions for Proper Maintenance and Use

Instructions for proper maintenance are contained in your Chassis Maintenance booklet. Instructions for proper use of the vehicle are contained in your Winnebago Owner's Manual.

Use of EPA Certified Replacement Parts

Winnebago may deny an emission performance warranty claim on the basis that a non-EPA certified replacement part was used in the maintenance or repair of the vehicle if Winnebago can prove that the non-certified part is either defective in materials or workmanship, or not equivalent from an emission standpoint to the original part, and you are not able to offer information that the part is either not defective or equivalent to the original part with respect to its emission performance.

Warranty Coverage for Parts not Scheduled for Replacement

Any part which is not required to be replaced at maintenance intervals specified in the Chassis Maintenance booklet is covered by this warranty for the full term of this warranty.

When to Claim

You may raise a claim under this warranty immediately after your vehicle has failed an I/M Test if, as a result of that failure, you are required by law to repair the vehicle to avoid imposition of a penalty or cancellation of your right to use the vehicle. You need not actually suffer the loss or lose the right to use your vehicle or pay for the repair before presenting your claim.

Acceptance or Denial of Claim within 30 Days

Claims may be presented only by bringing your vehicle to any authorized Winnebago or Volkswagen dealer in the United States or Canada. The dealer will honor or deny your claim within a reasonable time, not to exceed thirty (30) days, from the time at which your vehicle is presented for repair or within any time period specified by local, state, or federal law, whichever is shorter, except when a delay is caused by events not attributable to Winnebago or the dealer. If the dealer denies your claim, you will be notified in writing of the reasons for rejecting the claim. If you do not receive a notice of denial of your claim within the above time period, Winnebago is required by law to honor the claim.

Denial of Claim for Failure to Comply with Instructions for Scheduled Maintenance or Proper Use

Under certain circumstances, your claim may be denied because you have failed to comply with instructions for scheduled maintenance contained in your Chassis Maintenance booklet. In determining whether you have complied with the instructions for scheduled maintenance and proper use, Winnebago may require you to furnish proof of compliance only with those maintenance instructions which Winnebago has reason to believe were not performed and which could be the cause of the I/M Test failure.



Parts and Service Policy and Procedure Manual

SECTION

1 - 1 WARRANTIES

SUBJECT

RIALTA NEW VEHICLE
EMISSIONS WARRANTY

DATE 5/01

Record of Scheduled Maintenance

Winnebago recommends that you keep a record of scheduled maintenance by making sure that the Maintenance Record contained in your Chassis maintenance booklet is validated at the approximate time or mileage intervals by the authorized Winnebago or Volkswagen dealer or other service facility which performed the maintenance, or by furnishing proof upon request that you have performed the maintenance yourself at the approximate time or mileage intervals, that you have used proper parts, and that you were able to perform the maintenance properly yourself.

Denial of Warranty Claim for other Reasons

Winnebago may deny a claim on the basis that:

- the vehicle was abused, or
- the vehicle was maintained or used in a manner which included the improper installation of a component or the adjustment or parameters substantially outside the manufacturer's specifications for proper maintenance or,
- unscheduled maintenance was performed on your vehicle and in the course of such maintenance, components affecting your vehicle's emissions were removed or rendered inoperative, or
- contaminated fuel or fuel not meeting the specifications set forth in your Owner's Manual was used.

Winnebago will not deny a claim relating to:

- warranty work or predelivery service performed by an authorized Winnebago or Volkswagen dealer, or
- work performed in an emergency to rectify an unsafe condition attributable to Winnebago, provided you have taken steps in a timely manner to put the vehicle back into a conforming condition, or
- the use of an uncertified part or to noncompliance with the instructions for proper maintenance and use which is not related to the I/M Test failure.

NOTE:

Maintenance, Repair, or Replacement of Emission Control Devices and Systems may be Performed by any Automotive Service and Repair Establishment or Qualified Individual Using any Part Certified by the Environment Protection Agency (EPA).

Any implied warranty, including any warranty of merchantability or warranty of fitness for a particular purpose, is limited in duration to the stated period of these written warranties.

Some states do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you.

These warranties do not cover any incidental or consequential damages, including loss of resale value, lost profits or earnings, and out-of-pocket expenses for substitute transportation or lodging.

Some states do not allow the exclusion or limitation of incidental or consequential damages, so this limitation or exclusion may not apply to you.



Parts and Service Policy and Procedure Manual

SECTION 1 - 1 WARRANTIES	SUBJECT RIALTA NEW VEHICLE EMISSIONS WARRANTY	DATE 5/01
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You may obtain further information referring to the Emissions Performance Warranty or report violation of the terms of the Emissions Performance Warranty by contacting the Manager, Certification and Compliance Division (6405J), Warranty Claims, Environmental Protection Agency, Ariel Rios Bldg, N.W., 1200 Pennsylvania Avenue, Washington, D.C. 20460.

SECTION 13.00.00 CALIFORNIA EMISSION WARRANTIES

California law requires us to provide you with the following Emissions warranty statement.

CALIFORNIA EMISSION CONTROL WARRANTY STATEMENT

Your Warranty Rights and Obligations

The California Air Resources Board is pleased to explain the emission control system warranty on your model year 2002 vehicle. In California, new motor vehicles must be designed, built, and equipped to meet the state's stringent anti-smog standards. Winnebago must warrant the emission control system on your vehicle for the periods of time listed below provided there has been no abuse, neglect, or improper maintenance of your vehicle.

Your emission control system may include parts such as the fuel injection system, the catalytic converter, and engine computer. Also included may be hoses, belts, connectors, and other emission related assemblies.

Where a warrantable condition exists, Winnebago will repair your vehicle at no cost to you including diagnosis, parts, and labor.

Manufacturer's Warranty Coverage

For 3 years or 50,000 miles, whichever first occurs. If your vehicle fails a Smog Check Inspection, all necessary repairs and adjustments will be made by Winnebago to ensure that your vehicle passes the inspection. This is your Emission Control System PERFORMANCE WARRANTY.

If any emission-related part on your vehicle is defective, the part will be repaired or replaced by Winnebago. This is your short-term Emission Control System DEFECTS WARRANTY.

For 7 years or 70,000 miles, whichever first occurs. If an emission-related part listed in this warranty booklet specially noted with coverage for 7 years or 70,000 miles is defective, the part will be repaired or replaced by Winnebago. This is your long-term Emission Control System DEFECTS WARRANTY.

Owner's Warranty Responsibilities

As the vehicle owner, you are responsible for the performance of the required maintenance listed in your owner's maintenance booklet. Winnebago recommends that you retain all receipts covering maintenance on your vehicle, but Winnebago cannot deny warranty solely for the lack of receipts or for your failure to ensure the performance of all schedule maintenance.

You are responsible for presenting your vehicle to an authorized Winnebago or Volkswagen dealer as soon as a problem exists. The warranty repairs should be completed in a reasonable amount of time, not to exceed 30 days.

As the vehicle owner, you should also be aware that Winnebago may deny you warranty coverage if your vehicle or a part has failed due to abuse, neglect, improper maintenance, or unapproved modifications.



Parts and Service Policy and Procedure Manual

SECTION

1 - 1 WARRANTIES

SUBJECT

RIALTA NEW VEHICLE
EMISSIONS WARRANTY

DATE 5/01

If you have any questions regarding your warranty rights and responsibilities, you should contact:

Winnebago Industries, Inc.
Owner Relations at 1-800-537-1885; or the

California Air Resources Board
P.O. Box 8001
El Monte, CA 91731

Emissions Control System Defects Warranty

Warranty for three years/50,000 miles.

Winnebago Industries, Inc. (Winnebago) warrants to the original retail purchaser and any subsequent purchaser that every 2002 Rialta motor home certified for sale in and registered in California:

- was designed, built, and equipped so as to conform with all applicable requirements of the California Air Resource Board (CARB), and
- is free from defects in material and workmanship which cause the vehicle to fail to conform with CARB requirements, including any defect which would cause the vehicle's onboard malfunction indicator to illuminate for three years or 50,000 miles, whichever first occurs.

A warranted part is any part installed on a motor vehicle or motor vehicle engine by the vehicle or engine manufacturer or up-fitter, or installed in a warranty repair, which affects any regulated emission from a motor vehicle or engine which is subject to California emission standards.

Warranty for Seven Years/70,000 Miles Covering Certain Emission System Components

The following emission control system components are covered for seven years or 70,000 miles, whichever first occurs:

- Catalytic Converter
- Fuel Tank
- Engine Control Module
- Intake Manifold
- Secondary AIR Injection Pump
- Transmission Control Module

Emissions Performance Warranty

California maintains a mandatory emissions inspection and maintenance program (Smog Check) requiring motor vehicles to be smog tested at regular intervals. If your vehicle fails to pass a smog test performed by a Licensed Smog Check station pursuant to the California Inspection and Maintenance Program within three years or 50,000 miles, whichever first occurs, any authorized Winnebago or Volkswagen dealer in the continental United States, Alaska, Hawaii or Canada will perform, free of charge, any repairs necessary for the vehicle to pass the smog test. These repairs include diagnosis, replacement, repair, and adjustments. After the three-year/50,000-mile performance warranty has expired, a Smog Check test failure due to a defect in a part which is warranted for seven years/70,000 miles will be covered in the same manner as above.



Parts and Service Policy and Procedure Manual

SECTION

1 - 1 WARRANTIES

SUBJECT

RIALTA NEW VEHICLE
EMISSIONS WARRANTY

DATE 5/01

Additional Information About the California Emissions Control System and the California Emissions Performance Warranties

When the Warranty Period Begins

The warranty period begins on the date the vehicle is delivered to the original retail purchaser or, if the vehicle is first placed in service as a “demonstrator” or “company” vehicle prior to delivery, on the date it is first placed in service.

Maintaining your Vehicle

Winnebago recommends that you use and maintain your vehicle in accordance with the instructions set forth in the Volkswagen owner’s manual and Volkswagen maintenance booklet and that you keep a record of your maintenance. Failure to maintain your vehicle according to the required maintenance schedule may cause the vehicle to exceed applicable emissions standards and could result in denial of warranty coverage. However, Winnebago will not deny a warranty claim solely on the basis of your failure to maintain the vehicle in accordance with these instructions or your failure to keep a record of your maintenance of the vehicle. We also recommend that you provide your maintenance records to the new owner whenever you sell your vehicle.

Warranty Coverage for Diagnostic Services

Repair and diagnostic services related to any repair covered by this warranty will be performed free of charge if the vehicle is delivered to any authorized Winnebago or Volkswagen dealer in the United States or Canada.

Use of Genuine Volkswagen Parts

Winnebago recommends that genuine Volkswagen parts be used as replacement parts for the maintenance, repair, or replacement of emission control systems. Use of replacement parts which are not equivalent to genuine Volkswagen parts in emission performance and durability may impair the effectiveness of emission control systems. Although use of parts other than genuine Volkswagen parts does not invalidate these warranties, Winnebago assumes no liability under these warranties for failure of such parts and damage to other parts caused by such failure.

Warranty Coverage for Parts Not Scheduled for Inspection or Replacement

Any warranted part which is not scheduled for inspection or replacement is covered for the warranty period. Any such parts repaired or replaced under warranty are warranted for the remaining warranty period.

Warranty Coverage of Parts Scheduled for Replacement

A part which is installed in accordance with Volkswagen instructions or required scheduled maintenance is warranted until the next scheduled replacement interval or until the vehicle has been driven three years or 50,000 miles, whichever first occurs.

Warranty Coverage for Parts Scheduled for Inspection

A part which is scheduled only for inspection in accordance with Volkswagen instructions for scheduled maintenance of the vehicle is covered for the duration of these warranties.



Parts and Service Policy and Procedure Manual

SECTION

1 - 1 WARRANTIES

SUBJECT

RIALTA NEW VEHICLE
EMISSIONS WARRANTY

DATE 5/01

Maintenance and Repairs Performed by Independent Service Shops

Without invalidating these warranties, you may choose to have maintenance, repair, or replacement of emission control components performed by any automotive service establishment or individual qualified to perform such services. However, the cost of such services is not covered by these warranties except in emergencies. If the independent service establishment finds a warrantable defect, you may deliver the vehicle to an authorized Winnebago or Volkswagen dealer and have the defect corrected free of charge. Winnebago will not be liable for any expenses which you have incurred at the independent service establishment, except for emergency repairs.

Emergency Repairs

In an emergency when an authorized Winnebago or Volkswagen dealer is not reasonably available to perform a warranty repair, the repair may be performed at any available service establishment or by the owner, using any replacement part. Winnebago will reimburse the owner for expenses including diagnosis not to exceed Winnebago's suggested retail price for the warranted part and a labor charge based upon Winnebago's recommended time allowance for the warranty repair multiplied by the labor rate per hour appropriate for the area where the warranty repair was performed. In order to receive reimbursement of such expenses, you must keep all replaced parts and receipts and present them to any authorized Winnebago or Volkswagen dealer in support of your claim. These emergency warranty service procedures also apply in the event the servicing Winnebago or Volkswagen dealer does not have replacement parts available within a reasonable time not to exceed 30 days in order to perform the warranty repair or if the servicing Winnebago or Volkswagen dealer is unable to complete the repairs within 30 days from the time you present the vehicle for repairs.

Coverage of Non-Warranty

If failure of a warranted part causes damage to a part not covered by warranty, the non-warranted part will be replaced free of charge.

Damage caused by tampering, use of improper fuel, abuse, neglect, and improper maintenance is not covered.

These warranties do not cover any damage to the vehicle caused by tampering with emission controls, use of fuel containing lead, or fuel not meeting the specifications set forth in the owner's manual, and abuse, neglect, or improper maintenance of the vehicle. Diagnosis and repair of such damage are at the expense of the owner.

Notice of Denial of Warranty Claim

If you are not notified within 30 days that a performance warranty claim is not valid, then Winnebago is required to repair the vehicle free of charge.

Implied Warranties

Any implied warranty, including warranty of merchantability or warranty of fitness for a particular purpose is limited in duration to the stated period of these written warranties. Some states do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you.

Incidental and Consequential Damages

These warranties do not cover any incidental or consequential damages such as loss of resale value, lost profits or earnings, and out-of-pocket expenses for substitute transportation or lodging. Some states do not allow the exclusion or limitation of incidental or consequential damages, so this limitation or exclusion may not apply to you.



Parts and Service Policy and Procedure Manual

SECTION

1 - 1 WARRANTIES

SUBJECT

RIALTA NEW VEHICLE
EMISSIONS WARRANTY

DATE 5/01

Dealer Assistance

If you are dissatisfied with the service you have received, we suggest that you first discuss the problem with the service personnel at your authorized Winnebago or Volkswagen dealer. You may want to speak to the service manager or directly to the owner of the dealership. It is their business to be concerned about your satisfaction and goodwill. Since they are the closest to the situation, they are in the best position to quickly resolve any complaint you may have.

When to Notify the Manufacturer

Your satisfaction with our product is very important to us and we would like to make certain that we have had the opportunity to work with you and your dealer to resolve your complaint. If the problem is not resolved to your satisfaction by the dealer, please contact Winnebago Industries, Inc. immediately by calling toll-free at 1-800-537-1885. If you prefer to write, please use the following address:

Owner Relations
Winnebago Industries, Inc.
P.O. Box 152
Forest City, IA 50436

When you call or write, please provide the following information:

- Your name, address, and telephone number
- Vehicle Identification Number (VIN)
- Vehicle delivery date and mileage
- Dealer's name and location
- Nature of complaint or problem
- Copies of all repair orders if you are writing to us

An Owner Relation's Representative will gather and carefully review all facts relating to your request for assistance. After this review is completed, the Owner Relations Representative will inform you of any assistance that the company will be able to provide.

