

NO.: 7SB009-02-03A SECTION: Warranty DATE: November 9, 2001

# MODELS AFFECTED: All Models

# SUBJECT: Lemon Law Awareness

# PLEASE FORWARD THIS INFORMATION TO YOUR RV WARRANTY MANAGER.

Lemon Laws are becoming more popular in many states. It is imperative that you understand your state's Lemon Law and comply with Winnebago Industries mandates in the Policy and Procedure Manual. As good business partners we need to protect each other from lawsuits. As a general guideline, we are outlining the basic areas of importance.

# Customer should keep possession of motor home

If the motor home is safely operable, encourage the customer to use his unit until the scheduled appointment.

# Vehicles brought in prior to appointment

The customer should sign and date the repair order acknowledging that the unit will be stored until the actual service appointment.

### Enough time for appointment

When setting up appointment, make sure that there is sufficient time to complete the repairs promptly.

### Non-appointments

Many times customers show up without an appointment. Generate a repair order and set an appointment. Advise the customer when you will start on the repairs. Document on the repair order the appointment date and have the owner sign and date the repair order. If the customer does not sign the repair order acknowledging the appointment date, make a notation documenting the refusal since these may can count as days out of service.

## All parts on hand

Schedule warranty repairs to begin when you are certain that all parts are on hand to expedite the repairs.

## Parts ordered – TripSaver

If during the repair process additional parts are needed to complete the repairs and it qualifies for a TripSaver order, place that order to expedite the shipment. Once the part has arrived, ensure that there are controls set up at your dealership to notify the service department that the part has arrived and needs to be installed.

# Parts ordered – Non-TripSaver

If parts need to be ordered that are not TripSaver parts and they will take several days, notify the customer and advise them of the status. Encourage them to use the motor home until the parts arrive or, determine if they wish to leave the vehicle at your dealership until these parts arrive. This should be noted on the repair order. The notation should include the time and date of the conversation and the owner's acknowledgement that the vehicle will be placed in storage until the parts are received.

### **Repairs completed**

The customer should be contacted and advised that the vehicle is completed and ready for pickup on the day it is completed. The repair order should contain the time and date the owner was notified.

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# IMPORTANT THAT ALL PARTS AND SERVICE PERSONNEL READ AND INITIAL

# **Unit Pickup**

If the customer is unable to pick up the unit immediately, the repair order should be documented with the day the customer was notified that his unit was completed. (The notification date must be the repair completion date, which also must be the date of the last time punch by the technician.) Upon pickup, the customer must sign and date the repair order noting the completion and pickup dates. The customer must receive a copy of all repair orders relating to that service appointment.

It is important that your dealership moves vehicles through your service department and not allow owners to use your facility as a storage lot. Owners' vehicles may be damaged or broken into while sitting on your lot. This will add aggravation for any owner and unnecessary expense for your dealership.

The Winnebago Policy and Procedure Manual, Section 3-9 gives further information on this topic. All claims paid to Winnebago Industries' dealers are tentative payments and must comply with these requirements.

This bulletin is for information only.

Steven R. Evenson

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