



Parts and Service Policy and Procedure Manual

To All Winnebago Industries Towable Dealers,

Attached is your current Winnebago Industries Towables Parts & Service Policy and Procedure Manual. Please assure that all Parts and Service personnel read this manual in its entirety.



Parts and Service Policy and Procedure Manual

SECTION	SUBJECT A FORWARD TO THE DEALERS	DATE 4/13
---------	-------------------------------------	-----------

PREFACE

This Policy and Procedure Manual has been developed to guide dealers in their performance of service related rights and obligations under the Dealership Sales and Service Agreement. Dealers are required to comply with the provisions of this manual to the extent applicable to the service responsibilities assumed by them under such agreement. This manual may be changed from time to time by Winnebago Industries Towables at our sole discretion and dealers shall comply with all changed policies, practices and procedures.

GOALS AND BENEFITS

This will help the dealership in reaching these goals:

Efficient operation of all phases of service and parts.

Prompt handling of warranty claims, parts orders, and owner relations problems.

Equitable treatment of owners by eliminating arbitrary policies.

Increased service and part sales.

Increased recreational vehicle sales.

It is very important that all dealership personnel be familiar with this manual to ensure that policy and procedure are consistent throughout the dealership.



Parts and Service Policy and Procedure Manual

SECTION	SUBJECT	DATE
	TABLE OF CONTENTS	4/13

SECTION 1 - WARRANTIES

- 1-1 WINNEBAGO OF INDIANA, LLC TOWABLE WARRANTY
- 1-2 VALIDATION OF WINNEBAGO OF INDIANA, LLC WARRANTY
- 1-3 WARRANTIES HANDLED DIRECT WITH SUPPLIERS

SECTION 2 - SERVICE POLICIES

- 2-1 DEALER REQUESTS FOR SERVICE ASSISTANCE
- 2-2 PRIOR WORK APPROVAL
- 2-3 REIMBURSEMENT POLICIES
- 2-4 SERVICING CUSTOMERS OF OTHER DEALERS
- 2-5 NEW VEHICLE PRE-DELIVERY INSPECTION AND ADJUSTMENTS
- 2-6 NEW VEHICLE DELIVERY INSTRUCTIONS

SECTION 3 - SERVICE PROCEDURES

- 3-1 SUBMITTING WARRANTY REPAIR ORDERS
- 3-2 RETURN OF DEFECTIVE WARRANTY PARTS
- 3-3 NEW UNIT SHORTAGE & OR ERROR CLAIMS
- 3-4 TRANSPORTATION CLAIMS
- 3-5 RECALLS
- 3-6 DOCUMENTATION

SECTION 4 - PARTS POLICY

- 4 - 1 POLICY INFORMATION
- 4 - 2 PARTS AVAILABILITY
- 4 - 3 PART SALES ORDERING POLICY
- 4 - 4 PARTS ORDER FORM
- 4 - 5 APPLICATION TO RETURN NEW MATERIAL
- 4 - 6 PARTS SHIPPED IN ERROR
- 4 - 7 PARTS ORDERED IN ERROR
- 4 - 8 PARTS DAMAGED IN SHIPMENT
- 4 - 9 PARTS SHORTAGE
- 4 - 10 NEW DEFECTIVE PARTS NOT INSTALLED
- 4 - 11 NEW DEFECTIVE PARTS INSTALLED



Parts and Service Policy and Procedure Manual

SECTION	SUBJECT	DATE
1 - WARRANTIES	TABLE OF CONTENTS	4/13

SECTION 1 - WARRANTIES

- 1-1 WINNEBAGO/ OF INDIANA, LLC TOWABLE WARRANTY
- 1-2 VALIDATION OF WINNEBAGO OF INDIANA, LLC WARRANTY
- 1-3 WARRANTIES HANDLED DIRECT WITH SUPPLIERS



Parts and Service Policy and Procedure Manual

SECTION
1 - 1 WARRANTIES

SUBJECT
WINNEBAGO OF INDIANA, LLC
TOWABLE WARRANTY

DATE 4/13

ONLY WARRANTY

This New Vehicle Limited Warranty (“NVLW”) is the sole and exclusive warranty made or authorized by Winnebago of Indiana, LLC (“Winnebago”) applicable to this Winnebago or SunnyBrook travel or fifth wheel trailer and provides coverage so long as the trailer is used exclusively for recreational purposes in the U.S.A. or Canada.