Repairs Not Covered by Winnebago

In some circumstances, Winnebago may offer financial assistance toward repairs or expenses not covered by Winnebago's limited new-vehicle warranties.

In certain instances, Winnebago may pay for such repairs in accordance with the terms of service action campaigns it will conduct from time to time. In the event of a service action, Winnebago will notify you by mail and request you to bring your vehicle to your nearest dealer for repair free of charge. If you have not recently changed your address and Winnebago has your current address on file, you will receive notification automatically. If you are concerned that you may not have received notice concerning a particular service action, please check with your dealer to determine whether your vehicle is eligible for any repair free of charge.

In other instances, Winnebago may offer assistance with a repair beyond warranty on a case-by-case basis. If you believe that your vehicle needs a repair not covered by warranty which Winnebago should pay for in part or in whole, please discuss the request with your dealer. If you are not satisfied with your dealer's decision, please contact Winnebago's Owner Relations Department by telephone or in writing. Your request should provide the vehicle identification number of your vehicle, the mileage, maintenance history, and an explanation of why you believe that the



Parts and Service Policy and Procedure Manual

SECTION

1 - 1 WARRANTIES

SUBJECT

RIALTA NEW VEHICLE
EMISSIONS WARRANTY

DATE 5/01

repair should be performed free of charge. Your request should be accompanied by all available maintenance and repair records which you have retained. An Owner Relations Representative will review your request and advise you of our decision.



Parts and Service Policy and Procedure Manual

SECTION

1 - 2 WARRANTIES

SUBJECT

VALIDATION WINNEBAGO
INDUSTRIES WARRANTY

DATE 5/01

RESPONSIBILITY

It is the selling dealer's responsibility to complete the warranty registration card and forward to Winnebago Industries, Inc. for processing at the time of retail delivery to the first purchaser or when the unit is placed in service as a demo or rental.

The dealer and customer are required to sign the warranty card.

DEALER NAME		DISTRICT	DEALER CODE	CHASSIS NUMBER	MODEL	SERIAL NUMBER
		SALE AND WARRANTY REGISTRATION CARD.		IF THIS IS A HAND WRITTEN CARD ENTER SERIAL NUMBER ABOVE		
		If not correct above enter your correct codes		TYPE OF SALE - RETAIL <input type="checkbox"/> RENTAL SERVICE <input type="checkbox"/> DEMO SERVICE <input type="checkbox"/> USED UNIT <input type="checkbox"/>		
LAST		FIRST		M		
CUSTOMER NAME						
ADDRESS LINE -1						
ADDRESS LINE -2						
CITY			STATE	ZIP CODE		
DELIVERY DATE		MILEAGE AT DELIVERY		OR		
MONTH	DAY	YEAR	PROVINCE	POSTAL CODE		
SALESPERSON'S NAME: (New Salesperson Enroll on back of card)				SOCIAL SECURITY NUMBER		
				WIT MEMBERSHIP Charge Dealer Parts Account		
				NEW <input type="checkbox"/> \$35		
				RENEWAL <input type="checkbox"/> \$30		
				PRESENT WIT NUMBER <input type="checkbox"/>		
				(Canadian Resident Must Pay in U.S. Equivalent Thereof)		
DEALER CERTIFICATION - I CERTIFY THAT THIS VEHICLE HAS BEEN INSPECTED, ROAD-TESTED, SAFETY CHECKED AND THAT ADJUSTMENTS WERE PERFORMED IN ACCORDANCE WITH MANUFACTURER'S PRE-DELIVERY INSPECTION REQUIREMENTS.						
AUTHORIZED DEALER SIGNATURE REQUIRED						
CUSTOMER CERTIFICATION - I CERTIFY THAT I HAVE BEEN GIVEN THE WARRANTY DOCUMENTS FOR THIS VEHICLE PRIOR TO SALE AND I HAVE READ, UNDERSTOOD AND AGREE TO ITS TERMS FULLY. I HAVE ALSO RECEIVED MY OPERATOR'S MANUAL.						
CUSTOMER SIGNATURE REQUIRED						

COMPUTER SUBMISSION

Select Vehicle Registration Update

1. Select Retail Card type R=retail
2. Enter the 12 digit Winnebago Serial Number
3. Enter the sales type
1 = retail 2 = rental 3 = demo
4. Enter the retail sales date.
5. Enter mileage at delivery
6. Enter Customer name (last name first)
7. Enter Customer address
8. Enter Customer address (2nd line if needed)
9. Enter Customer address (city/state)
10. Enter Customer address (zip code)
11. Enter sales person social security number.



Parts and Service Policy and Procedure Manual

SECTION

1 - 2 WARRANTIES

SUBJECT

CANCEL WINNEBAGO
INDUSTRIES WARRANTY

DATE 5/01

CANCELLATION: To cancel a retail sale when it has been previously reported.

Dealer Name	Dealer Code	Serial Number
WINNEBAGO		ITASCA
SALES CANCELLATION CARD		
Complete this card to cancel a previously reported sale		
This unit was previously reported sold to: Name _____ Street _____ City _____ Zip _____ State _____ Date _____ <small>Warranty Start Date</small> Odometer Reading on Above Date _____	The sale of this unit is cancelled and unit is being returned to dealer (assume) <input type="checkbox"/> The sale of this unit as originally reported is cancelled. This unit is being reported sold to the customer described on right. <input type="checkbox"/> IMPORTANT If Box 2 is checked above a retail delivery card must accompany this sales cancellation card. If unit was originally delivered to customer as left the retail purchaser, unit may be eligible for first owner warranty. To receive this owner warranty approval will be required. Full detail on reason for cancellation time in service, and accumulated mileage must be furnished to the sales/distribution manager or dealer service manager for reimbursement.	This unit was sold to: Name _____ Street _____ City _____ Zip _____ State _____ Date _____ <small>Warranty Start Date</small> Current Odometer Reading _____
Authorized Dealer Signature _____ Date _____		Authorized Dealer Signature _____ Date _____

COMPUTER
SUBMISSION

Select Vehicle Registration Update

1. Enter retail card type: C = cancel
2. Enter the 12 digit Winnebago serial number
3. Enter the cancellation date

The cancellation date must be within ten days of the retail sale to be eligible for computer cancellation.



Parts and Service Policy and Procedure Manual

SECTION
1 - 2 WARRANTIES

SUBJECT
TRANSFER WINNEBAGO
INDUSTRIES WARRANTY

DATE 5/01

TRANSFER: To transfer a vehicle or remove from rental or demo service.

		Dealer's Report Of:		ITASCA					
Transferred Vehicle-Rental or Demonstrator Removal									
Receiving Dealer Name		Dist. & Dir. Code	Location-City, State		Serial Number				
This Vehicle Was Received From:		Dir. No.		This Vehicle Was Removed From					
Dealership Name		City		State					
Date Received		Mileage		<input type="checkbox"/> 2 Rental Service <input type="checkbox"/> 3 Demonstrator Service					
Authorized Dealer Signature:				<table border="1"> <tr> <td>Day</td> <td>Month</td> <td>Year</td> <td>Mileage</td> </tr> </table>		Day	Month	Year	Mileage
Day	Month	Year	Mileage						
<small>INSTRUCTIONS TO DEALER: Your SALES CREDIT is based on complete and accurate maintenance of your individual dealer inventory files at Forest City, Iowa. To insure proper crediting please submit this completed card to Manufacturer upon receipt of the new vehicle described above or upon removal of unit from service-right.</small>				<small>NOTE: Copy of Odometer Report must accompany Retail Sale of used unit.</small>					
				Authorized Dealer Signature					

COMPUTER SUBMISSION

Select Vehicle Registration Update

1. Enter retail card type: T = Transfer
2. Enter the 12 digit Winnebago serial number
3. Enter transfer type
 - 1 = different dealer 2 = remove from rental 3 = remove from demo
 - 4 = enter from dealer number dealer number unit was received from
 - 5 = enter transfer date

For a transfer type 1, the unit must be a stock unit. You will be prompted to enter the dealer number that the unit was transferred from and the transfer date. For transfer type 2 or 3, the unit must be in the dealer's rental or demo fleet.



Parts and Service Policy and Procedure Manual

SECTION

1 - 3 WARRANTIES

SUBJECT

WARRANTIES HANDLED DIRECT
WITH SUPPLIERS

DATE 5/01

TIRES

Contact the tire manufacturer's authorized dealer.

RADIOS

AUDIOVOX: An exchange program has been arranged for your convenience with:

Audiovox Specialized Applications (ASA)

First, be certain the radio is working properly by inspecting all wire connections including antenna lead wire. If you need help diagnosing an inoperative radio or you need a replacement radio, call:

Audiovox Specialized Applications (ASA)
1-800-274-1886 or
1-219-266-1886
(Ask for the Warranty Department)

When calling ASA, identify yourself as a Winnebago Industries dealer and give them the following information:

- Your dealership name
- Address
- Serial number of the motor home
- Model and serial numbers of the defective radio

Each new replacement radio includes a return authorization slip which must accompany the defective radio when you return it to ASA. Send defective radios prepaid to:

Audiovox Specialized Applications.
23319 Cooper Drive
Elkhart, IN 46514

You must return the defective radio to ASA within 30 days of the order date. Winnebago will debit your dealership for any radio not returned to ASA.

SONY: Call 219-522-7781 for arrangements for radio repair or exchange.

PANASONIC: Call 1-800-334-8251 to exchange part with supplier.

POWER CONVERTERS

An exchange program has been arranged for your convenience with Magnetek.

If the convertor is defective, call Magnetek at 800-443-4859 between the hours of 7:30 - 4:30 p.m. EST, advising you are a Winnebago Industries dealer. A new convertor section will be shipped within 24 hours of your call. You are then responsible to return the defective convertor section ONLY to Magnetek by UPS, prepaid. The shipping address must read:

Magnetek RV & Marine Power Supplies
102 North Main
Goodland, IN 47948

If you fail to return the defective convertor section, Winnebago will debit your dealership for any product not returned to Magnetek.

DC-AC INVERTER

HEART: Call 800-446-6180 to arrange exchange part and/or repair direction.



Parts and Service Policy and Procedure Manual

SECTION 1 - 3 WARRANTIES	SUBJECT WARRANTIES HANDLED DIRECT WITH SUPPLIERS	DATE 5/01
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TELEVISION & VCRS	RCA: Call 800-456-3340 to exchange part with supplier GE: Call 800-456-3340 to exchange part with supplier AUDIOVOX: Call 800-274-1886 to exchange part with supplier
REARVIEW TV MONITOR SYSTEM	SONY: Call 219-522-7781 for repair direction and/or replacement parts AUDIOVOX: Call 800-274-1886 for repair direction and/or replacement parts. VIDEOMAN: Call 800-456-3340 for repair direction and/or replacement parts.
MICROWAVES	Repairs must be performed by authorized service centers of the microwave manufacturer.



Parts and Service Policy and Procedure Manual

SECTION

1 - 5 WARRANTIES

SUBJECT

METHOD OF VALIDATING
FORD WARRANTY

DATE 5/01

As a Winnebago Industries, Inc. dealer, it is your responsibility to fill in the "Notification of Delayed Delivery Date". Mail to the address below.

		DATE: _____
NOTIFICATION OF DELAYED DELIVERY DATE OR IN-TRANSIT MILEAGE ACCUMULATION		
This form is to be used to notify Ford Motor Company of a delayed warranty start date or to report an in-transit mileage accumulation on a vehicle driven (not transported) from the assembly plant to the receiving location.		
VEHICLE IDENTIFICATION NUMBER		<input type="text"/>
NAME AND ADDRESS OF RETAIL SELLER		
RETAIL SELLER'S NAME _____		
ADDRESS _____		CITY _____ STATE _____ ZIP _____
NAME AND ADDRESS OF RETAIL BUYER		
FIRST INITIAL	SECOND INITIAL	LAST NAME ONLY
<input type="text"/>	<input type="text"/>	<input type="text"/>
STREET ADDRESS _____		
CITY OR TOWN _____		STATE _____ ZIP CODE _____
RETAIL BUYER'S SIGNATURE _____		
This section of the form is to be used to notify Ford Motor Company of a delayed warranty start date.		
WARRANTY START DATE REQUESTED	REASON FOR DELAY OF WARRANTY START DATE	
MONTH DAY YEAR	Please attach copies of documents to support revised warranty start date. (For example: new vehicle sales invoice or state registration.)	
MILEAGE AT TIME OF DELIVERY TO RETAIL SELLER	_____	
(NO TENTHS)	_____	
MILEAGE AT TIME OF RETAIL SALE	_____	
(NO TENTHS)	_____	
NOTE: When this section of the form is completed, submit IMMEDIATELY to Ford Motor Company with supporting documentation attached.		
This section of the form is to be used to notify Ford Motor Company of an in-transit mileage accumulation.		
MILEAGE AT TIME OF DELIVERY TO RETAIL SELLER	REASON FOR IN-TRANSIT MILEAGE ACCUMULATION	
(NO TENTHS)	Please attach documents to support accumulated mileage.	
MILEAGE AT TIME OF RETAIL SALE	_____	
(NO TENTHS)	_____	
NOTE: When this section of the form is completed, DO NOT submit to Ford Motor Company unless a repair is required beyond warranty but within the mileage extension period.		
FCS-900 11/98		PREVIOUS EDITIONS MAY NOT BE USED
		MAIL TO: FORD CUSTOMER SERVICE DIVISION P.O. BOX 1597 DEARBORN, MI 48121



Parts and Service Policy and Procedure Manual

SECTION
1 - 6 WARRANTIES

SUBJECT
METHOD OF VALIDATING
FREIGHTLINER WARRANTY

DATE 5/01



Delayed Warranty Start Form

A Division of **FREIGHTLINER**
CORPORATION

IMPORTANT: Customer signature MUST be present in order to validate warranty start date.

It is the responsibility of the selling dealer to initiate the delayed warranty start form, ensuring that the retail customer has reviewed the appropriate warranty information booklet, and that the form is completed and the white hard copy mailed to Freightliner Corporation Warranty Department.



Delayed Warranty Start Form

A Division of **FREIGHTLINER**
CORPORATION

Check one of the following:

- Freightliner Freightliner
 American LaFrance Custom Chassis
 Sterling

Warranty Start Date Information			Complete VIN or Chassis Number
In-Service Date	miles	km	

Coach Manufacturer/Body Builder	Selling Dealer	Retail Customer (end user)
Name	Name	Name
Address	Address	Address
City State Zip	City State Zip	City State Zip
Signature	Signature	<p align="center">Owner Acknowledgment</p> <p><i>My signature on the line below represents acknowledgment of receipt of the vehicle herein described. I further acknowledge that I have received and reviewed the Owner's Warranty Information Booklet, containing important warranty information specific to my vehicle.</i></p>
	Dealer Code (if applicable)	

IMPORTANT: Customer signature MUST be present in order to validate warranty start date.

WAR210 (6/23/98) PF

FREIGHTLINER



Parts and Service Policy and Procedure Manual

SECTION

1 - 7 WARRANTIES

SUBJECT

METHOD OF VALIDATING
SPARTAN WARRANTY

DATE 5/01



SPARTAN MOTORS CHASSIS, INC.

