



TO: All Winnebago Industries® Towables Dealers
DATE: March 2013
SUBJECT: Labor Time Schedule/Technical Information Code (TIC) Manual

This Flat Rate/Technical Information Code (TIC) Manual is provided for the purpose of implementing the terms of the Dealership Sales and Service Agreement and is intended for the purpose of computing the compensation payable by Winnebago Industries Towables. It provides a reference source for operation numbers, flat rates, and technical information codes for use when performing warranty repairs on our towable products. The use of these allowances for any other purposes will be at the discretion of each dealer.

This Manual is intended to simplify the process of selecting the correct flat rate and TICs when preparing related Warranty Repair Orders (WRO) and to accelerate the processing of these WROs. In addition, complete TICs will provide us with valuable product quality information.

The information provided in this manual is based upon the most recent information available at the time of publication. We reserve the right to make any changes without prior notice.

We reserve the right to amend the information contained in this manual at any time, without prior notice to dealers. All changes, deletions or additions will be issued by revised pages to this manual.

We reserve the right to make changes and to make additions to or improvement in its products and methods without imposing any obligation upon itself to make such changes, improvements, or additions to previous products or methods.

We may periodically publish service bulletins and manual revisions to either supplement or supersede information in this manual. It is your responsibility to read these updates. They will appear on WinPortal.

If after consulting this manual you require further assistance, please contact the Service Department at (574) 825-5250.

A handwritten signature in black ink that reads "Steven R. Evenson". The signature is written in a cursive style.

Steven R. Evenson
Director of Parts & Service



TOWABLES

TECHNICAL INFORMATION CODES

A Technical Information Code (TIC) is required for each repair submitted on a warranty repair order. This code identifies what caused the failure that prompted the repair. This manual contains those incidents which most appropriately define a condition.

The TIC is created by combining the center four digits in the operation number with the two digits of the appropriate failure code. Together these six digits will identify the failed part. This helps us keep detailed warranty and quality control information for continuing product improvements.

Direct Failure

Normally a part will be replaced because of direct failure of the part.

For example: Left rear corner molding cracked due to screw too tight.

Description	Operation Number	Time	Failure Code
Corner Molding - R & R	04 2212 01	0.5	05 – Cracked 27 – Loose F6 – Other incidents H1 – Defective finish

The proper TIC code would be **221205**.

The time allowed for removal and replacement (R&R) of the left rear corner molding and the flat rate is 0.5.

Indirect Failure

Sometimes a part does not fail on its own, but is actually damaged by failure of a different part of the vehicle. In these instances, the TIC code will be taken from the operation number of the part that caused the damage.

For example: The left drape must be replaced due to water leak in left side front window.

Description	Operation Number	Time	Failure Code
Drapes - R & R	04 3304 01	0.2	Z9 - All Incidents

In this example, the window leak caused the drape damage, so the TIC code would be taken from the operation for resealing a window leak—**231835** (see page 16).

The TIC would NOT be **3304Z9** because the drape itself did not fail.

Special

Below is a listing for Special TIC codes:

	Labor	TIC
Freight Reimbursement	None Required - Sublet	SPEC27
Transportation Damage	(Per Labor Time Schedule)*	SPEC21
Shortage and/or Error	(Per Labor Time Schedule)	SPEC25
Recalls (Any Recall)	(Per Recall Letter)	None Required

Please ensure that the correct TIC is used for transportation damage claims and shortage and/or error claims.

* Authorization is required on transportation damage claims.



DEFINITION OF TERMS

R & R (Remove and Replace): The operation of removing a part or assembly completely and replacing it with a new part.

Example: Cabinet Door - R & R

04321001 - Use this labor operation when replacing the door.

Repair (Remove and Repair): The operation of removing a part or assembly to repair it and then return it to its location and making all the necessary adjustments.

Example: LP Gas Leak Detector - Repair

04321704 - Use this operation number when you are repairing the part.

Reseal: The operation of removing the old sealant, preparing the surface, and applying new sealant.

Left Side - Road side.

Right Side - Curb side.

TIME ALLOWANCES

The time allowances have been determined by Certified or Master Certified RV Service Technicians performing the operation a sufficient number of times to establish an average time requirement. Procedures outlined in the service manuals and technical service bulletins are generally used as guides. Sufficient time is included to permit the vehicle to be moved into and out of the work stall, secure necessary parts, etc. Basic diagnostic time is included in each operation, and is therefore included in the reimbursement time. Any additional diagnostic time beyond normal procedure will be the responsibility of the dealership. The time allowances do not include time necessary to remove and replace special equipment other than factory installed options and accessories. **This labor schedule has been computed to include all necessary operations for the completion of a given operation, unless otherwise noted.** We reimburse for only one technician on a job unless there is prior approval. Repairs performed by less-qualified personnel may take longer than the time allowance published, but we are obligated to pay only the time allowances listed. We strongly recommend that only Certified or Master Certified RV Service Technicians perform repair work on our towable vehicles.

FUNCTIONAL TESTING

Water Leak Test - A testing procedure when a replacement part or repair is performed on the fresh water system. All plumbing times include water leak testing.

LP Gas Leak Test - A testing procedure that must be performed and listed as a separate operation whenever a repair or replacement part requires the system to be broken. When testing for gas leaks, use soapy water and watch for bubbles indicating a leak exists. If a leak exists, correct and retest.

Seal Tech Leak Test - For difficult to find body water leaks (i.e., roof seam, front cap leaks, etc.), set up the Seal Tech machine, pressurize the coach, and spray likely leak areas with leak soap to identify leak source. Clean and seal as needed. Also be sure to wash off soap when done.