PROMISE TO REPAIR:

Basic Coverage

Winnebago supplied and installed parts: Winnebago promises that any part of this trailer - except those identified in paragraph entitled, “**Excluded from Basic Coverage**” - found to be defective in material or workmanship shall be repaired or replaced at Winnebago’s option without cost to the owner for parts, material, or labor so long as the trailer has been used exclusively for recreational purposes and maintained as recommended in the Operator’s Manual.

Excluded from Basic Coverage: The following items are excluded from the basic coverage of the NVLW: parts, accessories, or equipment installed, or modifications or alterations made after the trailer leaves the factory, including items installed and modifications or alterations made by a Winnebago dealer or third-party; a trailer used for a purpose other than recreational use; a trailer used outside the U.S.A. or Canada; recommended maintenance or adjustments; service or maintenance items (such as seals, sealants, lubricants, fluids, light bulbs and filters); replacement parts and repairs required because of improper load distribution, accident, road damage, collision, vandalism, abuse, misuse, neglect, fire, flood, normal wear, or improper or inadequate maintenance, rust or corrosion, exposure to the elements; a component covered under a warranty issued by the component’s manufacturer (for example, wheels, tires, axles, brakes, electronics and appliances); delamination of the walls caused by a factor other than a failure of the lamination process, such as physical damage or failure to maintain sealants, and, except as noted, costs incurred in transporting or presenting the trailer for repairs or service under this NVLW.

Basic Coverage Period: Basic Coverage begins on the date of retail delivery, or the date on which the trailer is first placed into service as a demonstrator or company vehicle. Basic Coverage ends after 12 months.

Who may obtain Basic Coverage repairs: Any person who owns this trailer during the Basic Coverage Period.

Obtaining Warranty Repairs

You must, at your own cost, present your trailer to an authorized Winnebago towable service facility during normal business hours and provide a written list of items to be inspected or repaired to the service facility and Winnebago. If requested, you must provide records showing that the trailer has been maintained as recommended in the Operator’s Manual.

Note: As owner, you are solely responsible for maintaining the trailer as recommended and for all associated costs. Repairs necessitated by an owner’s failure to maintain the trailer as recommended are not covered under this NVLW.

Questions about Warranty Service

Contact Winnebago of Indiana, LLC at 1-574-825-5250 or the address below if you: have questions about this NVLW; need assistance in locating an authorized Winnebago service facility; or are at all dissatisfied with warranty repairs.

One-Year Limitation on Initiating a Claim

A claim for breach of this NVLW or an applicable implied warranty, must be initiated within one-year after the date on which the breach occurs.



Parts and Service Policy and Procedure Manual

SECTION 1 - 1 WARRANTIES	SUBJECT WINNEBAGO OF INDIANA, LLC TOWABLE WARRANTY	DATE 4/13
--	---	------------------

Sole and Exclusive Remedy/Damages Exclusion

Your sole and exclusive remedy in a proceeding for breach of this NVLW is money damages in an amount equal to the reasonable cost for material and labor necessary to repair or replace parts that should have been done under this NVLW, but were not.

Your sole and exclusive remedy in a proceeding for breach of any applicable implied warranty is money damages in an amount equal to the reasonable cost for material and labor necessary to correct the defect or defects upon which the finding of breach of implied warranty is based.

Incidental and consequential damages - such as towing or transport charges, aggravation, inconvenience, lost profits, wages or income, loss of use, vehicle rental charges, and telephone, food, and lodging costs - are not recoverable from Winnebago for breach of this NVLW or an implied warranty under any circumstances.

Note: Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

Prior to claiming a breach of warranty

In the event you feel the repairs made by an authorized Winnebago towable service facility fail or are otherwise inadequate, you must contact Winnebago in writing and provide a list of the defects you feel were not repaired. You must then allow Winnebago an opportunity to repair the travel or fifth wheel trailer.

Winnebago may require you to deliver the travel or fifth wheel trailer to its facilities in Middlebury, IN at your expense to affect such repair.