Warranty Registration

This form must be completed in its entirety and returned to Spartan Motors Chassis, Inc., PO Box 440, Charlotte, MI 48813, by the selling dealer to register the chassis. The receipt of this document by Spartan Motors Chassis, Inc., will activate the Spartan chassis "New Product Limited Warranty". **The Spartan Chassis Warranty will be void if the warranty registration form is not returned to Spartan Motors Chassis, Inc., within thirty days after the date of purchase.** (Please print or type the required information below.)

Vehicle Identification Number (VIN): _____

Date of Purchase: _____

Mileage on Odometer: _____ Miles or Kilometers (circle one)

Owner: _____

Name

Address

City

State

Zip Code

Phone No.

Body Builder Name: _____

Selling Dealer: _____

Company Name

City

State

Zip Code

Customer Signature: _____ Date: _____

666If you have a change of address, please notify the Spartan Motors Chassis Warranty Department at (517) 543-6400.



SPARTAN MOTORS CHASSIS, INC.
PO BOX 440, 1000 REYNOLDS RD., CHARLOTTE, MI 48813
PHONE (517) 543-6400; Fax (517) 543-7764



Parts and Service Policy and Procedure Manual

SECTION
1 - 9 WARRANTIES

SUBJECT
CLASS A & C MODELS
DEMONSTRATORS

DATE 5/01

Units that are used by Winnebago Industries and sold to our dealer body will have a balance of the warranty. Vehicles sold with 4,000 or less miles will have a 12 month or 15,000 mile limited warranty.

The following chart is used for determining the balance of the warranty.

Miles	Remaining Warranty (From the Retail Date)
4,001 - 4,999	11 Months
5,000 - 5,999	10 Months
6,000 - 6,999	9 Months
7,000 - 7,999	8 Months
8,000 - 8,999	7 Months
9,000 - 9,999	6 Months
10,000 - 10,999	5 Months
11,000 - 11,999	4 Months
12,000 - 12,999	3 Months
13,000 - 13,999	2 Months
14,000 - 14,999	1 Month

Vehicles that are found to be demos and not registered by the dealer will be back-dated one month from the delivery date to the customer for every 1,000 miles over the delivery mileage to the dealership.

Vehicles sold "as is" are confirmed by Winnebago Industries to have all components in working order. Winnebago is not giving a written or implied warranty.



Parts and Service Policy and Procedure Manual

SECTION 1 - 9 WARRANTIES	SUBJECT RIALTA DEMONSTRATORS	DATE 5/01
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Units that are used by Winnebago Industries and sold to our dealer body will have a balance of the warranty. Vehicles sold with 4,000 or less miles will have a 24 month or 24,000 mile limited warranty.

The following chart is used for determining the balance of the warranty.

RIALTA DEMO WARRANTY POLICY

Miles	Remaining Warranty (From Retail Date)
4001 - 4999	23 months
5000 - 5999	21 months
6000 - 6999	19 months
7000 - 7999	17 months
8000 - 8999	16 months
9000 - 9999	15 months
10000 - 10999	14 months
11000 - 11999	13 months
12000 - 12999	12 months
13000 - 13999	11 months
14000 - 14999	10 months
15000 - 15999	9 months
16000 - 16999	8 months
17000 - 17999	7 months
18000 - 18999	6 months
19000 - 19999	5 months
20000 - 20999	4 months
21000 - 21999	3 months
22000 - 22999	2 months
23000 - 23999	1 month

Vehicles that are found to be demos and not registered by the dealer will be back-dated one month from the delivery date to the customer for every 1,000 miles over the delivery mileage to the dealership.

Vehicles sold "as is" are confirmed by Winnebago Industries to have all components in working order. Winnebago is not giving a written or implied warranty.



Parts and Service Policy and Procedure Manual

SECTION

2 - SERVICE POLICIES

SUBJECT

TABLE OF CONTENTS

DATE 5/01

SECTION 2 - SERVICE POLICIES

- 2 - 1 DEALER REQUESTS FOR SERVICE ASSISTANCE
- 2 - 2 PRIOR WORK APPROVAL
- 2 - 3 REIMBURSEMENT POLICIES
- 2 - 4 SERVICING CUSTOMERS OF OTHER DEALERS
- 2 - 5 NEW VEHICLE PRE-DELIVERY INSPECTION AND ADJUSTMENTS
- 2 - 6 NEW VEHICLE DELIVERY INSTRUCTIONS



Parts and Service Policy and Procedure Manual

SECTION

2 - 1 SERVICE POLICIES

SUBJECT

DEALER REQUESTS FOR
SERVICE ASSISTANCE

DATE 5/01

PROCEDURE

The dealer is to follow these procedures to assure prompt attention and handling of all matters pertaining to service.

Customer complaints, warranty service and warranty repair orders.

All inquiries concerning the handling of customer complaints, warranty service, and the preparation, submission and processing of warranty claims should be directed to the appropriate Winnebago Industries Service Department. The Owner Relations advisors will handle all customer complaints and the Warranty Department will answer any questions about warranty claims. The Technical Service advisors will answer dealer questions on repair procedures.

When contacting the Service Department include the information listed below.

1. Owner's name.
2. Vehicle serial number.
3. Mileage on vehicle odometer.
4. Complete description of failure, corrective action taken and dealer's recommendations regarding additional action which could be taken to resolve the complaint.

The Owner Relations Service Advisors may be reached at 641-585-6939 or 800-537-1885.

The Technical Service Advisors may be reached at 866-653-4329.

The Warranty Department may be reached at 800-628-7692.

The fax number is 641-585-6704. For your convenience, the fax form on the following page may be used when sending us a message or query.

We may, in some cases, request a field representative to assist the dealership with the handling of certain owner complaints.

RESPONSIBILITY

Regardless of the channels through which an owner routes his complaint, specific action to resolve the owner's dissatisfaction must take place in the dealership. Since the owner is a retail customer who has been developed and sold through the efforts of the dealer, the dealer should have the first opportunity to handle the owner's problems and thereby build the owner's loyalty toward the dealership.

In all cases every effort should be made to completely resolve the owner's complaints as soon as possible after the owner makes them known. The dealer should apply all proper and available service information in correcting the owner's complaints. If the dealer still cannot satisfy the owner, the dealership should request assistance from the Winnebago Industries, Inc., Service Administrations Department. They may be contacted at 641-585-6939.



Parts and Service Policy and Procedure Manual

SECTION

2 - 2 SERVICE POLICIES

SUBJECT

PRIOR WORK APPROVAL

DATE Rev. 12/01

REPAIRS REQUIRING PRIOR WORK APPROVAL

The following repairs will require prior approval from a service representative.

1. Replacement of complete components made only at the request of Winnebago Industries, Inc.
2. Parts ordered in warranty but repairs completed more than 30 days beyond warranty expiration.
3. Problems noted in warranty but repairs completed more than 30 days beyond warranty expiration.
4. Policy adjustments that are required to satisfy an owner's complaint after the expiration of the warranty period.
5. Straight time operations over two hours.
6. Sublets over \$200.

PROCEDURE

A. Obtain an authorization from Winnebago Industries, Inc.

1. Contact your Service District Manager.
2. For problems of emergency nature, contact the Service Department at 866-653-4329 or the Warranty Department at 800-628-7692.



Parts and Service Policy and Procedure Manual

SECTION

2 - 3 SERVICE POLICIES

SUBJECT

REIMBURSEMENT POLICIES

DATE 5/01

For warranty, special policy and recall campaign approved by manufacturer, Retail Dealer will be reimbursed.

LABOR

Winnebago Industries, Inc., will reimburse dealers by the amount of time shown in the Winnebago Labor Time Schedule times the dealer approved warranty labor rate.

When no time is in the Winnebago Labor Time Schedule, the actual clock time used (in hours or tenths of hours) must be recorded on the repair order. Straight time repairs must be individually punched.

ESTABLISHING RATE

An authorized hourly warranty rate shall be established when approved by the Service Department of Winnebago Industries, Inc. The Warranty Rate Application shall be completed by the representative of Winnebago Industries, Inc., at the time application is made for the sales and service agreement. Such Warranty Rate Applications shall be forwarded to the Warranty Manager of Winnebago Industries, Inc., by the representative. Upon arrival of the information on the application, the selected rate shall be the established warranty rate for the dealership.

OPTION "A" (Posted Rate)

Under this option, Winnebago Industries, Inc., will pay the same labor rate for warranty as the dealer charges his R.V. customers for retail service labor. To qualify, the dealer must:

- Establish a reasonable retail R.V. customer labor rate for the area.
- Display his retail R.V. rate prominently in both customer reception and cashier areas.
- List his retail R.V. labor rate and the hours billed on the office copy of every retail R.V. customer pay repair order.
- List the number of hours and/or tenths of hours being charged for each repair on the original copy of all retail R.V. customer and warranty repair orders.
- Maintain an equal or greater customer pay labor to warranty labor ratio.
- Maintain adequate facilities, parts, tools and trained personnel to fulfill performance as stated in the sales and service agreement.
- Maintain time tickets which contain the date, identify the technician, and list the starting and ending times for the jobs.
- Provide the customer with a work order identifying the work performed.
- Attend both service & warranty schools on an annual basis if necessary to maintain factory trained personnel.
- Submit warranty claims & parts orders through computer entry.
- Maintain RVIA certified technicians.

Dealers electing this option must comply with ALL of the above requirements.

OPTION "B" (Formula Rate)

Under this option the warranty labor rate is figured on the basis of 240 percent of the average basis rate for product R.V. technicians plus 100 percent of the R.V. technician's voluntary and legislated fringe benefits. This rate is not to exceed the dealer's retail R.V. customer labor rate. Allowable fringe benefits include:

- A. Voluntary
 - Paid Vacations
 - Pay in lieu of vacation
 - Holiday pay
 - Sick pay



Parts and Service Policy and Procedure Manual

SECTION 2 - 3 SERVICE POLICIES	SUBJECT REIMBURSEMENT POLICIES	DATE 5/01
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Dealer's share of:

- Hospital and dental insurance
- Group life insurance
- Uniforms and laundry
- Retirement or pension plan

B. Legislated (Federal and State)

- F.I.C.A.
- Federal and State unemployment compensations
- Workman's compensation

TEMPORARY RATE

At the time the application for the sales and service agreement is completed, if no labor history exists or it cannot be determined which line technicians are to be assigned to Winnebago Industries, Inc.'s product repair, or any other condition exists which makes it impossible to properly complete the application for warranty rate, Winnebago Industries, Inc., may, at the recommendation of its representative, establish a temporary rate to be effective for 90 days from that date. Such a temporary rate may be based on:

1. The prevailing warranty rate established for the dealership by the automotive manufacturer if the dealer is a representative of such manufacturer.
2. The prevailing warranty rate established for other R.V. dealerships in the immediately area.

After 90 days from date of a temporary rate being established, a representative of Winnebago Industries, Inc., will then complete an application for warranty rate, in accordance with these policies and the rate then selected will be established as the authorized warranty hourly rate.

INCREASE OF RATE

Any dealer wanting an increase in warranty rate shall contact the Warranty Manager of Winnebago Ind. by phone or by letter and request the appropriate form. No application for increase will be considered until after one (1) year from the previous increase or date of establishment of rate. Upon request, the Warranty Manager of Winnebago Ind. will forward the proper forms and notification of such request to an area representative of Winnebago Industries, Inc. for completion in the dealership. The dealer shall be notified in writing of the effective date of the new rate if the rate has been approved by the Service Department of Winnebago Industries, Inc.

CHANGE OF RATE

Occasionally an audit of dealership records by a representative of Winnebago Industries, Inc., reveals that an established rate is not supported by the required documents of Retail Dealer's selected plan.

This may occur due to change of personnel, wage structures, etc. Upon notification to the Warranty Manager by the representative of this condition, the Warranty Manager will then notify the dealer, in writing, that the established rate is being considered as tentative for a period of 90 days. After 90 days, another application for warranty rate will be completed in the dealership by a representative of Winnebago Industries, Inc., and the rate will be adjusted at the time if necessary.



Parts and Service Policy and Procedure Manual

SECTION 2 - 3 SERVICE POLICIES	SUBJECT REIMBURSEMENT POLICIES	DATE 5/01
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SUMMARY Authorized dealers will be reimbursed by Winnebago Industries, Inc., for warranty repairs to Winnebago Industries, Inc.'s products including labor, parts, accessories, and materials in accordance with the provisions of this selection.

PARTS, MARKUP Parts, accessories or materials used during the performance of warranty repairs will be reimbursed at the Winnebago Industries, Inc. dealer current net price for each item, plus 40 percent. NPN (no part number) parts, or parts used during a repair that do not have Winnebago Industries part numbers will be reimbursed at dealer cost plus 15 percent. Parts not purchased from Winnebago will be reimbursed at a price not to exceed Winnebago dealer net plus 40 percent. It is to the dealer's advantage to use Winnebago part #'s, if at all possible. This will allow 40% mark-up on the parts versus 15% on NPN's. Vendor parts not available from Winnebago part sales should have the vendor part number listed on the warranty claim and invoice attached.

COMPLETE COMPONENT The following items are examples of complete components that require prior authorization for replacement.

ALL MODELS			
Generator	Driver Door	Radio	TV Antenna
Awning	Driver/Passenger Seat	Range/Oven	Video Cassette Recorder
CD Player	Electric Step	Range Hood/Monitor Panel	Washer/Dryer
Chair	Entrance Door	Rear View Monitor System	Water Heater
Complete Carpet	Furnace	Refrigerator	Windows
Couch	Ice Maker	Roof Air Conditioner	Microwave Oven
Television	Dishwasher	Passenger Door	Toilet
Convertor/Convertor Section			

OUTSIDE WORK (SUBLET) When it is necessary to have warranty repairs made outside the dealership service department, Winnebago Industries, Inc., will reimburse the dealer 100 percent of the dealer's net cost for such service, but not to exceed the amount allowed in the Labor Time Schedule had the service been performed in the dealership. Sublet bills should be entered on the computer system with an appropriate TIC code. Appropriate paper work should be on file for review by your Service District Manager.

REMOVAL AND INSTALLATION VENDOR UNITS When a unit, such as a heater or refrigerator, is serviced under warranty by the equipment manufacturer's authorized station, the dealer will be reimbursed for removal and replacement of the component assembly only, based on the Labor Time Schedule allowance. The warranty claim must be properly completed with a copy of the equipment manufacturer's claim attached or a credit memo for exchanged warranty parts only. Appropriate paper work should be on file for review by your Service District Manager.



Parts and Service Policy and Procedure Manual

SECTION 2 - 3 SERVICE POLICIES	SUBJECT REIMBURSEMENT POLICIES	DATE 5/01
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COACH BATTERIES

Winnebago administers the warranty on the coach auxiliary batteries. At the time of delivery of coaches to dealerships, the auxiliary coach batteries should already be fully charged and the Aux. Battery switch turned to the Off position.

:LP Alarm Drain

The LP Gas alarm is powered directly by the coach batteries. If the battery cable is disconnected or the fuse is blown, the alarm will not work. The LP alarm fuse is located either on the automotive fuse panel or the coach load center. Because the LP gas leak detector is wired directly to the auxiliary batteries, it is always drawing a small amount of current. Even though this current draw is slight, it will contribute to a reduction in battery charge level over an extended time period.

NOTE: Be sure LP alarm is operating properly before delivery to customer!

Storage Precautions

If a coach is placed into storage or will not be driven for more than 30 days, the batteries should be charged to 100% or 12.7 volts. Because a battery will gradually lose charge, it is necessary to check and recharge a battery periodically to maintain proper charge. This charging generates electronic activity on the battery plates to help avoid sulfating, a type of internal battery corrosion which is a common cause of early battery failure. Sulfating limits the ability of the battery to reach full charge and shortens its life. A full charge also avoids frozen electrolyte in freezing temperatures, which can crack the case and damage the plates. Batteries should be stored in a cool, dry location.