"ST" STRAIGHT-TIME OPERATION

When the repair is not listed by description, proceed to the appropriate straight-time description (i.e., Plumbing Repair - Explain). Transfer the complete eight (8) digit operation number and actual time used to the Warranty Repair Order. Write an explanation of work on the Warranty Repair Order.

A specific operation description or straight-time operation description may not be available for every repair. When this occurs, locate the operation description that most closely resembles the item repaired. Enter the first six (6) digits of that operation number and substitute 00 for the last two (2) digits (i.e., 04612200) (water pump) on the Warranty Repair Order. Write an explanation of work on the Warranty Repair Order.

This number will be considered a straight-time operation and subject to review by our Service Department. **DO NOT use this procedure when an appropriate operation description or designated straight-time operation description is available.**

OUTSIDE WORK - (SUBLET)

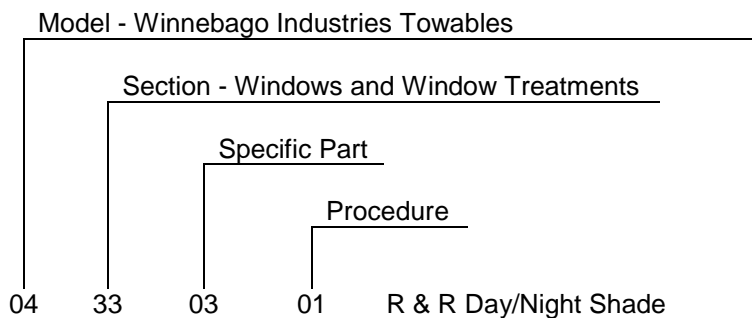
When it is necessary to have warranty repairs made outside the dealership service department, we will reimburse the dealer 100 percent of the dealer's net cost for such service, but not to exceed the amount allowed in the Labor Time Schedule had the service been performed in the dealership. **Sublet repairs should be submitted with a TIC Code. No labor operation number is needed. Any parts replaced need to be retained for possible return or to scrap.** Appropriate paperwork should be attached when the claim is submitted.

SHOP COMEBACK

Dealerships are responsible for the satisfactory completion of any warranty or special policy repair which is submitted on a claim for consideration for credit. Should a later repair of the same item become necessary because of improper inspection, diagnosis, workmanship, or deficiencies in service parts or supplies not supplied by us, the subsequent repairs would be classified as "shop comeback" repairs and as such, are not eligible for further consideration as a warranty or special policy claim.

EXPLANATION OF OPERATION NUMBER CODE

The following is an explanation of the Operation Number Code. This explanation is to aid in understanding and to provide information for the efficient use of this flat rate manual.





TOWABLES

HOW TO USE THE TOWABLE LABOR TIME SCHEDULE/TIC

- Locate the description of repair performed.
- Refer to the Table of Contents, page 7, to determine where the operation is listed.
- Transfer the complete eight (8) digit operation number to the WRO. If the repair is a sublet, it does not require an operation number.
- Transfer the designated time allowance to the WRO.
- Refer to the Technical Information Code on page 2 to determine how to identify the appropriate TIC code and enter it in the designated area on the WRO.
- Refer to the "Parts Policy" column.
'PAR' = requires prior authorization to replace.
All parts must be held for possible return or held for scrap for a period of 90 days from the date of warranty claim payment.
- For additional information on completion and submission of Repair Orders, refer to the current Parts and Service Policy and Procedure Manual.



PRIOR WORK APPROVAL

The following repairs will require prior approval from a Service Representative:

1. Replacement of complete components.
2. Warranty repairs on new, unsold vehicles.
3. Problems noted or parts ordered in warranty but repairs completed more than 30 days beyond warranty expiration. Proper documentation of the problems noted in warranty must be on file at the factory.
4. Policy adjustments that are required to satisfy an owner's complaint after the expiration of the warranty period.
5. Transportation damage repairs.
6. All sublet and straight-time labor repairs.

Procedure for obtaining prior work approval:

Prior approval is issued verbally by the Service Representative and will be noted in the service file of the vehicle at the factory. The authorization number is issued after the repairs are completed and this number is needed to submit the warranty claim.

To request an authorization for warranty repairs, go to www.winnebagoind.com, click on "Dealers Only" then "WinPortal." Click on "Warranty Repair Authorization Request Form." Complete the form and click on the "Submit Form" button. The request will automatically be transmitted to us for processing and responded to by e-mail.

E-mail supporting documentation and/or photos to: Jes Roberge at jroberge@winnebagoind.com.



TOWABLES

Popular Links

- ↳ Winnebago Motor Homes
- ↳ Itasca Motor Homes
- ↳ Era Motor Homes
- ↳ SunnyBrook Towables
- ↳ Dealer Locator

Warranty Repair Authorization Request

Please press "Submit Form" button at the bottom after completing this form:

All (*) fields are required.

Dealer Number * (4 characters - begins with 8)

Unit Serial Number * (17 digits)

Customer Name * Enter "STOCK" if not sold

Your Name *

E-mail Address *

State Problem, Cause, and Repair: (A)

TIC Labor Operation Number Time Requested

State Problem, Cause, and Repair: (B)

TIC Labor Operation Number Time Requested

State Problem, Cause, and Repair: (C)

TIC Labor Operation Number Time Requested

State Problem, Cause, and Repair: (D)

TIC Labor Operation Number Time Requested



TOWABLES

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TOWABLES

Appliance and Component Warranty Claims

The following appliance and component manufacturers administrate the warranties on their products as installed in our towable products. Unless the claim is installation related, all warranty repair claims should be sent directly to the manufacturer of the appliance or component. Each manufacturer has its own warranty policies, which must be followed accordingly.

