

Dealer Service Bulletin

NO.: 7SB009-15-01A
SECTION: Warranty
DATE: November 20, 2014

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

We are reminding all dealerships that washing the undercarriages of newly received coaches is a part of the PDI service requirement. (See the copy of section 2-3 Service Policies/Reimbursement Policies/page 26 as well as section 3-4 Service Procedures/Transportation Claims/pages 49-50 of the Parts and Service Policy and Procedure manual attached to 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.

Cleaning of the polished aluminum wheels is also recommended to keep the wheel finish bright and shiny. The use of an aluminum wheel polish or carnauba wax will protect the polished wheel surfaces, will prevent corrosion and pitting on the aluminum wheel surfaces caused from natural environmental contamination, and will make future cleaning and polishing easier.

1. Rinse the wheel with high-pressure water to remove any debris, grit or dirt particles.
2. Use a 100% cotton cloth dipped in a mild soap solution to help remove built up dirt and grease.
3. Rinse the remaining soap residue from the wheel.
4. Dry the wheel thoroughly with a 100% cotton cloth.
5. Use metal cleaner/polish that is compatible with aluminum to remove spots and stains from the surfaces of the wheel as necessary.
6. Apply carnauba wax to the visible wheel surfaces.

In addition to washing the vehicle, it is always important to pay close attention to the condition of any new vehicles that are delivered to your dealership. Please follow these instructions:

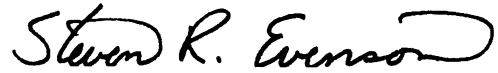
1. Inspect every vehicle carefully for ANY damage that may have occurred en route to your dealership. **This inspection must occur while the transport driver is still at your dealership to be eligible for reimbursement.**
2. Note all damage, and also any missing option(s), on the Winnebago Industries packing slip and transport company bill of lading. **The dealer and the transport driver must sign both.** Notification of damage or missing items on any other form or paperwork will not be accepted.
3. The full-body paint on our coaches is in the process of curing and may be susceptible to scratching, which would not be a warrantable condition. The delivery companies are instructing their drivers not to use bristle brushes at commercial wash facilities to clean our full-body paint motor homes prior to delivery. The drivers are advised to wash the vehicle using a wand only. Units are to be washed to a level that allows for inspection for any transportation damage. This allows the dealer to inspect for delivery damage but may not clean the coach to the level that the dealership would like. If a more thorough wash is desired, CDI has recommended using a microfiber mop on units that have been recently painted.
4. If the windshield is rock chipped, arrange to have it repaired as soon as possible. (Refer to attached copy of page 50 of the Policy & Procedure Manual for the proper windshield damage procedure.)
5. Order any necessary parts to expedite repairs on the vehicle.

IMPORTANT THAT ALL PARTS AND SERVICE PERSONNEL READ AND INITIAL

PARTS MANAGER		SERVICE MANAGER		SERVICE PERSONNEL				PARTS PERSONNEL				PAGE	
												1 OF 7	

6. Perform the repairs and submit a warranty claim within sixty days of the receipt of the vehicle using TIC code SPEC21.
7. Install loose parts shipped with the coach as part of PDI. (See attached copy of section 2-5, New Vehicle Pre-Delivery, pages 32-33, of the Policy & Procedure Manual.)

This bulletin is for information only and will be available on WinPortal for future reference.

A handwritten signature in black ink that reads "Steven R. Evenson". The signature is fluid and cursive, with a large initial 'S' and a stylized 'E'.

Steven R. Evenson
Director of Parts and Service



Parts and Service Policy and Procedure Manual

SECTION

2 - 3 SERVICE POLICIES

SUBJECT

REIMBURSEMENT POLICIES

DATE 9/11

Revised 10/13

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 tire, fabrics, carpet, trim, or bright metal parts; or, fading of the gelcoat, paint or graphics are not covered by warranty. Items damaged due to water leaks from extended storage are not covered by warranty.

PDI including road test, safety checks and adjustments.