Specific Gravity Corrected to 80°F (26.7°C)	Freezing Temperature	Typical Open Circuit Voltage and Specific Gravity Values		
		Charge Level	Specific Gravity	Voltage
1.280	-92°F (.69°C)			
1.265 - (100% chg.)	-71.3°F (-57.4°)	100%	1.265	12.68
1.250 - (75% chg.)	-62°F (-52.2°C)	75%	1.225	12.45
1.200 - (50% chg.)	-16°F (-26.7°C)	50%	1.190	12.24
1.150 - (25% chg.)	+ 5°F (-15°C)	25%	1.155	12.06
1.100 - (Dead)	+19°F (-7.2°C)	Dead	1.120	11.89



Parts and Service Policy and Procedure Manual

SECTION

2 - 3 SERVICE POLICIES

SUBJECT

REIMBURSEMENT POLICIES

DATE 5/01

SERVICE INFORMATION

Coach batteries should be serviced at the same time as other periodic services such as oil changes and tune-ups. Inspect the battery case for cracks or other damage. Inspect the compartment for loose or destructive cables, tie-downs, or cable connections. Remove corrosion from the terminals or cable connections. Clean the top of the battery with a cloth wetted with ammonia or a solution of baking soda and water followed by a wipe with clean water.

In a serviceable, non-sealed battery, keep the electrolyte levels 1/2" or 13mm above the tops of the cell separators. Do not overfill cells. Excessive water loss in one cell may indicate a short in the battery plates. Water loss in all cells may indicate a worn-out battery or overcharging. Check the charging and electrical systems for proper operations. Also inspect any optionally installed equipment or accessories for proper installation and operation.

REPLACEMENT PROCEDURE AND SPECIFICATIONS

If you need to replace a defective battery, purchase a battery locally. It must be an RV deep-cycle battery that does not exceed a price of \$60.00 and must meet the following specifications:

- 565 CCA (cold cranking amps) or 700 MCA (marine cranking amps)
- 140 minutes reserve capacity or 90 amps hours

Batteries that meet these specifications include (but are not limited to):

- Trojan 24TM
- DieHard 96492
- Interstate SRM-24

If you replace an original battery, remove the label from the defective battery and file it with your dealership warranty records. Keep the battery for inspection by your Service District Manager.



Parts and Service Policy and Procedure Manual

SECTION

2 - 3 SERVICE POLICIES

SUBJECT

REIMBURSEMENT POLICIES

DATE 5/01

LIMITATIONS

Certain costs are considered part of the selling dealer's normal cost of doing business or dealer responsibility and must be absorbed by the dealer. These are:

Service required due to improper storage, protection or handling of new vehicles by the dealer prior to sales, including damage to battery, cooling system, fuel system, paint, tires, fabrics, carpet, trim, or bright metal parts. Items damaged due to water leaks from extended storage are not covered.

Clean the undercarriage of the vehicle upon arrival from the transport company to insure that excessive surface rust does not occur. This undercarriage area should be particularly important for dealers in coastal areas to properly maintain. We strongly recommend that dealers in coastal areas order the undercoat option.

At the time of delivery of the motor home to the dealership, the auxiliary batteries should be fully charged and the battery disconnect switch turned to the off position. If the motor home is not equipped with a battery disconnect switch, it is the dealership's responsibility to properly maintain the condition of the batteries.

Normal diagnosis and test service time is included in the time allowance published in the Labor Time Schedule.

Warranty repairs performed a second time by a dealer (due to incorrect or inadequate diagnosis, improper assembly or repair, or a lack of proper road testing when the original warranty repair was performed), are considered as shop comeback and are not reimbursable.



Parts and Service Policy and Procedure Manual

SECTION
2 - 3 SERVICE POLICIES

SUBJECT
REIMBURSEMENT POLICIES

DATE 5/01

WARRANTY REPAIR
ORDER CREDIT
STATEMENT

The Warranty Repair Order Credit Statement is sent to the dealer at the end of each month. (See example).

WINNEBAGO INDUSTRIES		WARRANTY REPAIR ORDER CREDIT FOR				10/14/00 REPORT 1905-1		OCTOBER 2000		PAGE 195				
DEALER NO. DISTRICT										DEALER NO.				
1	2	3	4	5	6	7	8							
WRO-NO	SERIAL	DOCUMENT	DATE	DESCRIPTIONS	PARTS	LABOR	SUBLET	DEDUCT	TOTAL					
*2696AO	70A42964	4185	07-24-00		207.12	63.00	.00	.00	270.12					
4091AD	70A43136	3801	09-15-00		35.84	84.00	.00	.00	119.84					
4092AD	70A43256	4525	09-15-00		.00	140.00	.00	.00	140.00					
4331AD	70A43353	4614	09-08-00		202.06	182.00	.00	.00	384.06					
9 THE FOLLOWING PARTS MUST BE TAGGED AND RETAINED FOR 90 DAYS FOR THE SDM SCRAP 4177AD 10A-52537 4606 09-07-00 BATTERY 2 HASBROUCK JOHN D 4081AD 10A-96538 4473 09-08-00 IGNITOR 1 HILL FRANK M														
10 WARRANTY REPAIR ORDER DEBITS FOR RETURN PARTS NOT RECEIVED - IRREVERSIBLE DEBITS 9914AE 10A-96657 2941 03-31-00 123242-01-02A COND A 407.35- 214.50- .00 .00 621.85- 0539AE 109-94089 3480 05-15-00 086757-04-000 COND C 41.09- 99.00- .00 .00 140.09-														
11 WARRANTY REPAIR ORDER CORRECTIONS FOR DISALLOWED CLAIMS 0333AS COND D 4312 REASON: 22 CURRENT DEALER PART PRICE 36.79- OTHER: REF PART#12156803719														
12 CLAIMS APPEALS APPROVED/OTHER CREDITS 3679AL 10A-98340 3911 COND A REASON: CREDIT PER APPEAL 87.22 2141AL 109-94812 3717 COND B REASON: CREDIT PER APPEAL 65.00														
INVOICE 1100149 TOTAL					CLAIM COUNT	8	442.72	791.00	.00	.00	1,233.72			
							SPECIALS TOTAL							
							13	RECALL	14	TRANSPORT	15	FRT	16	S & E
							.00	.00	.00	.00	.00	.00	.00	
17 NOTE: THE FOLLOWING PARTS MUST BE RECEIVED WITHIN 60 DAYS OF THE REPAIR DATE OR YOUR RECEIVABLES ACCOUNT WILL BE DEBITED. ASTERISKS DENOTES PARTS THAT MUST BE RETURNED IMMEDIATELY TO AVOID IRREVERSIBLE DEBIT ON NEXT MONTH'S STATEMENT. DEBITS ARE IRREVERSIBLE. NO CLAIM APPEALS ARE ACCEPTED.														
4669AN	10A-51255	4710	09-16-00	106071-04-000 SWITCH-AUTOMATIC TRANSFER	1	JARRARD	BRUCE	E						
4665AN	10A-51577	4703	09-21-00	105620-09-000 THERMOSTAT-A/C AND FURNACE	1	CORTEZ	MARK	S						
4324AD	10A-51777	4662	09-11-00	094097-01-000 SPEAKER-5.25 DIA W/O GRILLE	1	SMITH	BRENDA	E	***					
18 NOTE: THE FOLLOWING MOTORHOMES INVOICED TO YOUR DEALERSHIP HAVE OUTSTANDING RECALLS.														
10G85A251422	1FCNF5356Y0A03379	NEWBERRY JOSEPH H	24760101	LAPBELT INSPECT										
10G85A251422	1FCNF5356Y0A03379	NEWBERRY JOSEPH H	24760201	LAPBELT REPLACE										
19 NOTE: THE FOLLOWING MOTORHOMES INVOICED TO YOUR DEALERSHIP HAVE OUTSTANDING SERVICE BULLETINS.														
10365B253399	1FDXE455XYH895891	STOCK UNIT	05510199	REPLACE RETAIL STICKERS										
10369B253647	1FDXE4553YH895893	STOCK UNIT	05510199	REPLACE RETAIL STICKERS										
20 WARRANTY REGISTRATION RECEIVED 10B-54791 1FDWE35S31HA13489 10-17-00 ZICKEFOOSE RICHARD E														



Parts and Service Policy and Procedure Manual

SECTION

2 - 3 SERVICE POLICIES

SUBJECT

REIMBURSEMENT POLICIES

DATE 5/01

- | | |
|--|---|
| <ol style="list-style-type: none">1. Warranty Repair Order Number2. Unit Serial Number3. Document Number4. Repair Completion Date5. Parts Amount6. Labor Amount7. Sublet Amount8. Line Total9. Parts to be held for scrap - SDM10. Debits for non-return of parts | <ol style="list-style-type: none">11. Corrections for disallowed claims12. Claims Appeals Approved/Other Credits13. Recall Credits14. Total Transportation Damage Credits15. Total Credits for Freight Reimbursement16. Shortage and Error Credits17. Outstanding returnable parts18. Outstanding recall reminder19. Outstanding service bulletins20. Warranty card received |
|--|---|



Parts and Service Policy and Procedure Manual

SECTION

2 - 4 SERVICE POLICIES

SUBJECT

SERVICING CUSTOMERS
OF OTHER DEALERS

DATE 5/01

PROCEDURES

While we recommend the customer bring his unit back to his selling dealer for repairs, retail dealers shall perform warranty work for owners of specific Winnebago products regardless of where said product was purchased. The servicing dealer shall perform warranty work which qualify under the provision of manufacturer's standard written warranty and shall make policy adjustments approved by manufacturer and shall make recall campaign adjustments requested by manufacturer.

OWNER & DEALER RESPONSIBILITY

It is the owner's responsibility to carry warranty verification documents in the vehicle at all times, and to present it to the servicing dealer as proof of ownership when warranty services are required. Information on the correct ownership of a vehicle and retail delivery date is available through the WinNet system.



Parts and Service Policy and Procedure Manual

SECTION

2 - 5 SERVICE POLICIES

SUBJECT

NEW VEHICLE PRE-DELIVERY
INSPECTION & ADJUSTMENTS

DATE 5/01

**DEALER
RESPONSIBILITY**

It is the responsibility of each dealer to perform a pre-delivery inspection and make necessary adjustments for each new product (including the chassis) placed in service. (Refer to Section 1-1 Warranties.)

**PRE-DELIVERY
INSPECTION**

Winnebago Industries, Inc., has developed a "New Vehicle Pre-Delivery Inspection List". The inspection list is to be used as a guide in determining which items need to be checked or adjusted.

**PRE-DELIVERY
SERVICE CREDIT**

Winnebago's participation for the pre-delivery service on all motor homes is a documentation fee of \$45. The warranty card must be mailed to Winnebago after the registration is entered on the computer system. Winnebago will issue a monthly check for \$45, plus co-op advertising dollars. The warranty card must be mailed within 90 days of the retail date to be eligible for the PDI and co-op advertising credit.

PDI Form

The Pre-Delivery Inspection form shown on the following page may be used by the service technician while performing the inspection and then kept in your dealership service file.

IMPORTANT: These forms are for your service department reference only. DO NOT SEND COMPLETED FORMS TO WINNEBAGO INDUSTRIES.

ADJUSTMENTS

Mechanical adjustments on new vehicles will be covered under warranty for the first 90 days after retail sale or on a one-time basis while the vehicle is in your inventory.



Parts and Service Policy and Procedure Manual

SECTION

2 - 5 SERVICE POLICIES

SUBJECT

NEW VEHICLE PRE-DELIVERY
INSPECTION & ADJUSTMENTS

DATE 5/01



MOTOR HOME PRE-DELIVERY INSPECTION REQUIREMENTS

RV Body Identification Number/Winnbago Serial											

Vehicle Identification Number (VIN)/Chassis Serial Number											

DEALER CODE NO. _____

INSPECTED BY _____

DEALER _____

DATE DELIVERED _____

ADDRESS _____

DELIVERY MILEAGE _____

CITY _____ STATE _____

OWNER'S NAME _____

I. CHASSIS

If a dealership is not equipped, arrangements must be made for these services to be performed by an Authorized Dealer of the Chassis Manufacturer.

Inspect the following and correct as necessary.

- _____ 1. Engine Oil - level
- _____ 2. Automatic Transmission - fluid level
- _____ 3. Manual Transmission (if equipped) - oil level
- _____ 4. Differential/Final Drive - oil level
- _____ 5. Engine Coolant - level & anti-freeze protection range
- _____ 6. Coolant Hoses - connections, clamps and routing
- _____ 7. Auxiliary Rear Heater Hoses - connections, clamps and routing
- _____ 8. Brake Master Cylinder/Reservoir - fluid level
- _____ 9. Brake Lines - condition of lines, hoses and connections
- _____ 10. Windshield Washer Reservoir - solution level
- _____ 11. Batteries - electrolyte level (not necessary on maintenance-free type)
- _____ 12. Battery & Starter Cables - connections and routing
- _____ 13. Electrical Wiring - connections and routing
- _____ 14. Drive Belts - tension and alignment
- _____ 15. Throttle Linkage - adjustment
- _____ 16. Idle Speed - adjustment
- _____ 17. Fast Idle Speed - adjustment (gasoline engine only)
- _____ 18. PCV Valve - operation (gasoline engine only)
- _____ 19. Fuel System - hoses, tubes and connections
- _____ 20. Steering Pump and Gear - fluid level
- _____ 21. Brake Pedal - play and travel
- _____ 22. Clutch (manual transmission only) - adjustment
- _____ 23. Front End Alignment - toe, camber & caster
- _____ 24. Wheel Bearings - repack or adjust if necessary
- _____ 25. Wheel Nuts - proper torque
- _____ 26. Tires - condition and pressure (including spare)
- _____ 27. Headlights - beam alignment
- _____ 28. Exterior & Interior Lights and Switches - operation
- _____ 29. Seats - adjustment controls & safety belts (operation and anchorage)
- _____ 30. Coach Leveling System (if equipped) - hose routing, hydraulic fluid level, adjust leveling sensor if necessary on automatic systems, general operation
- _____ 31. Road Test (_____ Service Brake & Parking Brake operation, _____ Engine performance, _____ Transmissions/Transaxle operation and performance, _____ Steering and Suspension performance _____ Instruments, Controls & Accessories operation _____ Squeaks, Rattles or Vibrations, _____ Recheck engine fluid levels after road test.)
- _____ 32. Complete all chassis warranty forms and make sure warranty and operator's manual(s)* are in the vehicle.

* (Vehicles must contain both the chassis manufacturer's operating guide and the Winnebago Industries motor home operator's manual.)

II. FRESH WATER SYSTEM

Inspect operation and leakage - correct as necessary.

- _____ 1. Water Intake Valve
- _____ 2. Water Tank(s)
- _____ 3. Demand Pump or Manual Pump
- _____ 4. Water Heater and Connections
- _____ 5. Water Lines - all
- _____ 6. Drain Cocks
- _____ 7. Faucets/Fixtures - all
- _____ 8. Water Filter Operation
- _____ 9. Winterize (if necessary)

III. WASTE DRAINAGE SYSTEM

Inspect and correct as necessary.