A

Air Conditioners

Advent Air (ASA Electronics)	www.asaelectronics.com	888-283-7374
Dometic Corporation	techservice@dometicusa.com	888-867-4188

Antenna - TV

Winegard Company	www.winegard.com	800-288-8094
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Awnings

Dometic Corporation	techservice@dometicusa.com	888-867-4188
Lippert Components	warranty@lci1.com	574-537-8900

Axles

Dexter - Connie Thornto	cthornto@dexteraxle.com	574-295-7888
Lippert	warranty@lci1.com	574-537-8900

B

Bedspreads

Northwest Interiors		574-294-2326
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C

Carbon Monoxide Detectors

Atwood Mobile Products	www.atwoodmobile.com	800-646-8557
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Carpet

Shaw Floors	www.shawfloors.com	
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Converters

WFCO (Cheng USA)	c.kearney@wfcocoelectronics.com	877-294-8997
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D

Doors - Entry

Kinro	warranty@lci1.com	574-537-8900
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Doors - Compartment

Lippert Components	warranty@lci1.com	574-537-8900
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F

Frames (Includes Landing Gear & Gear Box)

Lippert Components	warranty@lci1.com	574-537-8900
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Furnace

Atwood Mobile Products	www.atwoodmobile.com	800-646-8557
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Furniture

Flair Interiors - Elaine Zmudzinski	flairwarranty@flairinteriors.com	574-534-2163
Seating Technologies	warranty@seat-tech.com	574-312-7361
Williamsburg Furniture - Erica Miller	wbfservice@yahoo.com	574-773-7711



TOWABLES

Appliance and Component Warranty Claims (Continued)

G

Generators

Onan	www.cumminsonan.com	574-389-9510
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L

LP/CO Detectors

Atwood Mobile Products	www.atwoodmobile.com	800-646-8557
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M

Mattresses

Flair Interiors - Elaine Zmudzinski	flairwarranty@flairinteriors.com	574-534-2163
Michiana Mattress	warranty@lci1.com	574-537-8900

Microwaves

Advent Air (ASA Electronics)	www.asaelectronics.com	888-283-7374
Dometic Corporation	techservice@dometicus.com	888-867-4188

R

Radios

Touch Elite (K & M Distribution)	mark@kandmdistributing.com	574-295-8710
Jensen (ASA Electronics)	www.asaelectronics.com	800-688-3135

Range/Cooktop

Atwood Mobile Products	www.atwoodmobile.com	800-646-8557
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Range Hood Vent

Heng's Industries	customerservice@hengindustries.com	877-295-1205
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Refrigerator

Dometic Corporation	techservice@dometicus.com	888-867-4188
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Roof Materials

Alpha Products - Monica Workman	mworkman@alphasystemsinc.com	574-295-5206
Dicor Corporation	www.dicor.com	800-837-2059

S

Shades

Irvine Shade		574-522-1446
Northwest Interiors		574-294-2326

Slideouts

Schwintek (Lippert Components)	warranty@lci1.com	574-537-8900
Happijac - Darren Hall	hjtech@lci1.com	801-544-2485
Lippert Electric	warranty@lci1.com	574-537-8900

Smoke Alarms

Universal (Patrick Industries)	www.smokealarms.com	
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Stabilizer Jacks

Lippert Components	warranty@lci1.com	574-537-8900
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Step

Lippert Components	warranty@lci1.com	574-537-8900
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Suspension and Pin Boxes

Mor/Ryde	www.morryde.com	574-293-1581
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TOWABLES

Appliance and Component Warranty Claims (Continued)

T

Televisions

Hisense (Way Interglobal)	wkaylorgps@aol.com	800-935-8880
Jensen (ASA Electronics)	www.asaelectronics.com	800-688-3135

Tires

Loinshead Tires - Brenda	warranty@lionsheadtireandwheel.com	574-533-6169
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Toilets

Dometic Corporation	techservice@dometicusa.com	888-867-4188
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W

Water Heaters

Atwood Mobile Products	www.atwoodmobile.com	800-646-8557
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Wheels

Loinshead Tire - Brenda	warranty@lionsheadtireandwheel.com	574-533-6169
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Windows

Hehr - Donna		574-935-5122
Kinro	warranty@lci1.com	574-537-8900



TOWABLES

TOWABLES - SECTION 12: FRAMES (EXTERIOR)

DESCRIPTION	OPERATION NUMBER	BODY	TIME	FAILURE CODE	PARTS POLICY
Tank Angle - R & R	04120101		0.2	Z9 All incidents	
Pin Box - R & R	04120201		0.5	Z9 All incidents	
Rear Bumper - R & R	04120701		0.7	05 Cracked	
Rear Bumper - Repair	04120704		1.5	H1 Defective finish 27 Loose	
Bumper Cap, Per Pair - R & R	04120801		0.1	Z9 All incidents	
Travel Trailer Manual Tongue Jack - R & R	04120901		0.3	Z9 All incidents	
Travel Trailer 12V Tongue Jack - R & R	04121001		0.5	Z9 All incidents	
Spare Tire Carrier - R & R	04121101		0.2	Z9 All incidents	
LP Gas Bottle Cover - R & R	04121201		0.2	Z9 All incidents	
LP Gas Bottle Tray - R & R	04121301		0.5	Z9 All incidents	
Fifth-Wheel Landing Gear - R & R (Defective Part - Contact Vendor)	04121401		0.1	Z9 All incidents	
Leveling Jacks - R & R (Defective Part - Contact Vendor)	04121501		0.2	Z9 All incidents	