Changes in Design

Winnebago of Indiana, LLC reserves the right to make changes in design and changes or improvements upon its products without imposing any obligation upon itself to install the same upon its products theretofore manufactured.

THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM STATE TO STATE.

No responsibility for dealer statements or conduct

Although authorized to sell and to service Winnebago or SunnyBrook brand trailers under warranty, the dealer is an independent business. Winnebago does not own or control, and shall not be responsible for, or bound by, representations, misrepresentations, or assurances, made by dealer personnel or be liable for a dealer's illegal, fraudulent, or unethical business conduct. NO DEALER IS AUTHORIZED TO MODIFY THIS NVLW or MAKE A WARRANTY OR CREATE ANY OBLIGATION ON WINNEBAGO'S BEHALF.

Winnebago of Indiana, LLC
201 14th Street - Middlebury, Indiana 46540
(574) 825-5250 • FAX (574) 825-5433



Parts and Service Policy and Procedure Manual

SECTION
1 - 2 WARRANTIES

SUBJECT
VALIDATION WINNEBAGO OF
INDIANA, LLC WARRANTY

DATE 4/13

RESPONSIBILITY

It is the selling dealer's responsibility to complete the warranty registration through the WinPortal at the time of retail delivery to the first purchaser.

The dealer and customer are required to sign the warranty registration form. The registration process is complete when the owner and dealership signatures are obtained. The registration must be completed within **five days** after retail sale. Warranty claims will not be paid until the registration process is completed.

The warranty may start on vehicles in your inventory more than 2 years from the invoice date.

Winnebago Industries Towables Product Registration

8002:Fred's Friendly RV

2013 WINNEBAGO ONE 3115RL 54CBA0B24C159234

Buyer Information

* First Name:

* Last Name or Business Name:

* Address:

* City:

State:

ZIP Code:

Phone:

* Email:

Verify email:



Parts and Service Policy and Procedure Manual

SECTION
1 - 2 WARRANTIES

SUBJECT
VALIDATION WINNEBAGO OF
INDIANA, LLC WARRANTY

DATE 4/13

Winnebago Industries Towables Product Registration

8002: Fred's Friendly RV

2013 WINNEBAGO ONE 3115RL 54CBA0B24C159234

Buyer Terms and Conditions

I certify that, prior to sale, I have been given all of the warranty documents, including the Winnebago of Indiana, LLC New Vehicle Limited Warranty for this vehicle, and that I read, understood, and agree to all of the terms and conditions of all applicable written warranties. I have also received my operator's manual.

John Smith	19 Feb 2013
Buyer	Date

<< Previous Page Next Page >>

Winnebago Industries Towables Product Registration

8002: Fred's Friendly RV

2013 WINNEBAGO ONE 3115RL 54CBA0B24C159234

Dealer Terms and Conditions

I certify that this vehicle has been inspected and safety checked, and that adjustment were performed in accordance with manufacturer's pre-delivery inspection requirements.

8002	19 Feb 2013
Dealer	Date

<< Previous Page Submit Registration



Parts and Service Policy and Procedure Manual

SECTION 1 - 3 WARRANTIES	SUBJECT WARRANTIES HANDLED DIRECT WITH SUPPLIERS	DATE 4/13
--	---	------------------

We are committed to supporting our products with service and warranty protection that is unsurpassed in the industry. The appliances and audio/video components in our vehicles periodically change in response to consumer demand and our continuing product improvement policy. Because of this, we work closely with our suppliers to ensure that you receive prompt and trouble-free warranty service when needed.

Appliance and Component Warranty Claims

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
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
Bedspreads		
Northwest Interiors		574-294-2326
Carbon Monoxide Detectors		
Atwood Mobile Products	www.atwoodmobile.com	800-646-8557
Carpet		
Shaw Floors	www.shawfloors.com	
Converters		
WFCO (Cheng USA)	c.kearney@wfcoelectronics.com	877-294-8997
Doors - Entry		
Kinro	warranty@lci1.com	574-537-8900
Doors - Compartment		
Lippert Components	warranty@lci1.com	574-537-8900
Frames (Includes Landing Gear & Gear Box)		
Lippert Components	warranty@lci1.com	574-537-8900
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
Furnace		
Atwood Mobile Products	www.atwoodmobile.com	800-646-8557
Generators		
Onan	www.cumminsonan.com	574-389-9510
LP/CO Detectors		
Atwood Mobile Products	www.atwoodmobile.com	800-646-8557
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@dometicusa.com	888-867-4188



