



Dear Fleetwood/American Coach Owner,

We at Fleetwood RV and American Coach are sincerely gratified by our positive relationship with the Fleetwood Motor Home Association. The cooperation and communication we enjoy has fostered a mutually beneficial environment which we believe to be among the very best in the entire RV industry. Be assured that it is our intent to continue our full commitment to this relationship into the future.

In the spirit of this commitment and keeping balance with business prudence, we are constantly assessing our processes to ensure we are staying consistent with the goals for our rally service support. Consistent with the commitment and balance mentioned above, we are implementing the following guidelines for our rally service support process:

- Fleetwood/American Coach will provide on-site emergency service support. In an effort to make this service available to everyone, we must limit the support to two functional items per coach per event. All labor will be provided at no charge to the retail customer, compliments of Fleetwood/American Coach.
- All components replaced which qualify for supplier or Fleetwood/American Coach warranty will be provided at no charge to the retail customer.
- Although all labor will be complimentary, any components replaced that are not within either the supplier or Fleetwood/American Coach warranty term limitations will be provided at a cost to the retail customer, but at a significantly reduced pre-negotiated price. This special component pricing only applies to services provided at rally events.

As always, we appreciate your understanding and patience. We look forward to serving you for many years to come. We look forward to seeing you in DuQuoin!

Thanks,

Randy Hendricks  
Rally Service Supervisor  
Fleetwood/American Coach Service

# EMERGENCY RALLY SERVICE SUPPORT GUIDELINES



## Rally Repair Guidelines:

All Owner Club and National Events – Allowed 2 items (functional items only please)

- All labor will be provided at no charge, compliments of Fleetwood/American Coach.
- All components replaced which qualify for supplier or Fleetwood RV warranty will be provided at no charge to the retail customer.
- **(New)** Any components replaced that are not within either the supplier or Fleetwood RV warranty term limitations will be provided at a cost to the retail customer, but at a significantly discounted price. This special component pricing only applies to services provided at a Rally.

## Items that cannot be addressed at a rally:

### Safety Related Exclusions

- Because we do not have fall protection available, our technicians will not be permitted to get on top of a motor home roof at any time.
- Any repairs requiring lifting or jacking of the motor home, or that would require a technician to work under a motor home cannot be performed at a rally.
- Any other repair creating a safety risk for the technician at the discretion of the rally service supervisor

## Other Exclusions

- Certain repairs of doors, windows or windshields
- Paint and body repairs
- Installation of accessories or after-market modifications
- Cosmetic repairs
- Water filters and/or maintenance items
- Any other repair that cannot be completed in the field at the discretion of the rally service supervisor.
- Chassis repairs will only be performed by and at the discretion of the chassis' manufacturer
- Certain component repairs or adjustments may only be performed by and at the discretion of the component's supplier

If you have any questions please see your service representative on site.

**To Be Completed by Fleetwood Service Only**

Day/Time \_\_\_\_\_ Control # \_\_\_\_\_

Site # \_\_\_\_\_ Group # \_\_\_\_\_



## Du Quoin National Rally Service Request Form June 26 – 30, 2010

**Fleetwood RV and American Coach Owners** - Limited service is being provided by Fleetwood RV. Our goal is to provide service for as many of our valued customers as possible during this event. Time available and the number of units in attendance will determine how much service work can be performed at the rally.

A maximum of two (2) repairs totaling no more than one (1) hour of repair time per motor home will be allotted as we have limited time and materials. Repairs listed should be functional items or safety items. Painting and items that are not functional will not be addressed at the rally. Your cooperation in following this guideline is essential. Submit this list promptly! Fleetwood RV must have your list no later than **June 5, 2010**. Any forms received after this date will be on an availability basis.

**Repairs or noted service issues identified at this event do not imply warranty coverage for motor homes whose warranty has expired.**

Please complete this form. Explain each of the two (2) items clearly and with detail.

Name: _____	Address: _____
Phone #: _____	Cell #: _____
Serial #: _____	Chassis #: _____
Model/Year: _____	Model/Brand: _____

I will arrive on the rally site on \_\_\_\_\_, by \_\_\_\_\_, AM \_\_\_\_\_ PM \_\_\_\_\_

**List functional items only: (Please no paint, tape or decals.) We need this information for scheduling of work. See attached for list of non-emergency repairs. Please print neatly.**

1. \_\_\_\_\_  
\_\_\_\_\_
2. \_\_\_\_\_  
\_\_\_\_\_

**Form must be received no later than June 5, 2010. Mail or fax form to:**

**Rally Coordinator  
Fleetwood Motor Homes  
1420 Patterson Street  
Decatur, IN 46733**

**Phone: 877-735-6303 Ext. 247  
Fax: 260-728-2951**