TOWABLES

TOWABLES - SECTION 20: ROOF

DESCRIPTION	OPERATION NUMBER	BODY	TIME	FAILURE CODE	PARTS POLICY
Air Conditioner - Repair (Defective Part - Contact Vendor)	04200762		ST	F6 Other incidents WIRING H5 Disconnected H6 Connection broken H7 Shorted	
Roof Seam - Reseal	04200150		0.2	05 Cracked 70 Voids	
Roof Vent - R & R	04200201		0.5	Z9 All incidents	
Roof Vent - Reseal	04200250		0.1	35 Leaks 70 Voids	
Roof Vent Fan Motor - R & R	04201101		0.2	H4 Component failure F6 Other incidents WIRING H5 Disconnected H6 Connection broken H7 Shorted	
Roof Vent Interior Garnish	04201201		0.1	05 Cracked F6 Other incidents	
Plumbing Vent - R & R	04200401		0.3	Z9 All incidents	
Refer Vent - R & R	04200501		0.5	05 Cracked F6 Other incidents	
Skylight - R & R	04200601		0.5	05 Cracked	
Skylight - Repair	04200604		0.5	35 Leaks F6 Other incidents	
Radio Antenna - R & R	04200901		0.4	H4 Component failure	
TV Antenna - Repair (Defective Part - Contact Vendor)	04200304		0.2	Z9 All incidents	
TV Antenna - Reseal	04200350		0.2	35 Leaks 70 Voids	
Seal Tech Leak Test	04201077		0.7	Refer to affected component	



TOWABLES

TOWABLES - SECTION 21: SLIDEOUT ROOM

DESCRIPTION	OPERATION NUMBER	BODY	TIME	FAILURE CODE	PARTS POLICY
Position of Room - Adjust	04210166		0.5	Z9 All incidents	
Floor Roller - R & R	04210201		0.3	Z9 All incidents	
Wiper Seal - Resecure	04210304		0.5	Z7 Loose	
T-Molding Seal, Exterior Fascia - R & R	04210801		0.5	Z9 All incidents	
T-Molding Seal, Exterior Fascia - Reattach	04210804		0.2	Z9 All incidents	
Interior Slideout Fascia - Reattach	04211104		0.2	Z9 All incidents	
Eternabond Tape, Slideout - R & R	04210962		ST	Z9 All incidents	PAR
Bulb Seal - R & R	04210401		0.4	Z9 All incidents	
Slideout Padded Vinyl - R & R	04210501		0.5	Z9 All incidents	
Slideout Padded Vinyl - Repair	04210504		1.0	Z9 All incidents	
Seal Top Corners of Slideout Extrusion	04210750		0.1	Z9 All incidents	
Seal Tech Leak Test	04201077		0.7	Refer to affected component	



TOWABLES

TOWABLES - SECTION 22: EXTERIOR MISCELLANEOUS

DESCRIPTION	OPERATION NUMBER	BODY	TIME	FAILURE CODE	PARTS POLICY
Guard Latch - R & R	04220101		0.1	Z9 All incidents	
Rock Guard, Metal Unit - R & R	04220201		0.3	Z9 All incidents	
Fender Skirt & Seal - R & R	04220301		0.3	Z9 All incidents	
Fender Skirt Bracket - R & R	04220401		0.1	Z9 All incidents	
Exterior Range Hood Vent - R & R	04220601		0.2	Z9 All incidents	
Exterior Grab Handle, Non-Lighted - R & R	04220701		0.1	Z9 All incidents	
Exterior Grab Handle, Lighted - R & R	04220801		0.2	Z9 All incidents	
Tire Cover - R & R	04221101		0.1	Z9 All incidents	
Corner Molding - R & R	04221201		0.5	05 Cracked H1 Defective finish	
Corner Molding - Repair	04221204		0.5	27 Loose F6 Other incidents	
Belt Line Molding - R & R	04222001		0.5	Z9 All incidents	
ABS Step Cover, Three-Piece Set - R & R	04221401		0.2	Z9 All incidents	
Ladder - R & R	04221501		0.5	27 Loose F6 Other incidents M1 Defective hdw. mtg.	
Ladder End Plugs - R & R	04222501		0.1	Z9 All incidents	
Nonskid Strips on Ladder - R & R	04221601		0.1	Z9 All incidents	
Fiberglass Cap - R & R	04221701		5.5	05 Cracked 21 Peeling or flaking 22 Discolored F6 Other incidents	PAR
Decals - Replace	04222762		ST	21 Peeling or flaking H1 Defective finish F6 Other incidents	
Underbelly Material - R & R	04222162		ST	27 Loose F6 Other incidents	PAR
Awning - Repair	04222262		ST	F6 Other incidents WIRING H5 Disconnected H6 Connection broken H7 Shorted	
Awning Rail or Gutter Rail - R & R	04222401		1.0	Z9 All incidents	
Awning Rail or Gutter Rail - Reseal	04222450		0.2	70 Voids	
Awning Arms - Repair	04222304		0.2	Z9 All incidents	
Pin Box Cover - R & R	04222601		0.3	Z9 All incidents	