Clean the undercarriage of the vehicle upon arrival from the transport company to insure that excessive surface rust does not occur. It is particularly important for dealers in coastal areas to properly maintain the undercarriage area.

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.

Units that are in dealer inventory should have sealants checked every six months. It is the dealer's responsibility to provide proper maintenance of sealants on units that have been in inventory more than one year.

To avoid damage to the fuel system on the generator, (carburetor), it is necessary to run the generator periodically. Service required to the generator due to lack of maintenance is not covered by warranty.

You will receive an email from the warranty department to verify the condition of units in your inventory over one year. An example of the form we will ask you to complete and return is shown on the following page.



Parts and Service Policy and Procedure Manual

SECTION

3 - 4 SERVICE PROCEDURES

SUBJECT

TRANSPORTATION
CLAIMS

DATE 9/11

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. Notification of damage or missing items on any other form or paperwork will not be accepted.** 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.

- The driver must wash the vehicle for inspection.
- The dealership should remove the front end protective plastic and inspect it in the presence of the driver.
- Thoroughly inspect the vehicle with the driver.
- Note any driver **DAMAGE** on the Winnebago Industries packing slip and the transport company bill of lading.
- Verify and note the fuel allotment.
- Note any **MISSING** items:
 - If a missing item is an option, contact the Sales Distribution Department⁴
 - If a missing item is a standard item, order the part and file a warranty claim on the WinNet system using Technical Information Code (T.I.C.) of SPEC25.
- The dealership and driver signatures and the date of acceptance must be on the packing slip and bill of lading.
- Retain a copy of the packing slip. (The drivers must return their copy to Winnebago Industries.) Notification of damage or missing items on any other form or paperwork will not be accepted.
- Wash the undercarriage of the vehicle before placing the vehicle on your sales lot.

****Note: The transport company will not accept liability for damages noted after the delivering driver has left the dealership. There is no 24-hour grace period or "subject to further inspection" policy.**

PROCEDURE

Repair procedure for body damage:

- Estimate amount of labor required to repair unit.
- If the estimate is under 5.0 hours labor or if the sublet is under \$500.00 proceed with the repair.
- If the estimate is over 5.0 hours labor or if the sublet is over \$500.00 use the following procedure:
 - Prepare written estimate
 - Obtain digital pictures
 - Contact Winnebago Industries Technical Service for prior authorization by phone or email.¹
- Order parts needed for repair. (Parts will not automatically be shipped. When ordering parts indicate that the motor home was damaged in transit)²



Parts and Service Policy and Procedure Manual

SECTION

3 - 4 SERVICE PROCEDURES

SUBJECTTRANSPORTATION
CLAIMS**DATE** 9/11

Revised 11/14

Repair procedure for windshield damage:

- Repair chip only, if possible.*
- Replace windshield if cracked or if the chips are in the driver's line of vision.

*Please source a reputable windshield glass repair facility in your area. Winnebago Industries will stand behind this repair procedure during the warranty period of the vehicle. If the repair procedure should fail, Winnebago Industries will authorize replacement of the windshield.

**CLAIM
SUBMISSION**

- Transportation damage repairs should be filed on the WinPortal system on a separate claim.
- Use a Technical Information Code (T.I.C.) code of SPEC21 and the appropriate labor operation number from the flat rate manual.
- When filing a claim with a sublet repair, fax a legible copy of the sublet to the warranty department at the time of claim entry to 641-585-6704³ or email: warranty@wgo.net.

Note: All transportation damage related repairs must be complete and the claim must be filed to Winnebago Industries within **60 days** from the date the vehicle was delivered at your dealership.

The Traffic Department⁵ will handle any drive-away issues, including problems with drivers.

