



Dealer Service Bulletin

NO.: 7SB09-03-01A

SECTION: Warranty

DATE: November 29, 2002

MODELS

AFFECTED: All

SUBJECT: Transportation Damage to Windshields

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

Winnebago Industries would like to announce a change in our procedure for submitting transportation damage repair claims.

Effective immediately, vehicles received with rock chipped windshields should be **repaired** rather than replaced. Please source a reputable windshield glass repair facility in your area. Winnebago Industries will stand behind this repair procedure for **one year** from the date of the repair to the windshield. If the repair procedure should fail, Winnebago Industries will authorize replacement of the windshield.

As a reminder, every unit received should be carefully checked to note any damages that occurred enroute to your dealership. The inspection should occur while the transport driver is still at your dealership.

- The vehicle should be washed and inspected by the check-in person at the dealership and the driver.
- Damages must be noted on the packing slip and bill of lading, and signed by the dealer and driver.
- If the windshield is rock chipped, arrange to have it repaired as soon as possible.
- Order any necessary parts to expedite repairs on the vehicle.
- Perform the repairs and submit a warranty claim within sixty days of the receipt of the vehicle using TIC code SPEC 21.

Steven R. Evenson
Director of Parts and Service

IMPORTANT THAT ALL PARTS AND SERVICE PERSONNEL READ AND INITIAL

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