Parts and Service Policy and Procedure Manual

SECTION 1 - 3 WARRANTIES	SUBJECT WARRANTIES HANDLED DIRECT WITH SUPPLIERS	DATE 4/13
--	---	------------------

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
Range Hood Vent		
Heng's Industries	customerservice@hengindustries.com	877-295-1205
Refrigerator		
Dometic Corporation	techservice@dometicusa.com	888-867-4188
Roof Materials		
Alpha Products - Monica Workman	mworkman@alphasystemsinc.com	574-295-5206
Dicor Corporation	www.dicor.com	800-837-2059
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	
Stabilizer Jacks		
Lippert Components	warranty@lci1.com	574-537-8900
Step		
Lippert Components	warranty@lci1.com	574-537-8900
Suspension and Pin Boxes		
Mor/Ryde	www.morryde.com	574-293-1581
Televisions		
Hisense (Way Interglobal)	wkaylorgps@aol.com	574-971-4490
Jensen (ASA Electronics)	www.asaelectronics.com	800-688-3135
Tires		
Lionshead Tires - Brenda	warranty@lionsheadtireandwheel.com	574-533-6169
Toilets		
Dometic Corporation	techservice@dometicusa.com	888-867-4188
Water Heaters		
Atwood Mobile Products	www.atwoodmobile.com	800-646-8557
Wheels		
Lionshead Tire - Brenda	warranty@lionsheadtireandwheel.com	574-533-6169
Windows		
Hehr - Brenda*		574-935-5122
Kinro	warranty@lci1.com	574-537-8900



Parts and Service Policy and Procedure Manual

SECTION

2 - SERVICE POLICIES

SUBJECT

TABLE OF CONTENTS

DATE 4/13

SECTION 2 - SERVICE POLICIES

- 2 - 1 DEALER REQUESTS FOR SERVICE ASSISTANCE
- 2 - 2 PRIOR WORK APPROVAL
- 2 - 3 REIMBURSEMENT POLICIES
- 2 - 4 SERVICING CUSTOMERS OF OTHER DEALERS
- 2 - 5 NEW VEHICLE PRE-DELIVERY INSPECTION AND ADJUSTMENTS
- 2 - 6 NEW VEHICLE DELIVERY INSTRUCTIONS



Parts and Service Policy and Procedure Manual

SECTION

2 - 1 SERVICE POLICIES

SUBJECT

DEALER REQUESTS FOR
SERVICE ASSISTANCE

DATE 4/13

PROCEDURE

The dealer is to follow these procedures to assure prompt attention and handling of all matters pertaining to service.

Customer complaints, warranty service and warranty repair orders

All inquiries concerning the handling of customer complaints, warranty service, and the preparation, submission and processing of warranty claims should be directed to the Service Department. This department will handle all customer complaints, answer any questions about warranty claims, and answer dealer questions on repair procedures.

When contacting the Service Department include the information listed below:

1. Owner's name.
2. Vehicle serial number.
3. Complete description of failure, corrective action taken and dealer's recommendations regarding additional action which could be taken to resolve the complaint.

The Service Department may be reached at 574-825-5250

We may, in some cases, request a field representative to assist the dealership with the handling of certain owner complaints.

RESPONSIBILITY

Regardless of the channels through which an owner routes his complaint, specific action to resolve the owner's dissatisfaction must take place in the dealership. Since the owner is a retail customer who has been developed and sold through the efforts of the dealer, the dealer should have the first opportunity to handle the owner's problems and thereby build the owner's loyalty toward the dealership.

In all cases, every effort should be made to completely resolve the owner's complaints as soon as possible after the owner makes them known. The dealer should apply all proper and available service information in correcting the owner's complaints. If the dealer still cannot satisfy the owner, the dealership should request assistance from the Service Department. They may be contacted at 574-825-5250.



