



Dealer Service Bulletin

NO.: 7SB009-02-02A

SECTION: Warranty

DATE: October 12, 2001

MODELS

AFFECTED: All Models

SUBJECT: PDI Reminder – Washing Vehicle Undercarriage

PLEASE FORWARD THIS INFORMATION TO YOUR RV SERVICE AND WARRANTY MANAGERS.

With the winter months coming up, new coaches delivered to your dealership from the factory may encounter corrosive road salts and winter road grime during the delivery.

We are reminding all dealerships that washing the undercarriages of newly received coaches is a part of the PDI service agreement. (See the copy of section 2-3 Service Policies/Reimbursement Policies/ page 52 of the Parts and Service Policy and Procedure Manual on the back of this bulletin.) Please make your PDI technicians aware of this item so that it is not overlooked. Warranty coverage may be affected by damages caused by corrosion as a result of failure to wash the vehicle completely.

This bulletin is for information only.

Steven R. Evenson
Director of Parts and Service

IMPORTANT THAT ALL PARTS AND SERVICE PERSONNEL READ AND INITIAL

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Parts and Service Policy and Procedure Manual

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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.