- _____ 1. Holding Tank(s) and connections
- _____ 2. Waste Drain Valve(s)
- _____ 3. Waste Drain Hose
- _____ 4. Toilet
- _____ 5. Drain Traps - all
- _____ 6. Winterize (if necessary)

IV. LP GAS SYSTEM

Inspect - correct or adjust as necessary

- _____ 1. LP System (Gas Leak Test)
- _____ 2. LP Gas Tank(s) and Controls
- _____ 3. LP Gas Regulator
- _____ 4. Furnace - pilot - burners - controls
- _____ 5. Range/Hotplate - pilot - burners - controls
- _____ 6. Refrigerator - pilot - burner - controls

V. ELECTRICAL SYSTEMS

Check operation and correct as necessary.

- _____ 1. 110 Volt AC System
- _____ 2. Ground Fault Circuit Interrupter (GFCI)
- _____ 3. 110 Volt Auxiliary Generator operation
- _____ 4. 12 Volt DC System
- _____ 5. Power Converter Operation
- _____ 6. Battery Charging System
- _____ 7. Auxiliary Battery System
- _____ 8. Battery Electrolyte & Charge
- _____ 9. Interior Switches - all
- _____ 10. Interior and Exterior Lights - all
- _____ 11. Water and Holding Tank Level Indicators
- _____ 12. Demand Water Pump Operation
- _____ 13. Interior Fans - all
- _____ 14. Furnace Thermostat
- _____ 15. Air Conditioner(s)
- _____ 16. Water Heater Operation (MUST be filled with water)
- _____ 17. Refrigerator Operation
- _____ 18. Auxiliary Rear Heater
- _____ 19. Microwave or Microwave/Convection Oven
- _____ 20. Audio Entertainment System (AM/FM Stereo Radio/Cassette)

VI. EXTERIOR

Check operation and correct as necessary.

- _____ 1. Doors and Locks - all
- _____ 2. Screen Door
- _____ 3. Entrance Step - power or manual
- _____ 4. Windows - crank mechanisms/slides, etc.
- _____ 5. TV Antenna mechanism
- _____ 6. Vents - all
- _____ 7. Exterior Compartment Doors

VII. INTERIOR

Check operation and correct as necessary.

- _____ 1. Water Demand Pump Switch
- _____ 2. TV/Cable Receptacle(s)
- _____ 3. Cabinet Door Latches and Hinges
- _____ 4. Drawers and Slides
- _____ 5. Curtains/Drapes
- _____ 6. Beds, Couches, Tables
- _____ 7. Fire Extinguisher (Check CHARGE ONLY)

VIII. GENERAL APPEARANCE

Inspect and correct as necessary.

- _____ 1. Wash vehicle
- _____ 2. Interior/Exterior Trim Moldings and Sealants
- _____ 3. Exterior Finish - spot paint, touch up & rub out if necessary
- _____ 4. Assure vehicle is in clean, presentable condition - remove all unnecessary tags, stamps and labels.
- _____ 5. Be sure that all required literature is in the vehicle.
- _____ 6. Assure that the owner is properly instructed in the operation of the vehicle including all equipment and accessories.
- _____ 7. Be certain that all Operator's Manuals and Warranty Manuals are in the vehicle and that the Warranty Forms are completed.

DEALER CERTIFICATION - I certify that this vehicle has been inspected, road tested, safety checked and that adjustments were performed in accordance with the above requirements.

Delivery Dealer Signature _____ Date _____

CUSTOMER CERTIFICATION - I certify that I have been given the warranty document for this vehicle prior to sale and have been instructed in the use of this vehicle.

Customer Signature _____ Date _____



Parts and Service Policy and Procedure Manual

SECTION

2 - 6 SERVICE POLICIES

SUBJECT

NEW VEHICLE DELIVERY
INSTRUCTIONS

DATE 5/01

SUMMARY

The owner's first impression is the most lasting. The actual presentation of the new vehicle requires planning, attention to detail and awareness of what the owner expects and requires.

When the appointment with the owner is made, all papers and warranties should be in order and ready for the owner's signature. The unit should be thoroughly cleaned inside and out and placed in an appropriate delivery area. Both sets of keys should be installed on rings ready to present to the owner.

The following items should be handled as part of delivery:

The operation and care of the unit and its equipment should be thoroughly explained to the owner by the salesman or another competent instructor.

This instructor should spend enough time with the owner to make sure he is familiar with all operating instructions, including those for accessories and equipment included in the unit.

The operator's manual and warranty-maintenance information, and owner's information packet should be presented to the owner with an explanation concerning their use and contents. Include a review of the features and benefits of the Premium Roadside Assistance plan and WIT Club membership.

Regular maintenance recommendations should be outlined with the owner and the importance of these maintenance operations explained. Instruct the owner to keep a record of all maintenance operations in his unit at all times to avoid any delays or questions if warranty work is required.

The service manager should be introduced to the owner by the salesman, and the owner's inspection of the facilities available for proper servicing of his unit is also recommended.

The owner should be made aware of two surveys that will be sent, a Purchase & Delivery Survey in the first days of ownership and a Customer Satisfaction Survey after he has owned the unit for six months. It is important to stress to the owner the importance of returning the surveys. Laminated survey forms are available at no charge to use as sample forms for your customer to become familiar with the survey format.



Parts and Service Policy and Procedure Manual

SECTION

3 - SERVICE PROCEDURES

SUBJECT

TABLE OF CONTENTS

DATE 5/01

3 - 1	SUBMITTING WARRANTY REPAIR ORDERS
3 - 2	RETURN OF DEFECTIVE WARRANTY PARTS
3 - 3	CLAIM APPEAL
3 - 4	NEW UNIT SHORTAGE & OR ERROR
3 - 5	TRANSPORTATION CLAIMS
3 - 6	CHEVROLET CLAIMS
3 - 7	VOLKSWAGEN CLAIMS
3 - 8	RECALLS
3 - 9	DOCUMENTATION



Parts and Service Policy and Procedure Manual

SECTION
3 - 1 SERVICE PROCEDURES

SUBJECT
SUBMITTING WARRANTY
REPAIR ORDERS

DATE 5/01

WARRANTY CLAIMS

Winnebago Industries, Inc. has direct computer entry of warranty claims. This system provides immediate credit verification and submission error notification. All claims should be submitted within 60 days of the repair completion date. Claims may be computer entered after 60 days and up to 180 days old, however a markup will not be paid on the parts. Claims over 180 days and up to one-year old may be entered, however a markup will not be paid on the parts and labor will be paid at 50% of the dealer's current labor rate. The computer system will not allow any claims over one year old.

All information entered must be accurate and supported by dealership records in compliance with Section 3-9 of this manual. Winnebago Industries, Inc. reserves the right to audit computer transactions against dealer repair orders.

The warranty claims may be entered from your shop tickets. All appropriate labor operations, T.I.C. codes, part numbers, and labor operations must appear on the document. When the claim is submitted, you will receive a message, RO# _____ PENDING REVIEW. After review by the Winnebago Warranty Department, the claim will be assigned a network acceptance number. This is four numbers followed by the year indicator and the month indicator. This number will appear on your month end dealer statement, as well as the document number that you entered for initial claim entry portion whether there be a shop ticket number or WRO number.

NETWORK NUMBER ASSIGNMENT

YEAR INDICATOR	MONTH INDICATOR
9 - 1999	January J
A - 2000	February F
B - 2001	March.....M
C - 2002	April A
	May..... Y
	June..... E
	JulyL
	August T
	September S
	October..... O
	November N
	December D

Example: 1234 A N This claim was paid in November, 2000

CANCELLED DEALERS

Dealerships ceasing to do business with Winnebago Industries, Inc., must submit their final warranty claims within 30 days of their cancellation date.



Parts and Service Policy and Procedure Manual

SECTION

3 - 2 SERVICE POLICIES

SUBJECT

RETURN OF DEFECTIVE
WARRANTY PARTS

DATE 5/01

PROCEDURE FOR REQUIRED PART RETURN

When entering a warranty claim on the network system, you will receive a reminder message that the parts need to be returned. Bi-Monthly, two copies of the packing slip will be mailed to your dealership in the dealer mailing which lists all parts that need to be returned. (See example on the following page.) Please package all parts from this packing slip and retain one copy at your dealership. Each part should be returned with a part return tag. Affix the supplied white return label to the part tag. Proper packaging is important to assure the parts are not damaged.

Identify all warranty return part shipping containers with the bright orange "WARRANTY RETURN GOODS" Label. Failure to use the label will cause the parts to be delayed in handling and thereby causing a potential debit for non-return of parts. Parts not received within 60 days of the repair completion are debited to your dealership.



Parts and Service Policy and Procedure Manual

SECTION

3 - 2 SERVICE POLICIES

SUBJECT

RETURN OF DEFECTIVE
WARRANTY PARTS

DATE 5/01

WINNEBAGO INDUSTRIES, INC.
605 W. CRYSTAL LAKE ROAD
FOREST CITY, IOWA 50436
ATTN: WARRANTY RETURNS

DEFECTIVE WARRANTY PART RETURN REQUEST

DEALER:

1. Each part must be accompanied by a part return tag with the pre-printed label affixed to the tag. PLEASE DO NOT AFFIX LABEL DIRECTLY ON THE PART.
2. Return all parts in the same carton.
3. Return one copy of the packing slip in the carton.
4. Affix "Warranty Return Goods" sticker to outside of shipping carton and ship to the above address.

WRO No.	Dir. Shop Ticket No.	WRO Date	Part Number	Part Description	Customer Name	Serial Number	Qty.	For Factory Use Only	
								Vend No.	RCVD
79607J	26497	06-26-95	698346-01-715	Solenoid LH	Alexander Sebastian OR	80426974	1	48386	-----
			698346-01-716	Solenoid RH	Alexander Sebastian OR	80426974	1	48386	-----
81177J	26524	06-30-95	008812-01-000	Speaker 4" 2Watt R OH	Floyd John F. or Grace L	70544798		06955	-----

I HAVE PACKAGED THIS/THESE PART(S) ACCORDING TO THE ABOVE DIRECTIONS.

SIGNATURE

DATE

PRINT NAME

ANY QUESTIONS, CALL _____ (Phone No.)

NOTE: DEBITS WILL BE GENERATED IF PARTS ARE NOT RECEIVED AT WINNEBAGO INDUSTRIES WITHIN 60 DAYS OF THE REPAIR COMPLETION DATE.



Parts and Service Policy and Procedure Manual

SECTION 3 - 2 SERVICE PROCEDURES	SUBJECT RETURN OF DEFECTIVE WARRANTY PARTS	DATE 5/01
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POLICY FOR RETURNED PARTS

1. Each part must be accompanied by a part return tag. Place the white part return label on the part tag.
2. A copy of the packing slip must be enclosed.
3. Components, such as blower motors, air conditioner compressors, etc., must be returned intact. They must be complete and not disassembled. No parts may be missing.
4. Air conditioner parts, as well as hydraulic parts, must be capped to prevent leakage of oil or freon and to prevent line contamination.
5. LP gas tanks are not required to be returned, but the tank valve must be returned as verification of tank replacement.
6. All boxes should have adequate packing material to ensure no damage to the contents. All defective warranty parts required by Winnebago Industries, Inc., to be returned to the factory for claim payment will be shipped freight prepaid. Parts shipped freight collect will not be accepted and will be returned freight collect. Parts that have been tested by the vendor and found good will be returned to your dealership. The parts and labor credit will be disallowed.

POLICIES FOR PAYMENT OF FREIGHT FOR DEFECTIVE WARRANTY PARTS

When completing the freight Bill of Lading, the article should be described as "Used, Having Value for Reconditioning or Salvage". Class LTL60.

Freight charges incurred for returning defective warranty parts may be claimed once a month through the computer system. Enter claim listing the total amount of freight paid for the month. Attach freight bills and a copy of the part return requests.

PROCEDURE TO SUBMIT CLAIM FOR FREIGHT REIMBURSEMENT

To enter a freight claim on the computer system:

1. Use 999999999999 in the serial # field. Skip the chassis # and mileage fields. The 'In Date' will be the date of claim completion.
2. Use 'SPEC27' as the TIC code and enter one sublet amount; the total of all freight bills incurred during the month.
3. Indicate in the repair notes which month you are requesting freight reimbursement.
4. All appropriate paper work must be on file at your dealership for review by your Service District Manager.

PROCEDURE FOR FIELD SCRAPPING DEFECTIVE WARRANTY PARTS

All defective parts replaced under the terms of the warranty which are not coded R (return) in the current parts price microfiche must be retained in the dealership for a period of **90 days from the date of warranty claim payment**. These parts are listed on your warranty credit statement.

Such parts should be identified by the warranty repair order on which the part was replaced. These parts are to be made available to your Service District Manager for inspection. These parts should be identified with the repair order and customer name for easy reference. If parts have not been scrapped in the 90-day period, they may be scrapped by dealership personnel.



Parts and Service Policy and Procedure Manual

SECTION 3 - 3 SERVICE PROCEDURES	SUBJECT CLAIM APPEAL	DATE 5/01
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WARRANTY CLAIM APPEAL

A claim appeal should be filed when the dealer has carefully researched his files and has determined the denial to be improper.

To submit a claim appeal, access the "Claim Appeal" screen in the Warranty menu on the Win-Net system.

The Claim Appeal screen should only be used for claims that have been disallowed. These claims will appear on your monthly Warranty Credit statements in the section entitled 'Warranty Repair Order Corrections For Disallowed Claims.'

If a claim was adjusted by Winnebago Industries before the claim was assigned a WRO number, you are unable to use the claim appeal. The portion(s) of the claim that was adjusted should be entered as a new claim if applicable.

Claim appeals should be submitted to the Warranty Department within 60 days of the date shown on the dealer copy of the Warranty Credit Statement.



Parts and Service Policy and Procedure Manual

SECTION 3 - 4 SERVICE PROCEDURES	SUBJECT NEW UNIT SHORTAGE & OR ERROR	DATE 5/01
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STANDARD ITEMS	Missing standard items noted on the packing slip as missing at the time the new unit is shipped from Winnebago Industries, Inc. should be ordered through Part Sales. Upon receipt of the standard items, you may enter a warranty claim for their installation as outlined in the warranty rate manual. The TIC code used should be SPEC25.
OPTIONAL INSTALLED ITEMS	Optional items that were invoiced for and are missing and noted on the packing slip should be handled directly through the Sales Distribution Department.
BILLING ADJUSTMENTS	Billing adjustments will only be issued for incorrectly invoiced or optional items that were missing upon receipt of delivery.



Parts and Service Policy and Procedure Manual

SECTION

3 - 5 SERVICE PROCEDURES

SUBJECT

TRANSPORTATION
CLAIMS

DATE Rev 12/01

IMMEDIATE
INSPECTION

New units received at the dealership must be carefully checked to note any damages that occurred while the unit was transported from the factory to the dealership. Damages must be noted on the new unit packing slip and also the bill of lading, provided by the delivering driver. New units received should be inspected immediately. **The transport company will not accept liability for damages noted after the delivering driver has left the dealership.**

PROCEDURE

1. The unit must be washed by the driver.
2. Thoroughly inspect the unit with the driver.
3. Note any damage on the packing slip and the bill of lading. Damage must be noted on the packing slip while the driver is at the dealership. There is no 24 hour grace period or "subject to further inspection". The items that should be noted on the packing slip are items missing or damaged by the driver.
4. The dealership and the driver must sign for verification of damage.
5. The driver must return to Winnebago Industries, Inc. with the copies of the new unit packing slip and the bill of lading. The dealer retains his copy.
6. Order any parts needed for repair from Winnebago Parts Division. Parts will not be automatically shipped to you. When ordering necessary parts, please indicate that the motor home was damaged in transit.
7. Enter a warranty claim for the labor and parts involved using a TIC code of SPEC21.
8. Retain supporting documents such as the packing slip and sublet invoices with the warranty claim. Sublets are required to be faxed to the warranty department.
9. All repairs must be completed and claims entered within **sixty days** of receipt of the vehicle.

