



**Dealer
Service
Bulletin**

NO.: 7SB009-21-02A

SECTION: Warranty

DATE: July 14, 2021

MODELS

AFFECTED: All Models

SUBJECT: Lemon Law Awareness

PLEASE FORWARD THIS INFORMATION TO YOUR RV SERVICE, WARRANTY & PARTS MANAGERS.

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

Customer should keep possession of motorhome

If the motorhome is safely operable, encourage the customer to use their 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 properly.

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 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/Fast Track

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

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.

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 the 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.

IMPORTANT THAT ALL PARTS AND SERVICE PERSONNEL READ AND INITIAL

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The Winnebago Policy and Procedure Manual, Section 3-6 gives further information on this topic. Below is a sample format of the required information that must be completed on the repair order. All dates must be completed and signed by the customer.

Date vehicle dropped off: _____
Date of appointment: _____
Repair completion date: _____
Notified of Completion date: _____
Date Released: _____
 I/we the undersigned acknowledge the foregoing as factual and I/we hereby acknowledge receipt of completed copy.
Signature of owner: _____

Thank you for your continued partnership!



Dean Casad
Director of Customer Support