TOWABLES

TOWABLES - SECTION 23: EXTERIOR DOORS & WINDOWS

DESCRIPTION	OPERATION NUMBER	BODY	TIME	FAILURE CODE	PARTS POLICY
Entrance Door - R & R	04230101		1.0	43 Binds or sticks F3 Warped F6 Other incidents	PAR
Entrance Door Lock Assembly - R & R	04230301		0.2	H4 Component failure	
Entrance Door Lock Assembly - Repair	04230304		0.2	F6 Other incidents	
Entrance Door Weatherstrip - R & R	04230401		0.2	Z9 All incidents	
Screen Door - R & R	04230601		0.3	43 Binds or sticks F3 Warped F6 Other incidents	
Screen Material - R & R	04230801		0.3	Z9 All incidents	
Compartment Door - R & R	04230901		0.5	Z9 All incidents	
Compartment Door - Reseal	04230950		0.2	35 Leaks	
Power Cord Door - R & R	04231001		0.3	Z9 All incidents	
Water Heater Door - R & R	04231101		0.2	Z9 All incidents	
Furnace Door - R & R	04231201		0.2	Z9 All incidents	
Sidewall Refrigerator Door - R & R	04231301		0.3	Z9 All incidents	
Outside Shower Door - R & R	04231701		0.5	Z9 All incidents	
Window - R & R	04231801		0.7	05 Cracked 35 Leaks F6 Other incidents	PAR
Window - Reseal	04231850		0.2	35 Leaks	
Window Knob - R & R	04230501		0.1	Z9 All incidents	
Window Screen - R & R	04230701		0.1	Z9 All incidents	
Seal Tech Leak Test	04201077		0.7	Refer to affected component	



TOWABLES

TOWABLES - SECTION 24: EXTERIOR BODY/FLOOR

DESCRIPTION	OPERATION NUMBER	BODY	TIME	FAILURE CODE	PARTS POLICY
Floor - Repair	04240162		ST	F6 Other incidents 31 Weak 33 Noisy	PAR
Heat Plenum - Repair	04240762		ST	Z9 All incidents	
Fiberglass - Repair	04240262		ST	Z9 All incidents	PAR
Upper Sidewall Metal - Repair (Flaking Finish - Contact Vendor)	04240362		ST	Z9 All incidents	PAR
Lower Sidewall Metal - Repair (Flaking Finish - Contact Vendor)	04240462		ST	Z9 All incidents	PAR
Front Metal - Repair	04240562		ST	Z9 All incidents	PAR
Rear Metal - Repair	04240662		ST	Z9 All incidents	PAR



TOWABLES

TOWABLES - SECTION 31: INTERIOR DOORS & DRAWERS

DESCRIPTION	OPERATION NUMBER	BODY	TIME	FAILURE CODE	PARTS POLICY
Passage Door* - R & R	04310101		0.6	F3 Warped	
Passage Door* - Repair	04310104		0.6	F6 Other incidents	
Passage Door Hinge - R & R	04311601		0.2	F6 Other incidents	
Passage Door Knob - R & R	04310301		0.2	Z9 All incidents	
Sliding Door* - R & R	04310201		0.6	43 Binds or sticks F6 Other incidents	
Sliding Door Latch Assembly - R & R	04310401		0.2	Z9 All incidents	
Door Jamb - R & R	04311501		0.2	Z9 All incidents	
Cabinet Door Hinge - R & R	04311101		0.2	01 Broken 11 Bent	
Cabinet Door Hinge - Repair	04311104		0.2	43 Binds or sticks F6 Other incidents	
Cabinet Door/Drawer Latch - R & R	04311301		0.2	01 Broken	
Cabinet Door/Drawer Latch - Repair	04311304		0.2	11 Bent 43 Binds or sticks F6 Other incidents	
Cabinet Door/Drawer Handle - R & R	04311401		0.2	01 Broken	
Cabinet Door/Drawer Handle - Repair	04311404		0.2	11 Bent 43 Binds or sticks F6 Other incidents	
Cabinet Door - R & R	04311001		0.4	F3 Warped 01 Broken 05 Cracked 59 Wrinkled	
Cabinet Door - Repair	04311004		0.1	F6 Other incidents	
Cabinet Door - Adjust	04311066		0.2	Z9 All incidents	
Drawer Guide (Any) - R & R	04311201		0.2	Z9 All incidents	
Drawer Guide (Any) - Repair	04311204		0.2	Z9 All incidents	
* Includes R and I of all hardware.					



TOWABLES

TOWABLES - SECTION 32: INTERIOR FURNISHINGS & REFINISHING

DESCRIPTION	OPERATION NUMBER	BODY	TIME	FAILURE CODE	PARTS POLICY
Swivel Rocker/Recliner - R & R	04320101		0.2	Z9 All incidents	
Jackknife Sofa - R & R	04320201		0.5	43 Binds or sticks F6 Other incidents	
Hide-A-Bed - R & R	04320301		0.2	43 Binds or sticks F6 Other incidents	
Bed Base - Repair	04324104		0.3	Z9 All incidents	
Bed Strut - R & R	04324201		0.2	Z9 All incidents	
Bed Strut - Repair	04324204		0.2	Z9 All incidents	
Headboard - R & R	04324301		0.1	Z9 All incidents	
Headboard - Repair	04324304		0.2	Z9 All incidents	
Mattress - R & R	04320401		0.2	55 Split seams F6 Other incidents	
Bedsread - R & R	04320601		0.1	Z9 All incidents	
Dinette Chair - R & R	04320701		0.1	01 Broken F6 Other incidents	
Dinette Table - R & R	04320801		0.3	F6 Other incidents M1 Defective hdw. mtg.	
Dinette Cushion Cover, Each - R & R	04320501		0.2	55 Split seams F6 Other incidents	
Dinette Seat Base - R & R	04323101		0.3	01 Broken F3 Warped	
Dinette Seat Base - Repair	04323104		0.2	05 Cracked 27 Loose	
Table Base for Pedestal, Each - R & R	04321101		0.2	Z9 All incidents	
Flip-Up TV Shelf - R & R	04321201		0.2	Z9 All incidents	
Kick Board for Jackknife Sofa - R & R	04321301		0.1	Z9 All incidents	
Grab Handle - R & R	04321401		0.1	Z9 All incidents	
Fire Extinguisher - R & R	04321501		0.1	Z9 All incidents	
Smoke Detector - R & R	04321601		0.1	Z9 All incidents	
Carbon Monoxide Detector - R & R	04322601		0.2	Z9 All incidents	
LP Gas Leak Detector - R & R	04321701		0.2	H4 Component failure	
LP Gas Leak Detector - Repair	04321704		0.2	WIRING H5 Disconnected H6 Connection broken H7 Shorted	
Magazine Rack - R & R	04321801		0.1	Z9 All incidents	
Picture or Mirror - R & R	04321901		0.1	Z9 All incidents	