Authorization for transportation damage repairs is only required on straight time repairs over 5 hours, sublets over \$500, and complete component replacements.



Parts and Service Policy and Procedure Manual

SECTION 3 - 6 SERVICE PROCEDURES	SUBJECT CHEVROLET CLAIMS	DATE 5/01
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AUTHORIZATION TO PERFORM REPAIRS	Winnebago Industries dealers are authorized to perform warranty repairs on the Chevrolet chassis for owners of Winnebago products which qualify for repairs under the provision of the Chevrolet Limited Warranty.
POLICIES	<p>Dealers, who are non-Chevrolet dealers, may submit requests for warranty reimbursement to Winnebago Industries, Inc. Labor is to be paid at the dealer's authorized Chassis Warranty Labor Rate multiplied by the operation time allowance listed in the Chassis Labor Time Schedule. All General Motors parts are to be paid at the General Motors current dealer net price plus 40%.</p> <p>Winnebago dealers, who are Chevrolet dealers, cannot submit requests for warranty reimbursement to Winnebago Industries, Inc.</p>
SUBLET REPAIRS	<p>Claims for sublet repairs must be faxed to the Warranty Department. It must be an invoice from the outside shop that performed the work. The invoice must show:</p> <ol style="list-style-type: none">1. Computer Claim Acceptance Number.2. Date of repair.3. Mileage4. VIN5. Name of Component Repair6. Repair Performed
POLICY FOR DEFECTIVE PARTS	<p>All defective material must be retained at the dealership for six (6) months.</p> <p>Chevrolet and Winnebago Industries, Inc., may request that defective parts be returned, freight prepaid to Winnebago Industries, Inc., for inspection within six (6) months of the repair date.</p>
TOWING	<p>Towing charges will be acceptable as a part of an application for adjustment if all of the following conditions prevail:</p> <ol style="list-style-type: none">1. The vehicle cannot be driven.2. The necessity for towing results from the vehicle being inoperable due to a defective part, the repair of which is covered by the warranty on the vehicle or by existing special policies or campaigns.3. The towing charges are reasonable and do not exceed the charge for towing from the location where the vehicle became inoperable to the nearest Chevrolet or Winnebago dealer.4. The towing invoice must contain the VIN, the number of miles towed, the location towed from, and the towing date.5. The tow bill must be faxed to the Warranty Department with the RO# number written on it.
AUDIT PROCEDURE	Chevrolet reserves the right to examine and audit Winnebago dealer's records relating to chassis claim submission and establishment of warranty labor rates.



Parts and Service Policy and Procedure Manual

SECTION

3 - 6 SERVICE PROCEDURES

SUBJECT

CHEVROLET
CLAIMS

DATE 5/01

CLAIM

ONLY CHEVROLET CHASSIS REPAIRS MAY BE ON THE CLAIM.

1. Describe exactly the condition, cause and repair. Be specific on the location of the repair and the repair procedure.
2. The TIC Code of CHEV47 should be used for all Chevrolet repairs. Enter the General Motors part numbers in the note section of your claim and fax a copy of the parts invoice to 641-585-6704. Please reference RO# on the invoice number.



Parts and Service Policy and Procedure Manual

SECTION

3 - 7 SERVICE PROCEDURES

SUBJECT

VOLKSWAGEN CLAIMS

DATE 5/01

POLICIES	<p>Winnebago Industries dealers are authorized to perform warranty repairs on the Volkswagen chassis which qualify for repairs under the provisions of the Volkswagen Limited Warranty.</p> <p>Labor is to be paid at the Winnebago approved labor rate.</p> <p>Parts reimbursement is dealer cost net plus 15%.</p> <p>Winnebago dealers, who are Volkswagen dealers, cannot submit requests for warranty reimbursement to Winnebago Industries, Inc.</p>
SUBLET REPAIRS	<p>Claims for sublet repairs must be faxed to the Warranty Department. It must be an invoice from the outside shop that performed the work. The invoice must show:</p> <ol style="list-style-type: none">1. Computer Claim Acceptance Number.2. Date of repair.3. Mileage4. VIN5. Name of Component Repair6. Repair Performed
POLICY FOR DEFECTIVE PARTS	<p>All defective material must be retained at the dealership for six (6) months.</p> <p>Volkswagen and Winnebago Industries, Inc., may request that defective parts be returned, freight prepaid to Winnebago Industries, Inc., for inspection within six (6) months of the repair date.</p>
TOWING	<p>Towing charges will be acceptable as a part of an application for adjustment if all of the following conditions prevail:</p> <ol style="list-style-type: none">1. The vehicle cannot be driven.2. The necessity for towing results from the vehicle being inoperable due to a defective part, the repair of which is covered by the warranty on the vehicle or by existing special policies or campaigns.3. The towing charges are reasonable and do not exceed the charge for towing from the location where the vehicle became inoperable to the nearest Volkswagen or Winnebago dealer.4. The towing invoice must contain the VIN, the number of miles towed, the location towed from, and the towing date.5. The tow bill must be faxed to the Warranty Department with the RO# written on it.
AUDIT PROCEDURE	<p>Volkswagen reserves the right to examine and audit Winnebago dealer's records relating to chassis claim submission and establishment of warranty labor rates.</p>



Parts and Service Policy and Procedure Manual

SECTION

3 - 7 SERVICE PROCEDURES

SUBJECT

VOLKSWAGEN CLAIMS

DATE 5/01

CLAIM

ONLY VOLKSWAGEN CHASSIS REPAIRS MAY BE ON THE CLAIM.

1. Describe exactly the condition, cause and repair. Be specific on the location of the repair and the repair procedure.
2. The TIC Code of VOLKZ9 should be used for all Volkswagen repairs. Enter the Volkswagen part numbers in the note section of your claim and fax a copy of the parts invoice to 641-585-6704. Please reference the RO number on the invoice.



Parts and Service Policy and Procedure Manual

SECTION 3 - 8 SERVICE PROCEDURES	SUBJECT RECALLS	DATE 5/01
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SUMMARY

In spite of stringent controls, vehicles are manufactured that are defective within the contemplation of the National Traffic and Motor Vehicle Safety Act of 1966. When this occurs, Winnebago Industries, Inc., and its dealers are obligated to locate the vehicles affected and correct the defect.

Consequently, it is imperative that Winnebago Industries, Inc., and the dealers make a sincere and determined effort to correct a safety defect on each vehicle affected.

When such a correction must be made, a safety recall campaign will be initiated. Winnebago Industries, Inc., notifies all owners of record by mail, who might be involved even though the number of defective vehicles involved may be substantially less than the number of vehicles recalled.

PROCEDURE

The dealer will receive the following information:

1. Letter of instruction
2. Copy of owner notification letter
3. Print-out of all affected units sold by your dealership

Each vehicle owner involved will receive a letter of notification explaining the defect and advising the owner to contact the selling dealer or any authorized Winnebago Industries, Inc., dealer and have the campaign service performed.

The dealer notification is sent out two weeks prior to the owner notification.

The dealer should contact the owners listed on the printout to secure repairs as quickly as possible. Units affected in dealer inventory should have corrections completed immediately. An amendment to Section 154 of the Safety Act requires that dealers must insure all new vehicles and new items of replacement equipment are free of safety defects and comply with all applicable Federal Motor Vehicle Safety Standards at the time of delivery to the consumer.

WARRANTY CLAIM

Use the labor operation number and time allowance specified in the instruction letter. No TIC code is required when entering the warranty claim. **A warranty code of RC should be entered in the "Warr Ind" field on out of warranty units.**

PARTS RETURN

When the return of parts is requested in the instruction letter, the part must be sent to Winnebago Industries, Inc., Attn: Warranty Returns in the normal manner that all warranty parts are returned.



Parts and Service Policy and Procedure Manual

SECTION 3 - 9 SERVICE PROCEDURES	SUBJECT DOCUMENTATION	DATE 5/01
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SUMMARY

The procedure herein is intended to expedite payment to dealers for submitted claims and safeguard the interest of Winnebago Industries, Inc. Dealers and their personnel concerned with warranty work must thoroughly understand the procedure and apply it as recommended.

RECORD KEEPING

Dealers must retain all documentary evidence relating to Warranty Repair Orders for a period of two years, following the date of payment of each claim. There may be other legal or State or Federal requirements to retain documents in excess of 2 years. You should verify such with your legal advisors.

It is recommended that customer service files be set up alphabetically and maintained on a current basis, to expedite warranty audits and minimize the dealer inconvenience during any audit.

Supporting documents include:

1. Basic journals, ledgers and records.
2. Dealer file copy of each Warranty Repair Order form.
3. Work orders

The work order must contain the customer complaint, cause of the problem and how the problem was corrected.

It must be signed by the customer.

The written customer notes must be attached when available. The work order must show any parts replaced.

If it was necessary for additional repair work unrelated to the complaint, this must be verified on the work order by the Service Manager before the work is performed.

The technician's name and number must identify which repair items he worked on. Hand written or altered time clock flags must be countersigned by the Service Manager.

4. Time and payroll records

The time recorded for any repair, whether customer paid, warranty or internal, must reflect the actual time spent to complete the job.

The time entries, starting and finishing times, must be performed with a time clock, having month, day and tenths of an hour. Individual punching is required for straight time jobs.

It is important that this procedure is established for warranty purposes, but primarily to assist the dealer in all phases of control in the shop.



Parts and Service Policy and Procedure Manual

SECTION 3 - 9 SERVICE PROCEDURES	SUBJECT DOCUMENTATION	DATE 5/01
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RECORD KEEPING (CONTINUED)

IF IT IS FOUND DURING A WARRANTY AUDIT AT A LATER DATE THAT NO TIME CLOCK ENTRIES WERE MADE ON REPAIR ORDERS AND TECHNICIAN'S TIME TICKETS, THE WARRANTY CLAIMS BEING AUDITED WILL BE DEBITED.

- 5. Perpetual parts inventory record cards.
- 6. Sublet invoices

Sublet invoices must be cross-referenced to the repair order and serial number.

The sublet invoice must show a description of work performed.

- 7. Supplier invoices.
- 8. Parts requisitions (if used).
- 9. Copy of unit packing slip.
- 10. Copy of unit Bill of Lading.

All information recorded on the claim form must be accurate in every respect and supported by various dealership records. Inaccurate work description, vehicle serial number, date of repairs, mileage, customer name, part number, etc., may result in disallowance of Warranty Repair Orders at the time of audit.

Because of ever changing laws regarding down-time for motor homes, it is important that you, as a dealership, accurately document the time a unit is into your shop for warranty repairs. Every effort should be made to get the unit in and out as soon as possible.

If a customer calls for an appointment and it is scheduled for several weeks later and he brings in the unit immediately, be certain that you document that the unit is being stored only and it is signed by the customer. If the vehicle is safe to operate, we recommend that the customer keep it in his possession.

Secondly, if you have completed repairs on the unit and the customer is unable to pick up the unit right away, you need to document in the file the day the customer was notified by phone or letter to pick up his unit. The time after the customer has been notified will not count as down days on the unit.

The customer must sign and date the repair order. He must receive a copy of all repair orders.

If parts have been ordered for the vehicle, close out the repair order and write up a new one when parts are received.

When entering warranty claims on the computer, you will be required to enter the date the vehicle was brought into the shop for repairs. This will help your Service District Manager monitor the length of time vehicles are in your shop for repairs.

Lemon Laws are different in each state. Please make yourself aware of your state's applicable requirements.



Parts and Service Policy and Procedure Manual

SECTION

3 - 9 SERVICE PROCEDURES

SUBJECT

DOCUMENTATION

DATE 5/01

AUDIT OF CLAIMS

Winnebago Industries, Inc., reserves the right to audit all Winnebago Repair Orders at the dealerships. Dealers' claims and supporting records (documentary evidence) may be inspected at any time to determine accuracy and validity. Payments made to dealers for submitted claims are tentative payments only.

Winnebago Industries, Inc., reserves the right to audit the dealer's sales contacts, payroll records, rental contracts, retail, insurance, and internal repair orders if such review is deemed necessary as a part of auditing warranty repair orders.

Winnebago Industries, Inc., representatives may call on dealers, periodically, to examine supporting warranty documentation. If a warranty review reveals that dealer does not have adequate records to support the validity of claims submitted, the dealer is charged an amount equivalent to the tentative overpayments made to him for all such claims that are not supportable.

If a dealer refuses to permit a Winnebago Industries, Inc., representative to inspect his supporting records, Winnebago Industries, Inc., will charge back against the dealer's account the tentative payments made to him. Winnebago Industries, Inc., will also refuse to make further payments for claims submitted until the representative has had the opportunity to review the dealer's records to determine if they properly substantiate the validity of the claims.

Winnebago Industries, Inc., reserves the right to adapt such other programs as it deems necessary to approve, supervise, observe, or verify the performance of warranty service and the preparation of warranty claims and to instruct dealer personnel in proper warranty service and administration.



Parts and Service Policy and Procedure Manual

SECTION

SECTION 4 - PARTS POLICY

SUBJECT

TABLE OF CONTENTS

DATE 5/01

4 - 1	POLICY INFORMATION
4 - 2	PARTS AVAILABILITY
4 - 3	PART SALES ORDERING POLICY
4 - 4	PARTS ORDER FORM
4 - 5	APPLICATION TO RETURN NEW MATERIAL
4 - 6	RETURN PARTS - PARTS SHIPPED IN ERROR
4 - 7	RETURN PARTS - PARTS ORDERED IN ERROR
4 - 8	RETURN PARTS - PARTS DAMAGED IN SHIPMENT
4 - 9	PARTS SHORTAGE
4 - 10	NEW DEFECTIVE PARTS NOT INSTALLED
4 - 11	NEW DEFECTIVE PARTS INSTALLED
4 - 12	INVENTORY EXCHANGE PROGRAM
4 - 13	RETURN PARTS - TERMINATED DEALER



Parts and Service Policy and Procedure Manual

SECTION 4 - 1 PARTS POLICY	SUBJECT POLICY INFORMATION	DATE 5/01
--------------------------------------	--------------------------------------	------------------

POLICY	Winnebago Industries, Inc., will accept parts and accessories orders from an authorized Winnebago dealer. In order to assist an owner who is broken down in transit, Winnebago Industries, Inc. does reserve the right to provide the parts required.
CHANGES	Winnebago Industries, Inc., reserves the right to change prices, allowances, provisions, respecting payments of transportation charges, and all other terms of purchase, as required, without notice or obligation. Replacement parts will be supplied to dealers as functionally equivalent. Identical duplication may not be available.
SHIPMENTS	All orders will be shipped F.O.B. origin to the dealers principle place of business. Shipments made prepaid by Winnebago Industries, Inc., includes stores delivery. Any additional handling or forwarding charges are the responsibility of the consignee. Air freight will not be prepaid by Winnebago Industries, Inc. Prepaid shipments will be made only within the continental United States, Alaska and Canada.
OVERSEAS SHIPMENTS	All items cataloged and priced by Winnebago Industries, Inc., will be shipped F.O.B. Origin. The freight and/or other transportation charges will not be prepaid.



Parts and Service Policy and Procedure Manual

SECTION 4 - 2 PARTS POLICY	SUBJECT PARTS AVAILABILITY	DATE 5/01
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PERIOD OF AVAILABILITY Winnebago Industries, Inc. endeavors to make materials available from our suppliers for the following period of time.