Parts and Service Policy and Procedure Manual

SECTION

2 - 2 SERVICE POLICIES

SUBJECT

PRIOR WORK APPROVAL

DATE 4/13

Revised 5/13

**REPAIRS REQUIRING
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

Prior approval is issued verbally by the Service Representative and will be noted in the vehicle's service file 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 email.

Email supporting documentation and/or photos to: Jes Roberge: jroberge@winnebagoind.com or Michael Vanderpool: mvanderpool@winnebagoind.com.



Parts and Service Policy and Procedure Manual

SECTION

2 - 2 SERVICE POLICIES

SUBJECT

PRIOR WORK APPROVAL

DATE 4/13

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



Parts and Service Policy and Procedure Manual

SECTION 2 - 3 SERVICE POLICIES	SUBJECT REIMBURSEMENT POLICIES	DATE 4/13
--	--	------------------

For warranty, special policy and recall campaign approved by manufacturer, Retail Dealer will be reimbursed:

LABOR

We will reimburse dealers by the amount of time shown in the Labor Time Schedule times the dealer approved warranty labor rate.

When no time is in the Labor Time Schedule, the actual clock time used (in hours or tenths of hours) must be recorded on the repair order. Straight time repairs must be individually recorded.

ESTABLISHING RATE

An authorized hourly warranty rate shall be established when approved by the Service Department. The Warranty Rate Application shall be completed by the dealership at the time application is made for the Sales and Service Agreement. Such Warranty Rate Application shall be forwarded to the Warranty Manager by the representative. Upon arrival of the information on the application, the selected rate shall be the established warranty rate for the dealership.

We will pay the same labor rate for warranty as the dealer charges his R.V. customers for retail service labor. To qualify, the dealer must:

- Provide service to transient customers.
- Establish a reasonable retail R.V. customer labor rate for the area.
- Display his retail R.V. rate prominently in both customer reception and cashier areas.
- List his retail R.V. labor rate and the hours billed on all retail repair orders.
- List the number of hours and/or tenths of hours being charged for each repair on the original copy of all retail and warranty repair orders.
- Maintain an equal or greater customer pay labor to warranty labor ratio.
- Maintain adequate facilities, parts, tools and trained personnel to fulfill performance as stated in the sales and service agreement.
- Maintain time records which contain the date, identify the technician, and list the starting and ending times for the jobs.
- Provide the customer with a copy of the work order identifying the work performed.
- Participate in service, parts and warranty training seminars on an annual basis to maintain factory trained personnel.
- Employ RVDA/RVIA certified technicians and maintain certification status.
- Accurately maintain legal verbiage on the repair order.

A dealer may not be granted an increase if the above requirements are not met.



Parts and Service Policy and Procedure Manual

SECTION 2 - 3 SERVICE POLICIES	SUBJECT REIMBURSEMENT POLICIES	DATE 4/13
--	--	------------------

TEMPORARY RATE

At the time the application for the Dealership Sales and Service Agreement is completed, if no labor history exists or it cannot be determined which line technicians are to be assigned to our product repair, or any other condition exists which makes it impossible to properly complete the application for warranty rate, we may, at the recommendation of its representative, establish a temporary rate to be effective for 90 days from that date. Such a temporary rate may be based on:

1. The prevailing warranty rate established for the dealership by the automotive manufacturer if the dealer is a representative of such manufacturer.
2. The prevailing warranty rate established for other R.V. dealerships in the immediate area.

After 90 days from date of a temporary rate being established, the dealership may apply for an increase in the normal manner described below.

INCREASE OF RATE

Any dealer wanting an increase in warranty rate shall contact the Warranty Manager by phone or email and request the appropriate form. No application for increase will be considered until after one (1) year from the previous increase or date of establishment of rate. The dealer shall be notified in writing of the effective date of the new rate if the rate has been approved by the Service Department.

SUMMARY

Authorized dealers will be reimbursed for warranty repairs to Winnebago Industries towable products including labor, parts, accessories, and materials in accordance with the provisions of this section.



Parts and Service Policy and Procedure Manual

SECTION
2 - 3 SERVICE POLICIES

SUBJECT
REIMBURSEMENT POLICIES

DATE 4/13

PARTS, MARKUP

Parts used for warranty repairs will be reimbursed with a 15 percent markup. Provide the part invoice for parts not available from Part Sales.