TOWABLES

TOWABLES - SECTION 32: INTERIOR FURNISHINGS & REFINISHING

DESCRIPTION	OPERATION NUMBER	BODY	TIME	FAILURE CODE	PARTS POLICY
Towel Bar - R & R	04322001		0.1	Z9 All incidents	
Towel Ring - R & R	04322101		0.1	Z9 All incidents	
Toilet Paper Holder - R & R	04322201		0.1	Z9 All incidents	
Register or Duct - R & R	04322301		0.1	Z9 All incidents	
Batten Strip - R & R	04322401		0.2	Z9 All incidents	
Seam Tape - R & R (Allow 0.2 Per 8 Feet)	04320962		ST	Z9 All incidents	
Chair Rail - R & R	04322501		0.2	Z9 All incidents	
Carpet - R & R (0.6 Per Square Foot)	04322762		ST	12 Foreign material 27 Loose F6 Other incidents	
Linoleum - R & R (0.6 Per Square Foot)	04323962		ST	12 Foreign material 27 Loose 35 Leaks F6 Other incidents	
Wall Panel - R & R	04322862		ST	27 Loose F6 Other incidents	
Wall Panel Corner Molding - Reattach	04323304		0.2	Z9 All incidents	
Ceiling Panel - R & R	04322962		ST	27 Loose F6 Other incidents	
Ceiling Trim Molding - Reattach	04323004		0.2	Z9 All incidents	
Wood Trim Pieces - Repair	04323262		ST	27 Loose F6 Other incidents	
Interior Cabinet - Repair	04323462		ST	05 Cracked F6 Other incidents	
Wallpaper Border - Repair	04323562		ST	Z9 All incidents	
Countertop - Repair	04323662		ST	05 Cracked F6 Other incidents	
Range - R & R (Defective Part - Contact Vendor)	04323701		0.2	Z9 All incidents	
Shower Curtain - Repair	04323804		0.2	Z9 All incidents	
Water Heater - Repair	04324062		ST	Z9 All incidents	



TOWABLES

TOWABLES - SECTION 33: WINDOW TREATMENT

DESCRIPTION	OPERATION NUMBER	BODY	TIME	FAILURE CODE	PARTS POLICY
Window Valance - R & R	04330101		0.2	Z9 All incidents	
Mini Blind - R & R	04330201		0.2	F6 Other incidents M1 Defective hdw. mtg.	
Day/Night Shade - R & R	04330301		0.2	H4 Component failure	
Day/Night Shade - Repair	04330304		0.2	F6 Other incidents M1 Defective hdw. mtg.	
Drapes - R & R	04330401		0.2	Z9 All incidents	



TOWABLES

TOWABLES - SECTION 40: AUDIO/VIDEO COMPONENTS

DESCRIPTION	OPERATION NUMBER	BODY	TIME	FAILURE CODE	PARTS POLICY
Speaker - R & R	04400301		0.2	H4 Component failure F6 Other incidents	
Speaker - Repair	04400304		0.2	F6 Other incidents M1 Defective hdw. mtg. WIRING H5 Disconnected H6 Connection broken H7 Shorted	
Speaker Cover - R & R	04400401		0.1	F6 Other incidents M1 Defective hdw. mtg.	
Speaker (Exterior) - R & R	04401001		0.3	H4 Component failure	
Speaker (Exterior) - Repair	04401004		0.3	F6 Other incidents M1 Defective hdw. mtg. WIRING H5 Disconnected H6 Connection broken H7 Shorted	
Television - R & R (Defective Part - Contact Vendor)	04401101		0.5	Z9 All incidents	
TV Booster Outlet - R & R	04400501		0.3	H4 Component failure	
TV Booster Outlet - Repair	04400504		0.3	F6 Other incidents WIRING H5 Disconnected H6 Connection broken H7 Shorted	
Coax Wall Plate - R & R	04400801		0.1	H4 Component failure	
Coax Wall Plate - Repair	04400804		0.1	WIRING H5 Disconnected H6 Connection broken H7 Shorted	
Audio/Video Cable - Repair - Explain	04400962		ST	Z9 All incidents	



TOWABLES

TOWABLES - SECTION 51: ELECTRICAL (12V & 110V)