- Soft goods - 2 years
- Hard goods - 5 years

SOFT GOODS

- Curtains
- Cushions
- Buttons and Fasteners for Upholstered Goods
- Upholstered Chairs
- Dividers - Aisle and Driver
- Coverings - Floor Tile and Carpet
- All Fabric Material
- Mattresses
- Map Pockets
- Panels, Wall Vinyl and Fabrics
- Shades and Valances
- Sun Visors
- Other Items with Related Material Characteristics

However, exceptions to this policy may occur due to availability from our suppliers for the exact part or component parts that would make up a particular part.

COLOR Winnebago Industries Parts Department reserves the right to supply manufactured parts in random colors being used for production. This will also include black and primed parts. Please call the parts department for more information, or clarification of parts on hand.

OVERSIZED PARTS All extruded aluminum (flat or U-channel) trim and all extruded plastic trim over 8 feet long, will be cut into 8 foot pieces for shipping purposes.

If a full length piece is needed, contact a parts administrator at the time of placing the order. Only verbal requests with inspection requests will appear for the shipping department to ensure full length pieces are shipped.



Parts and Service Policy and Procedure Manual

SECTION 4 - 3 PARTS POLICY	SUBJECT PART SALES ORDERING POLICY	DATE 5/01
--------------------------------------	--	------------------

FREIGHT CHARGES Orders entered as STOCK orders will be shipped via PREPAID surface freight. Available carrier types are U.P.S. and Motor Freight. Stock order backorders will be PREPAID also. This policy does not apply to overseas shipments or to certain points in Alaska and Canada. Air Freight and Special items will be shipped PREPAID. The freight charges will be added to the dealer statement. A residential delivery charge may be billed directly to a customer at the motor freight company's discretion.

ORDER TYPES

STOCK ORDER - Each dealership is assigned a day of the week to submit a Stock Order. Stock Orders must be entered on the WinNet System. There is no minimum amount for a Stock Order. A stock order can be opened any day previous to the dealer's stock day. The orders will remain open until the dealer's stock day when it will automatically close and begin processing. Orders entered by 12:00 noon will be shipped within 2 working days for all in-stock parts. Back orders will be shipped with the stock order shipment on the following week once the part is available. Stock Orders will receive a 5% credit toward the inventory exchange program. A \$5.00 handling charge will be added to orders which are less than \$10.00 in value.

DAILY ORDER - Any order that does not qualify as a Stock Order but is not requested as a Special Handling order is considered a Daily Order. A Daily Order must be entered on the WinNet System. Daily Orders entered by 12:00 noon will be shipped by the next day for all in-stock parts. Back orders will be shipped as soon as available. Daily orders are not consolidated with Stock Orders, or other Daily Orders.

A \$5.00 handling charge will be added to orders which are less than \$10.00 in value. Freight will be prepaid and added to dealer statement.

SPECIAL HANDLING - An order may be entered as Special Handling if the order does not exceed 7 line items and the desired parts are in inventory. Items not available from Part Sales inventory must be ordered as stock or daily orders. Special Handling orders will not be backordered. Orders placed by 12:00 noon CST will be shipped the same day. Orders placed after 12:00 noon CST will be shipped the following day, excluding holidays and weekends. All Special Handling orders will be shipped PREPAID. The freight charges will be added to the dealer statement. A charge of \$30.00 will be added to all Special Handling orders under \$300.00. Special handling orders over \$300.00 will be charged 10% of the parts invoice total.

TRIP SAVER - Allows service manager to expedite emergency parts delivery at his discretion if the vehicle is within the basic warranty and the part needed impairs the use, value or safety of the motor home. A maximum of 7 line items may be entered on a Trip Saver Order. Order is placed and qualifying in-stock parts will be shipped air freight within 24 hours. If the part is not in stock, it will be expediently manufactured and shipped air freight or primetime motor freight based on dimensions. The dealership is billed for the part and then submits a warranty claim to receive reimbursement for the part plus 40% parts markup.

SALE SAVER - Same procedure as trip saver. Program aimed at helping dealers expedite delivery of new vehicles to customers.



Parts and Service Policy and Procedure Manual

SECTION 4 - 3 PARTS POLICY	SUBJECT PART SALES ORDERING POLICY	DATE 5/01
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SPECIAL ITEMS	Items such as backwalls, sidewalls, roof sections, and special non-service parts manufactured by Winnebago Industries, Inc. are made to order and not stocked by Part Sales. Orders from these types of parts will be entered on a special form by a Parts Administrator and an acknowledgment will be sent to the dealership. Seven days will be allowed after entering an item of this category for cancellation. After seven days, the dealer will be charged 25% of the part value. Special items may have additional crating charges added and will be shipped PREPAID. The freight charges will be added to the dealer statement. Once shipped to the dealership, special items cannot be returned for credit. All items with a Pittsburgh seam will be crated and a \$150.00 crating charge added to the order.
AIR FREIGHT	<p>Air freight requests will be accepted but will be shipped to dealership PREPAID. The freight charges will be added to the dealer statement. Hazardous material cannot be shipped Air Freight (acid, adhesives, paints, A/C units, cooling units, etc.).</p> <p>Some international shipments may be delayed for Customs Inspection. This delay is beyond the control of the freight companies and Winnebago and therefore, freight charges will not be reimbursed due to late delivery.</p>
FREIGHT CREDITS	Credit will be issued for the return of items approved as "Shipped in Error" or "New Defective Part" if a copy of the freight charges are submitted to Part Sales. No credit will be given for unapproved returns or Dealer Termination returns.
COD SHIPMENTS	Accounts changed to COD status by Winnebago Credit Department shall agree to accept COD shipments from Part Sales. Refusals of COD parts orders will be debited \$25.00 each to the dealer parts account. These orders cannot be drop shipped. They will also be considered a refusal and will be charged accordingly. Motor freight COD fees will be billed direct to the consignee.
DROP SHIPMENTS	Dealership may drop ship anywhere in the United States. International drop shipments are prohibited.
REFUSALS	Shipments that are refused by the dealership will have the freight changes associated with the shipment debited to their account. Any storage charges that are incurred will also be included. Parts will be considered ordered in error and be subject to a 20% restocking charge.
RESIDENTIAL DELIVERY	Motor Freight companies may charge a residential fee that is billed direct to the consignee. This is not refundable through Part Sales.
HAZARDOUS MATERIAL	Packages shipped UPS ground will have a \$5.00 charge per hazardous package added to dealership account.
ADDRESS CORRECTIONS	An address correction fee will be debited to the dealership account when required.



Parts and Service Policy and Procedure Manual

SECTION 4 - 3 PARTS POLICY	SUBJECT PART SALES ORDERING POLICY	DATE 5/01
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METHODS OF SHIPMENT:

1. **BEST WAY:** When an order is designated "Best Way", the parts distribution shipping department will make the decision as to what is the most economical method of transportation. This decision will be affected by the weight and size of the packages being shipped.

All orders in which Winnebago Industries pays the freight will be shipped "Best Way".
2. **UPS Ground:** UPS ground is the standard ground freight offered by United Parcel Service. This method of shipment will accept freight up to 150 lbs. and the package must not exceed 130" total dimension (length & girth) and cannot exceed 108" in length.
3. ***UPS 2nd:
DAY AIR** Also known as "Blue Label". Can ship up to 150 lbs. and the package must not exceed 130" total dimension (length & girth) and cannot exceed 108" in length. Guaranteed to be delivered before 4:30 pm the 2nd business day where available.
4. ***UPS NEXT:
DAY AIR** Also known as UPS "Red Label". Can ship up to 150 lbs. and the package must not exceed 130" total dimension (length & girth) and cannot exceed 108" in length. Guaranteed to be delivered before 10:30 am the next business day where available.
5. ***FEDERAL:
PRIORITY** Can ship up to 150 lbs., and will be delivered by 10:30 am the next business day or no charge for freight. Package must not exceed 165" total dimension (length & girth) and cannot be over 119" long. Guaranteed delivery where available.
6. ***FEDERAL:
STANDARD** Can ship up to 150 lbs., and will be delivered by 4:30 pm the next business day or no charge for freight. Package must not exceed 165" total dimension (length & girth) and cannot be over 119" long. Guaranteed delivery where available.
7. ***FEDERAL:
EXPRESS SAVER** Will be delivered by 4:30 pm the second business day. Will take heavy weight & over-size items. \$75 minimum charge. Guaranteed delivery where available. (Contact your parts administrator for availability in your area.) Maximum - 150 lbs. 119" long.
8. ***FEDERAL:
SECOND DAY** Can ship up to 150 lbs., and will be delivered by 4:30 pm the second business day or no charge for freight. Package must not exceed 165" total dimension (length & girth) and cannot be over 119" long. Guaranteed delivery where available.
9. ***FEDERAL:
SAT. MORNING
DELIVERY** Can ship up to 150 lbs., and will be delivered by 1:30 pm. The package must not exceed 165" total dimension (length & girth) and cannot be over 119" long. There will be an extra \$10 handling fee over and above the regular priority freight rate. Not available for 2nd day service or heavy weight freight. Guaranteed delivery where available.

NOTE: If shipping Federal Express and the package is over 150 lbs. or over the 165" total package dimension, the package will be shipped on a heavy weight basis.



Parts and Service Policy and Procedure Manual

SECTION 4 - 3 PARTS POLICY	SUBJECT PART SALES ORDERING POLICY	DATE 5/01
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NOTE: This information is based on metropolitan areas, check with a parts administrator or your local freight office to determine your location classification.

- 10. **BILLING:** Winnebago Parts Distribution use only.
PURPOSES ONLY

- 11. **PRIME TIME MOTOR FREIGHT:** Is an LTL Freight Motor freight service provided by Consolidated Freightways. Delivery is guaranteed in 2 or 3 days, depending on location. Cost is based on weight, with a minimum of \$110.00.

- 12. **DEALER PICKUP:** (D.P.U.) Dealers may pickup their parts at Winnebago Parts Distribution to save on freight charges. Parts orders must be placed at least 2 working days prior to the pickup date. The dealer must state the pickup date and approximate time of the DPU.



Parts and Service Policy and Procedure Manual

SECTION

4 - 5 PARTS POLICY

SUBJECT

APPLICATION TO RETURN
NEW MATERIAL

DATE 5/01

PROCEDURE

The return of merchandise to the Winnebago Industries, Inc.'s warehouse, usually involves an expense to the dealership in preparation of documents, handling and transportation costs. These expenses can be kept at a minimum if the proper procedures are followed when returning merchandise.

Submit an application to Return New Material on the Credit Application maintenance screen on the Winnet system.

Below are the different classifications of returns:

PSE Parts shipped in error
POE Parts ordered in error
PDS Parts damaged in shipment
PSS Parts shorted in shipment
NDP New defective parts

Only materials which have been purchased directly from Winnebago Part Sales are eligible to be returned to Winnebago Industries.

When the credit application is approved and parts need to be returned, the computer will automatically fax a return packing list and (or) return status report to the dealership.

New materials must be returned to the Winnebago Warehouse **within 30 days of approval date.**

The return packing list must accompany the parts you have been authorized to return.

All parts received in satisfactory condition will be listed on the monthly part sales invoice summary. The invoice summary will contain all necessary information to track credits.



Parts and Service Policy and Procedure Manual

SECTION

4 - 6 PARTS POLICY

SUBJECT

RETURN PARTS
PARTS SHIPPED IN ERROR

DATE 5/01

It is the dealership's responsibility to inspect all shipments from Winnebago Industries, Inc., for accuracy and/or damage upon receipt of any order.

PROCEDURE - PARTS SHIPPED IN ERROR

If you receive a part in error, if possible, retain for future use, otherwise apply to return to Winnebago for credit. In order to return it, follow these steps: Any unauthorized return will be shipped back to the dealership freight collect.

1. Complete a credit return application within 90 days of receipt of the parts shipped in error. Do not send return parts without approval.
2. Upon receipt of the Application, a decision will be made by Winnebago Industries as to the disposition of the material in question. That decision will be indicated on the Return Status Report and will be faxed to the dealership on the night it is approved.
3. Parts approved for return must be shipped to Winnebago Industries via prepaid freight within 30 days after the dealer receives approval to return.
4. Parts being returned must be new, unused, and in salable condition with the return packing list.
5. When Winnebago receives the parts, they will be checked to insure the condition of the new material received. Damaged material will not be credited and will be returned to the dealer. Freight will be billed back to the dealership's expense.
6. Parts shipped in error will be credited back at 100% value upon receipt of parts plus freight (if paid by dealer).
7. Parts returned without authorization will be returned at the dealership's expense.

NOTE: Parts which are shipped in error on a special handling order will be reimbursed at 100% value plus the special handling charge.

NOTE: Any parts returned or application submitted past the specified times will not be processed. Parts will be returned and freight will be billed back to the dealership's account.

NOTE: Canadian dealers refer to Canadian Section - Reimbursement Policy (parts policy) for duty, federal sales tax and freight return credits.



Parts and Service Policy and Procedure Manual

SECTION

4 - 7 PARTS POLICY

SUBJECT

RETURN PARTS
PARTS ORDERED IN ERROR

DATE 5/01

If a part is ordered in error, if possible, retain for future use. For returning the part(s) for credit, follow these steps:

PROCEDURE - PARTS ORDERED IN ERROR

1. Complete a credit return application within 90 days of receipt of the parts ordered in error. Do not send return parts without approval.
2. Upon receipt of the Application, a decision will be made by Winnebago Industries as to the disposition of the material in question. That decision will be indicated on the Return Status Report and will be faxed to the dealership on the night it is approved.
3. Parts approved for return must be shipped back to Winnebago Industries within 30 days after the dealer receives approval to return via prepaid freight.
4. Parts being returned must be new, unused, and in salable condition. The Return Packing list must accompany the part(s).
5. Parts ordered in error will be credited at 80%.

NOTE: Any parts returned or application submitted past the specified times will be returned to the dealer.

6. Parts returned without authorization will be returned at the dealership's expense.
7. Items of a unique or perishable nature cannot be returned, including cabinets, countertops, wood doors, drawers, cabinet items, shades, blinds, curtains, seats, fabric, carpet, linoleum, cut aluminum trim, vinyl trims, electrical items, NPN parts (no part number), cut decals or multi-stripes.



Parts and Service Policy and Procedure Manual

SECTION 4 - 8 PARTS POLICY	SUBJECT RETURN PARTS PARTS DAMAGED IN SHIPMENT	DATE 5/01
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CONCEALED & VISIBLE DAMAGE

All orders are shipped F.O.B. origin. It is the dealers responsibility to file claims for concealed or visible damage and shortages. Concealed loss or damage means loss or damage which does not become apparent until the merchandise has been unpacked. The contents may be damaged in transit due to rough handling, even though the carton may not show external damage. When the damage is discovered upon unpacking, **make a written request for inspection by the common carrier's agent** within 10 days of the delivery date. Then file a claim with the common carrier. By following these instructions carefully, we guarantee our full support of your claims to protect you against loss from concealed damage. A claim must specifically state it is a concealed damage claim.

Any external evidence of loss or damage must be noted on the freight bill or express receipt, and signed by the common carrier's agent. Failure to adequately describe such external evidence of loss or damage may result in the common carrier refusing to honor a damage claim. Winnebago is not liable if damage is not properly noted. The form required to file such a claim will be supplied by the common carrier.

PROCEDURE - PARTS DAMAGED IN SHIPMENT MOTOR FREIGHT

If the freight company denies the claim.

