

We appreciate your decision to purchase our product, which you will find is constructed of quality materials and of superior workmanship. Your RV warranty and separate warranties provided by component manufacturers are your assurance that you have a quality product.

Every effort has been made to provide you with a safe, dependable product. Your vehicle complies with applicable requirements of Federal Motor Vehicle Safety Standards, State Regulations, and complies with requirements of ANSI Standard A119.2, the nationally recognized "Standard for Recreational Vehicles—Installation of Plumbing, Heating, and Electrical Systems." The Recreational Vehicle Industry Association (RVIA), whose seal you see affixed, periodically inspects our production line and assists us in maintaining strict compliance with installation and safety standards for those systems. Your follow-up with periodic safety inspections and program of preventive maintenance is important for the continuation of safe and virtually trouble-free operation. Happy traveling!

CUSTOMER RELATIONS

We are particularly interested in maintaining only the best of customer relations. Only by having your complete confidence and satisfaction with our product and its service can we assure our continued success as manufacturers of recreational vehicles. We have found that continuing a pleasant and effective relationship through our dealers is equally as important as maintaining the technical excellence of our product. Your authorized dealer will cordially assist you in providing service, maintenance, selection of options, and instructions concerning the operation of your vehicle.

Most problems are from misunderstandings concerning warranty and service, and can usually be solved at the dealer level. In case you cannot find satisfaction at the dealer level for any reason, we invite you to contact our factory customer relations department, where we will make every effort possible to take actions that meet with your approval. Please understand that in most instances we will eventually refer back to the local dealer with our recommendations, where the matter will be resolved.

You have made a sizeable investment in the purchase of our product and are entitled to all the benefits and services as contained in warranties for your RV and separately warranted products. With your help we intend to see that you fully receive those benefits and services. It is important that you become familiar with the proper procedures for obtaining service and parts, in and out of warranty. Your dealer is instructed to provide you with orientation in these matters at time of delivery, as a supplement to these instructions.

TAKING DELIVERY

Your RV is a product which has undergone a series of rigid inspections by highly qualified factory personnel throughout the manufacturing process.

Our final factory check by quality control inspectors before shipment to the dealer is not the last one before you take delivery. Your dealer has been factory trained to perform additional pre-delivery inspections and systems checks, condition and service your RV, and assist you in understanding and completing warranty forms.

DEALER RESPONSIBILITIES INCLUDE:

1. Provide the customer with an adequate orientation in the general operation of the RV, use of its containment systems and components, and safety considerations concerning the use of those systems.
2. Insure that the customer receives a complete owner's packet containing warranty cards and various registrations for the RV and separately warranted products and accompanying literature, including all operating, installation and maintenance instructions as required.
3. Carefully review all warranty entitlements with the customer, pointing out the importance of mailing warranty cards and registrations to various manufacturers within ten (10) days of taking delivery. Assist the customer in properly completing these forms if he desires. Request that the customer read all warranty information at his earliest convenience and contact the dealer to clear up any provisions which are not understood.
4. Perform pre-delivery inspections as prescribed and provide the customer with a copy of the completed pre-delivery check list and operational check-out forms.
5. Inform the customer concerning insurance considerations for his protection.
6. Instruct the customer on how to obtain local service and out-of-area service on the RV and its separately warranted products during in and out of warranty periods.

INSURANCE

As with your automobile, it is important that you protect yourself and others with insurance coverages for personal liability, theft, collision, overturn, property damage, etc. Your dealer will assist you in obtaining appropriate insurance for your protection.

There are numerous reliable insurance companies that specialize in providing insurance for recreational vehicles. It may pay you to check with the company that now provides your automobile insurance. Many times adequate recreational vehicle insurance may also be obtained as a rider to your automobile policy at considerable savings. Don't put off insuring yourself for RV coverage. It's not all that expensive.