DESCRIPTION	OPERATION NUMBER	BODY	TIME	FAILURE CODE	PARTS POLICY
INTERIOR					
Ceiling Light - R & R	04510101		0.2	H4 Component failure	
Ceiling Light - Repair	04510104		0.2	WIRING H5 Disconnected H6 Connection broken H7 Shorted	
Ceiling Light Lens Only - R & R	04510704		0.1	Z9 All incidents	
Switch, On/Off (Any) - R & R	04510201		0.2	H4 Component failure	
Switch, On/Off (Any) - Repair	04510204		0.2	F6 Other incidents WIRING H5 Disconnected H6 Connection broken H7 Shorted	
Automatic Light Underbed - R & R	04510301		0.2	H4 Component failure	
Automatic Light Underbed - Repair	04510304		0.2	WIRING H5 Disconnected H6 Connection broken H7 Shorted	
Wall Light - R & R	04510401		0.2	H4 Component failure	
Wall Light - Repair	04510404		0.2	WIRING H5 Disconnected H6 Connection broken H7 Shorted	
Fluorescent Light - R & R	04510501		0.2	H4 Component failure	
Fluorescent Light - Repair	04510504		0.2	WIRING H5 Disconnected H6 Connection broken H7 Shorted	
110V Receptacle (Exterior or Interior) - R & R	04510901		0.3	H4 Component failure	
110V Receptacle (Exterior or Interior) - Repair	04510904		0.3	WIRING H5 Disconnected H6 Connection broken H7 Shorted	
Circuit Breaker - R & R	04511001		0.2	H4 Component failure	
Circuit Breaker - Repair	04511004		0.2	WIRING H5 Disconnected H6 Connection broken H7 Shorted	



TOWABLES

TOWABLES - SECTION 51: ELECTRICAL (12V & 110V)

DESCRIPTION	OPERATION NUMBER	BODY	TIME	FAILURE CODE	PARTS POLICY
INTERIOR (Continued)					
Breaker Box - R & R	04511101		0.4	Z9 All incidents	
110V Power Cord - R & R	04511201		0.3	H4 Component failure	
Monitor Panel - R & R	04511501		0.2	H4 Component failure	
Monitor Panel - Repair	04511504		0.2	F6 Other incidents WIRING H5 Disconnected H6 Connection broken H7 Shorted	
Monitor Panel P/C Board - R & R	04511601		0.1	H4 Component failure	
Monitor Panel P/C Board - Repair	04511604		0.1	F6 Other incidents WIRING H5 Disconnected H6 Connection broken H7 Shorted	
Probe Harness - R & R	04511701		0.2	H4 Component failure	
Probe Harness - Repair	04511704		0.2	F6 Other incidents WIRING H5 Disconnected H6 Connection broken H7 Shorted	
Tank Probe - R & R	04512901		0.2	H4 Component failure	
Tank Probe - Repair	04512904		0.2	F6 Other incidents WIRING H5 Disconnected H6 Connection broken H7 Shorted	
Fireplace - R & R	04513101		0.5	F7 Vendor warranty	VE
Fireplace - Repair	04513104		0.5	F6 Other incidents WIRING H5 Disconnected H6 Connection broken H7 Shorted	



TOWABLES

TOWABLES - SECTION 51: ELECTRICAL (12V & 110V)

DESCRIPTION	OPERATION NUMBER	BODY	TIME	FAILURE CODE	PARTS POLICY
EXTERIOR					
Vehicle/Trailer Wiring Harness - R & R	04511801		0.4	H4 Component failure	
Vehicle/Trailer Wiring Harness - Repair	04511804		0.4	WIRING H5 Disconnected H6 Connection broken H7 Shorted	
Fifth-Wheel Landing Gear Switch - R & R	04511901		0.2	H4 Component failure	
Fifth-Wheel Landing Gear Switch - Repair	04511904		0.2	WIRING H5 Disconnected H6 Connection broken H7 Shorted	
Landing Gear Motor - Repair (Defective Part - Contact Vendor)	04513404		0.3	Z9 All incidents	
Breakaway Switch - R & R	04512001		0.1	H4 Component failure	
Breakaway Switch - Repair	04512004		0.1	WIRING H5 Disconnected H6 Connection broken H7 Shorted	
Clearance Light Assembly - R & R	04512201		0.2	H4 Component failure	
Clearance Light Assembly - Repair	04512204		0.2	WIRING H5 Disconnected H6 Connection broken H7 Shorted	
Clearance Light Assembly (Each) - Reseal	04512250		0.1	35 Leaks	
Clearance Light Lens - R & R	04512304		0.1	Z9 All incidents	
Taillight Assembly - R & R	04512401		0.2	H4 Component failure	
Taillight Assembly - Repair	04512404		0.2	WIRING H5 Disconnected H6 Connection broken H7 Shorted	
Taillight Assembly - Reseal	04512450		0.1	35 Leaks	
Taillight Lens Only - R & R	04512504		0.1	Z9 All incidents	



TOWABLES

TOWABLES - SECTION 51: ELECTRICAL (12V & 110V)

DESCRIPTION	OPERATION NUMBER	BODY	TIME	FAILURE CODE	PARTS POLICY
EXTERIOR (Continued)					
Porch Light Assembly - R & R	04512601		0.2	H4 Component failure	
Porch Light Assembly - Repair	04512604		0.2	WIRING H5 Disconnected H6 Connection broken H7 Shorted	
Porch Light Assembly - Reseal	04512650		0.1	35 Leaks	
Scare Light - R & R	04513001		0.3	Z9 All incidents	
Park Cable - R & R	04512801		0.3	H4 Component failure	
Park Cable - Repair	04512804		0.3	WIRING H5 Disconnected H6 Connection broken H7 Shorted	
110V Detachable Power Cord - R & R	04513501		0.1	H4 Component failure	
110V Detachable Power Cord Female Connector - R & R	04513201		0.2	H7 Shorted	
110V Detachable Power Cord Female Connector - Repair	04513204		0.2	F6 Other incidents WIRING H5 Disconnected H6 Connection broken	
Inlet Detachable Power Cord - R & R	04513301		0.3	H7 Shorted	
Inlet Detachable Power Cord - Repair	04513304		0.3	F6 Other incidents WIRING H5 Disconnected H6 Connection broken	