1. Complete a credit return application. Fax a copy of the freight company's inspection report and decision letter for consideration by Winnebago (this does not assure credit will be issued.) **No damage claim will be approved by Winnebago Industries, Inc., without a copy of the carrier's decision letter.**
2. Dealer will have 90 days upon receipt of parts damaged in shipment to apply for credit. Approval will be sent to the dealer stating that the part be returned or scrapped by an authorized representative of Winnebago Industries, Inc. Dealer will have an additional 30 days to return damaged parts to Winnebago Industries, Inc.

PROCEDURE - PARTS DAMAGED IN SHIPMENT UPS & FED EX

If a damaged part is received from United Parcel Service (U.P.S.) or Fed Ex. the following procedure should be used.

1. Do not destroy the package!
2. Notify your local UPS or Fed Ex office upon receipt of delivery.
3. The package may be picked up the following day by the U.P.S. or Fed Ex driver and returned to the office for inspection.
4. The carrier will notify Winnebago Industries, Inc., of their findings and Winnebago Industries, Inc., will issue credit, if approved.

SCRAPPING PROCEDURE

If the part(s) are to be scrapped in the dealership, an authorized representative of Winnebago Industries, Inc. will sign the return status report noting that the part(s) have been scrapped. The form will be returned to Winnebago and credit issued.

NOTE: Freight charges involved in receiving the part will be credited to the dealer if shipment was sent prepaid and charges added to the dealer statement.

NOTE: Failure to retain packaging for freight company inspection will result in loss of credit by Winnebago Industries, Inc.



Parts and Service Policy and Procedure Manual

SECTION 4 - 9 PARTS POLICY	SUBJECT PARTS SHORTAGE	DATE 5/01
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PROCEDURE

Be sure you have received all packages in shipment.

If all packages were received and you are still short items, contact the credit analyst within 10 days and have packing list information available.

Upon receipt of your shortage claim, we will investigate and issue credit if the investigation warrants.

NOTE: This shortage claim does not serve as an order. If the shorted parts are still required, you must reorder. Claims filed after 10 days will be denied.

NOTE: Credit must be obtained from carrier when a package is shorted. Credit must be requested from Winnebago Industries, Inc., when individual items are shorted.



Parts and Service Policy and Procedure Manual

SECTION

4 - 10 PARTS POLICY

SUBJECT

NEW DEFECTIVE
PARTS NOT INSTALLED

DATE 5/01

PROCEDURE -
NEW DEFECTIVE
PARTS NOT
INSTALLED

A new defective part is one discovered to be improperly manufactured or incomplete prior to installation. This does not include scratches or damage that may occur after manufacturing, minor imperfections on body parts are considered a prep or pre-paint operation - (End caps, compartment doors, front & rear fiberglass caps and panels.)

New replacement service parts are received and found to be defective prior to installation may be returned for credit. Damaged parts cannot be considered as new defective parts and must be filed through the freight company as stated in Section 4-8. Please call the Parts Department Credit Analysts to clarify questionable items.

Initiate procedure by completing a credit return application.

Upon receipt of the approved Parts Return Packing List, dealer will have 30 days to process and return parts for credit.

When Winnebago Industries, Inc., receives the part, it will be checked as to the cause of the defect of the parts as stated on the application. After evaluation of the part and it is found to be defective, the dealer will receive credit for 100 percent of the original invoice amount and freight will be reimbursed for the return of the part to Winnebago Industries, Inc.

A copy of the freight charges is to be included with the Parts Return Packing List.



Parts and Service Policy and Procedure Manual

SECTION 4 - 11 PARTS POLICY	SUBJECT NEW DEFECTIVE PARTS INSTALLED	DATE 5/01
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PROCEDURE -
NEW DEFECTIVE
PARTS INSTALLED

New installed defective parts are parts which have been received and installed and do not meet the standards of Winnebago Industries, Inc. Parts found to be defective within ninety (90) days after installation should be handled by entering a warranty claim.

Parts Warranty information on complete engines, clutch/brake assemblies, and rebuilt final drive assemblies are on the following pages.

Only materials which have been purchased directly from Winnebago Industries, Inc., may be returned to Winnebago Industries in accordance with the above mentioned procedures and conditions.

SUBMITTING A PARTS
WARRANTY CLAIM

Example #1 - Complete only after the expiration date of the Winnebago Warranty. The dealer will be reimbursed for defective new parts (labor excluded) installed on a customer's unit, by the dealership, for a period of 90 days from the date of purchase. A copy of the original repair at time of installation should be attached when submitting for credit along with a copy of the Winnebago Industries Part Sales Packing Slip.

Example #2 - Complete only when a new part is sold over the counter as retail and is defective within 90 day period. A copy of the original part sales slip should be attached.

When entering claim use 99999999999 for the Winnebago serial #. Enter the Winnebago part number. For an applicable TIC code - use the 4 digits out of the middle of the labor operation # for the replacement of the part. Add PW on the end for the Failure Code portion of the TIC.

EXAMPLE
Radio Speaker
R & R - 05 **08 34 01**
TIC - 0834PW



Parts and Service Policy and Procedure Manual

SECTION

4 - 12 PARTS POLICY

SUBJECT

INVENTORY
EXCHANGE PROGRAM

DATE 5/01

The Parts Sales Inventory Exchange Program will give your dealership the opportunity to replace any slow moving inventory that you have in stock with inventory that you need. You will be eligible to return 5% of the amount of stock orders that you placed during the previous fiscal year at 100% of current dealer prices on active part numbers.

At the beginning of the calendar year, you will receive a letter detailing the amount that you are eligible to return and box identification labels. Only accounts having current dealer status at the time the letter is printed are eligible to return parts under this program.

INSTRUCTIONS

PROCEDURE

1. Parts must be listed in the current microfiche price catalog to qualify for return. Non-service parts are not returnable.
2. Only items which are unused and in good condition may be returned. All items must be clearly identified. To allow for inspection, all parts must be clean and packed in the original packaging. Original packaging must be clean and in good condition. Items which are of a unique or perishable nature cannot be returned, including cabinets, countertops, wood doors, drawers, cabinet items, shades, curtains, cushions, seats, fabrics, carpet, sealants, adhesives, paint, decals, side-walls, electrical items, NPN parts (no part number) specialty items or tools. **Electrical items cannot be returned.**
3. You may not exceed the amount that you are eligible to return.
4. Submit an Inventory Return Application on the WinNet system for approval by November 1st. Authorization will be faxed or mailed back to the dealership.
5. Develop an order for replacement merchandise from the Inventory Exchange order list. This order must meet or exceed the dollar amount that you wish to return.
6. Package the return items carefully. Do not use the original parts packaging as the return shipping package. Place the part in its original packaging inside a suitable freight package. Items that are returned damaged will not be eligible for credit. Return the authorized application forms, new order and exchange parts in one shipment. Each container should be numbered in numerical sequence and parts placement noted on the return form.
7. Keep the dealer copy of the return form for your records.
8. Place the fluorescent orange inventory exchange identification labels on containers being returned.
9. Return the materials freight prepaid to:
Winnebago Industries, Inc.
Part Sales
Crystal Lake Road
Forest City, IA 50436



Parts and Service Policy and Procedure Manual

SECTION

4 - 12 PARTS POLICY

SUBJECT

INVENTORY
EXCHANGE PROGRAM

DATE 5/01

10. Return merchandise will be inspected and dealer notified of any unacceptable items. Unacceptable items will be scrapped or returned to the dealer at dealer's expense.
11. After the return is completed, credit will be issued and the exchange order will be released.
12. Parts must be received no later than December 1st of the current calendar year.



Parts and Service Policy and Procedure Manual

SECTION

4 - 13 PARTS POLICY

SUBJECT

RETURN PARTS
TERMINATED DEALER

DATE 5/01

PROCEDURE

Dealerships ceasing to do business with Winnebago Industries, Inc., as a "franchised dealer" have 30 days after cancellation date to submit an Application for Authorization to Return New Material for final credit. This application should be mailed to Winnebago Industries and marked to the attention of the Parts Department and coded "TD" in the column marked "Type of Return". A 40 item form is available upon request. Reference the application form shown in section 14 page 4.

Only items which are new, unused, and current may be submitted for credit. **These items must be clearly identified and in original manufacturer's packaging if applicable.** The following parts cannot be returned.

- electrical items - not in sealed packages
- cabinets and countertops
- wood doors and drawers
- curtain, cushions, seat assemblies
- fabrics and carpeting
- sealants and adhesives
- paint and decals
- blinds and shades
- mattresses
- tables
- tools

Since certain items damage easily, it is the dealership's responsibility to insure that items returned are properly protected. Damaged materials cannot be credited.

After receiving the approved application, the terminating dealer will have 30 days to process and return those parts which have been approved.

Approved return parts shipments should be sent via Prepaid Freight. Collect shipments cannot be accepted and will be refused. Unapproved returns will not receive credit and the merchandise will be returned to the dealer freight collect. Applications or parts returned to Winnebago Industries after the allotted time will not be processed and parts will be sent back to the dealership.

Winnebago Industries shall reserve the option to repurchase in whole or in part any service part or accessories obtained from Winnebago Industries and such repurchase shall be subject to the conditions of goods returned and their salability. Parts returned by a terminated dealer are eligible for 50% credit of the original purchase price.



Parts and Service Policy and Procedure Manual

SECTION

CANADIAN SECTION

SUBJECT

TABLE OF CONTENTS

DATE 5/01

- 1 - 1 REIMBURSEMENT POLICIES
- 1 - 2 DEFECTIVE WARRANTY PARTS
- 1 - 3 REIMBURSEMENT FOR RETURN PARTS SHIPPED IN ERROR



Parts and Service Policy and Procedure Manual

SECTION

1 - 1 CANADIAN SECTION

SUBJECT

REIMBURSEMENT POLICIES

DATE 5/01

**PARTS, ACCESSORIES
MATERIAL**

Parts, accessories or materials used during the performance of warranty repairs will be reimbursed at the Winnebago Industries, Inc. dealer current net price for each item, plus 60 percent. NPN parts, or parts used during a repair that do not have Winnebago Industries part numbers will be reimbursed at 25%.

**DUTY AND
TAXES**

Duty and taxes on warranty replacement parts will not be reimbursed by Winnebago Industries, Inc. To obtain reimbursement of duty and taxes, please refer to Canadian regulation and the appropriate form to apply for credit.



Parts and Service Policy and Procedure Manual

SECTION 1 - 2 CANADIAN SECTION	SUBJECT DEFECTIVE WARRANTY PARTS	DATE 5/01
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PROCEDURE All defective parts replaced under the terms of warranty must be retained in the dealership for a period of 90 days from the date of claim payment.

Such parts should be identified by the Repair Order number on which the part was replaced. These parts are to be made available to an authorized representative of Winnebago Industries, Inc., for the purpose of scrapping. If the parts have not been scrapped in the 90-day period, they may be scrapped by dealership personnel.

POLICIES FOR DEFECTIVE WARRANTY PARTS Components such as air conditioning compressors, blower motors, etc., must be retained intact. No parts may be missing.

If the above policies are not followed or if retained parts, when checked, are found to not be defective, credit for the warranty claim will be charged back.



Parts and Service Policy and Procedure Manual

SECTION

1 - 3 CANADIAN SECTION

SUBJECT

REIMBURSEMENT FOR RETURN
PARTS SHIPPED IN ERROR

DATE 5/01

**PROCEDURE -
PARTS SHIPPED
IN ERROR**

If you receive a part in error, if possible, retain for future use.

For returning the part(s) for credit, please note the following procedure steps:

Complete a credit return application within 90 days of receipt of parts shipped in error. Do not send return parts without approval.

Upon receipt of the approved form, the dealer will have 30 days to process and return part(s) for credit.

When the part(s) is received at Winnebago Industries, Inc., it will be checked to insure the condition of new material received.

If satisfactory, the dealer will be issued credit as follows:

- A. 100% value of dealer net cost of the part(s).
- B. Any freight cost incurred with the particular part shipped in error.

**REIMBURSEMENT
OF DUTY AND
TAXES**

The Importer of Record must initiate claims through the Customs Broker who cleared the items. Winnebago will not pay duty or taxes.

PREFACE



WARRANTY FAX

Date: _____
Number of pages including cover sheet _____

From: _____

Phone: _____
Fax phone: _____
CC: _____

To: WINNEBAGO WARRANTY

Phone: 800-628-7692
Fax phone: 641-585-6704

Required Additional Information: Network Acceptance Number _____ R.O. Number _____

Following is the:

_____ Sublet Invoice
_____ R.A. or R.G.A. Number
_____ Chevrolet Part Invoice
_____ Volkswagen Part Invoice
_____ N/C Invoice
_____ Other



TOLL-FREE AND FAX FOR WINNEBAGO INDUSTRIES

FOR GENERAL PUBLIC USE:

Owner Relations	800-537-1885
Brochures/Product Information.....	800-643-4892

FOR DEALER USE ONLY:

Motor Home Sales Assistance	877-200-3877
Sales Assistance 24-Hour Fax	641-585-6960
Technical Assistance (Service Administration).....	866-653-4329
24-Hour Service Fax	641-585-6704
Warranty Assistance.....	800-628-7692
24-Hour Warranty Fax.....	641-585-6704
WIN NET System Assistance.....	641-585-6640
Part Sales Assistance	800-556-9670
24-Hour Parts Fax	641-585-6963

INDEX

Application to Return New Material.....	97	Parts Availability	89
Audit of Claims	83	Payroll Records	81
Battery Storage	51	Phone Numbers-Service Dept.	43, Appendix
Billing Adjustments.....	71	Power Converter	27
Cancellation of New Vehicle	24	Pre-Delivery	57-59
Canceled Dealers	113	Prior Work Approval.....	45
Chevrolet Claims.....	75-76	Radio	27
Chevrolet Delayed Start Form.....	29	Rearview Monitor	28
Claim Appeal.....	69	Recalls	79
Complete Components	49	Reimbursement Policies	47-54, 117
Daily Orders	91	Return Parts Terminated Dealer.....	113
Defective Parts Installed	109	Service Fax	Appendix
Defective Parts Not Installed.....	107	Shop Comeback	52
Defective Warranty Parts	65-67	Special Handling	91
Demonstrator Removal	25	Standard Items Missing.....	71
Demonstrators	39-40	Stock Orders	91
Drop Shipments	92	Structural Warranty	1
Faxes	Appendix	Sublets	49
Ford Delayed Start Form.....	31	Supporting Documentation	81-83
Freight Charges	91	Surveys	59
Freight Reimbursement	67	Television	28
Freightliner Delayed Start Form	33	Tire Warranty.....	27
Inventory Exchange	111-112	Transfer of New Vehicle	25
Labor Rate-Increase	47-48	Transient Customers.....	55
Labor Rate-Temporary	48	Transportation Claims	73
Microwave.....	28	Trip Saver/Sale Saver	91
Network Claim Number.....	63	Undercoating.....	52
Optional Items Missing.....	71	VCR	28
Overseas Shipments.....	87	Volkswagen Claims.....	77-78
Owner Relations	43	Warranty Credit Statement.....	53
Part Return Procedure	65	Warranty Fax Cover Sheet.....	Appendix
Parts Damaged in Shipment.....	103	Warranty Parts for Field Scrapping	67
Parts Mark Up	49, 117	Warranty Registration Card.....	23
Parts Order Form	95	Warranty-Rialta Emission.....	13-22
Parts Ordered in Error.....	105	Warranty-Rialta	4-12
Parts Policy Information	87	Warranty-Winnebago & Itasca	1-3
Parts Shipped in Error.....	99, 121	Work Order Retention	81-83
Parts Shortage	105		