WINNEBAGO INDUSTRIES CONTACTS

		PHONE	EMAIL
¹ TECHNICAL SERVICE		866-653-4329	techservice@wgo.net
² PART SALES DEPARTMENT	Mark Miller	800-556-9670	partsales@wgo.net
³ WARRANTY DEPARTMENT	Robyn Countryman	800-628-7692	warranty@wgo.net
⁴ SALES DISTRIBUTION DEPARTMENT	Dorothy Neubauer	877-200-3877	sales@wgo.net
⁵ TRAFFIC DEPARTMENT	Linda Kemmerer	641-585-6956	lkemmerer@wgo.net

Hours of operation for Winnebago Industries, Inc: 7:30 a.m. - 5:00 p.m. (CST) Monday through Friday.



Parts and Service Policy and Procedure Manual

SECTION

2 - 5 SERVICE POLICIES

SUBJECT

NEW VEHICLE PRE-DELIVERY

DATE 9/11

Revised 12/12



MOTOR HOME PRE-DELIVERY INSPECTION REQUIREMENTS

RV Body Identification Number/Winnebago Serial											

Vehicle Identification Number (VIN)/Chassis Serial Number											

DEALER CODE NO. _____
DEALER _____
ADDRESS _____
CITY _____ STATE _____

INSPECTED BY _____
DATE DELIVERED _____
DELIVERY MILEAGE _____
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. Wash undercarriage to remove road debris/road salt.
- ___ 2. Engine Oil - level
- ___ 3. Transmission - fluid 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. Fuel System - hoses, tubes and connections
- ___ 17. Steering Pump and Gear - fluid level
- ___ 18. Brake Pedal - play and travel
- ___ 19. Front End Alignment - toe, camber & caster
- ___ 20. Wheel Bearings - repack or adjust if necessary
- ___ 21. Wheel Nuts - proper torque
- ___ 22. Tires - condition and pressure (including spare)
- ___ 23. Headlights - beam alignment
- ___ 24. Exterior & Interior Lights and Switches - operation
- ___ 25. Seats - adjustment controls & safety belts (operation and anchorage)
- ___ 26. Coach Leveling System (if equipped) - hose routing, hydraulic fluid level, adjust leveling sensor if necessary on automatic systems, general operation

- ___ 27. 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.)

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

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 - burners - controls
- ___ 5. Range/Hotplate - burners - controls
- ___ 6. Refrigerator - burner - controls
- ___ 7. LP Leak Detector



Parts and Service Policy and Procedure Manual

SECTION

2 - 5 SERVICE POLICIES

SUBJECT

NEW VEHICLE PRE-DELIVERY

DATE 9/11

Revised 12/12

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. Automatic Transfer Switch
- ___ 5. 12 Volt DC System
- ___ 6. Power Converter Operation
- ___ 7. Inverter
- ___ 8. Battery Charging System
- ___ 9. Auxiliary Battery System
- ___ 10. Battery Electrolyte & Charge
- ___ 11. Interior Switches - all
- ___ 12. Interior and Exterior Lights - all
- ___ 13. Water and Holding Tank Level Indicators
- ___ 14. Demand Water Pump Operation
- ___ 15. Interior Fans - all
- ___ 16. Furnace Thermostat
- ___ 17. Air Conditioner(s)
- ___ 18. Water Heater Operation (MUST be filled with water)
- ___ 19. Refrigerator Operation - Icemaker
- ___ 20. Auxiliary Rear Heater
- ___ 21. Microwave or Microwave/Convection Oven
- ___ 22. Audio Entertainment System (AM/FM Stereo Radio/Cassette)
- ___ 23. Slideout Rooms
- ___ 24. DVD Player
- ___ 25. Satellite
- ___ 26. GPS
- ___ 23. EMS

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)
- ___ 8. CO Detector
- ___ 9. Smoke Alarm

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 certain that the chassis manufacturer's operating guide and the Winnebago Industries motor home operator's manual and operator manual supplements are in the vehicle.
- ___ 6. Assure that the owner is properly instructed in the operation of the vehicle including all equipment and accessories.

IX. INSTALL PARTS SHIPPED LOOSE IN COACH

- ___ 1. Inspect and install
(Example: Ottoman, free standing table, full width mud guard, etc.)

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