TOWABLES

TOWABLES - SECTION 61: PLUMBING

DESCRIPTION	OPERATION NUMBER	BODY	TIME	FAILURE CODE	PARTS POLICY
GALLEY					
Kitchen Sink - R & R	04610101		1.0	Z9 All incidents	
Kitchen Sink - Reseal	04610150		0.2	35 Leaks	
Faucet - R & R	04610301		0.3	35 Leaks F6 Other incidents	
Basket and Strainer - R & R	04610401		0.3	27 Loose F6 Other incidents	
P-Trap - R & R	04610201		0.2	35 Leaks	
P-Trap, Tighten - Repair	04610204		0.2	35 Leaks	
LAVATORY					
Lavatory Sink - R & R	04610601		1.0	Z9 All incidents	
Lavatory Sink - Reseal	04610650		0.2	35 Leaks	
Faucet - R & R	04610801		0.3	H4 Component failure	
Faucet - Repair	04610804		0.3	35 Leaks F6 Other incidents	
P-Trap - R & R	04610701		0.2	35 Leaks	
P-Trap, Tighten - Repair	04610704		0.2	35 Leaks 75 Loose fittings	
Toilet - R & R (Defective Part - Contact Vendor)	04613401		0.3	Z9 All incidents	
Toilet Lid - R & R (Defective Part - Contact Vendor)	04613301		0.1	Z9 All incidents	
SHOWER					
Showerhead & Hose - R & R	04611001		0.2	Z9 All incidents	
Faucet - R & R	04611201		0.4	H4 Component failure	
Faucet - Repair	04611204		0.4	35 Leaks F6 Other incidents	
P-Trap - R & R	04611301		0.5	35 Leaks	
P-Trap, Tighten - Repair	04611304		0.2	35 Leaks 75 Loose fittings	
Shower Surround - R & R	04611662		ST	27 Loose F6 Other incidents	
Shower Pan/Bathtub - R & R	04611762		ST	05 Cracked F6 Other incidents	
Tub or Shower - Reseal	04611850		0.2	27 Loose F6 Other incidents	



TOWABLES

TOWABLES - SECTION 61: PLUMBING

DESCRIPTION	OPERATION NUMBER	BODY	TIME	FAILURE CODE	PARTS POLICY
SHOWER (Continued)					
Shower Door - R & R	04611401		0.5	43 Binds or sticks F6 Other incidents	
Shower Door Track - Reseal	04611950		0.2	35 Leaks	
Glass Shower Door - R & R	04612001		0.4	05 Cracked	
Glass Shower Door - Repair	04612004		0.4	F6 Other incidents	
FRESHWATER					
Freshwater Tank - R & R	04612164		ST	05 Cracked 35 Leaks 75 Loose fittings F6 Other incidents	PAR
Water Pump - R & R	04612201		0.5	H4 Component failure	
Water Pump - Repair	04612204		0.5	WIRING H5 Disconnected H6 Connection broken H7 Shorted	
Drain Valve - R & R	04612301		0.3	Z9 All incidents	
Shutoff Valve - R & R	04612401		0.2	Z9 All incidents	
Waterline - R & R	04612501		0.2	05 Cracked F6 Other incidents	
Waterline - Repair	04612504		0.2	33 Noisy 35 Leaks F5 Kinked F6 Other incidents	
Waterline Fittings (Any), Tighten - Repair	04610504		0.2	75 Loose fittings	
HOLDING TANKS					
Sewage (Black) - R & R	04612662		ST	Z9 All incidents	PAR
Black Tank Flush - R & R	04613601		0.4	35 Leaks F6 Other incidents	
Black Tank Flush - Repair	04613604		0.4	35 Leaks F6 Other incidents	
Waste Water (Gray) - R & R	04612762		ST	Z9 All incidents	PAR
Holding Tank Plumbing - Repair - Explain	04610962		ST	Refer to affected component	



TOWABLES

TOWABLES - SECTION 61: PLUMBING

DESCRIPTION	OPERATION NUMBER	BODY	TIME	FAILURE CODE	PARTS POLICY
HOLDING TANKS (Continued)					
Dump Valve Assembly - R & R	04612801		0.5	Z9 All incidents	
Dump Valve Hanger - R & R	04612901		0.2	Z7 Loose M1 Defective hdw. mtg.	
Floor Flange - R & R	04613501		0.5	Z9 All incidents	
Plumbing Repair - Explain	04611164		ST	Z35 Leaks Z75 Loose fittings F5 Kinked F6 Other incidents	
City Water Fill - R & R	04613101		0.3	Z9 All incidents	
Gravity Water Fill - R & R	04613201		0.3	Z9 All incidents	
Tank Probe	Refer to Section 51, page 23.				



TOWABLES

TOWABLES - SECTION 62: LP SYSTEM

DESCRIPTION	OPERATION NUMBER	BODY	TIME	FAILURE CODE	PARTS POLICY
LP Gas Bottle, Each - R & R	04620101		0.2	F6 Other incidents L1 LP leak	
Regulator - R & R	04620201		0.3	50 Incorrect pressure F6 Other incidents L1 LP leak	
High Pressure Hose/Pigtail - R & R	04620301		0.3	F5 Kinked L1 LP leak	
Flare Fitting - R & R	04620401		0.2	F6 Other incidents L1 LP leak	
Manifold - Black Pipe - R & R	04620562		ST	Z9 All incidents	PAR
LP Gas Leak Test After Repairs	04620677		0.2	Refer to affected component	