To ensure receiving a parts mark-up, claims should be submitted within 60 days of the repair completion date.

COMPLETE COMPONENT

The following items are examples of complete components that require prior approval for replacement.

COMPLETE COMPONENTS		
Roof AC System	Holding Tank	Refrigerator / Cooling Unit
Audio / Video Components	L.P. Tank	Slide-Out Assembly
Awning	Microwave	Toilet
Countertop	Power Vent	TV Antenna
Entrance Door	Range / Oven	Water Heater
Furnace	Range Hood Vent	Windows
Furniture	Refrigerator / Cooling Unit	

OUTSIDE WORK (SUBLET)

When it is necessary to have warranty repairs made outside the dealership service department, the dealer will be reimbursed 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. Any parts replaced need to be retained for a period of 90 days from the date of warranty claim credit.



Parts and Service Policy and Procedure Manual

SECTION

2 - 3 SERVICE POLICIES

SUBJECT

REIMBURSEMENT POLICIES

DATE 4/13

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 tires, 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 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.

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 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 and batteries on units that have been in inventory more than one year.

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.

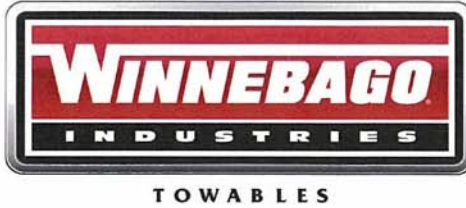


Parts and Service Policy and Procedure Manual

SECTION
2 - 3 SERVICE POLICIES

SUBJECT
REIMBURSEMENT POLICIES

DATE 4/13



UNIT CONDITION VERIFICATION ATTENTION: SERVICE MANAGER

DATE:
DEALER NUMBER:
DEALERSHIP NAME:

MODEL:
VEHICLE SERIAL NUMBER:

PLEASE INSPECT THIS UNIT. IT HAS BEEN IN YOUR INVENTORY FOR MORE THAN ONE YEAR. WE WANT TO MAKE SURE IT IS IN SALEABLE CONDITION.

I have inspected the above-listed vehicle and found:

Sealants inspected and found okay: _____
Needs resealing: _____

It is the dealer's responsibility to provide proper maintenance of sealants on units that have been in inventory more than one year.

The unit was found to have the following parts missing and/or repairs needed:

The unit is not on our lot. The unit was sold on: _____
Please register the vehicle. Go to www.winnebagoind.com, click on "Dealers Only," then "WinPortal."
Click on "Vehicle Registration" and submit information.

Name of person completing inspection: _____
PLEASE PRINT

Any questions, contact Kathy Oulman at 800-628-7692 or email at koulman@winnebagoind.com



Parts and Service Policy and Procedure Manual

SECTION

2 - 4 SERVICE POLICIES

SUBJECT

SERVICING CUSTOMERS
OF OTHER DEALERS

DATE 4/13

PROCEDURES

While we recommend the customer bring his unit back to his selling dealer for repairs, retail dealers shall perform warranty work for owners regardless of where said product was purchased. The servicing dealer shall perform warranty work which qualifies under the provisions of manufacturer's standard written warranty and shall make policy adjustments approved by manufacturer and shall make recall campaign adjustments requested by manufacturer.

OWNER & DEALER RESPONSIBILITY

It is the owner's responsibility to carry warranty verification documents in the vehicle at all times and to present it to the servicing dealer as proof of ownership when warranty services are required.



Parts and Service Policy and Procedure Manual

SECTION 2 - 5 SERVICE POLICIES	SUBJECT NEW VEHICLE PRE-DELIVERY	DATE 4/13
--	--	------------------

DEALER RESPONSIBILITY

It is the responsibility of each dealer to perform a pre-delivery inspection and make necessary adjustments for each new product placed in service at no charge to the manufacturer.

Imperfections may occur during the manufacturing process and once the vehicle is transported, items will shift, come out of adjustment, loosen, etc. Touching up minor imperfections, cleaning and adjusting components are normal and considered part of the PDI responsibility. Other examples considered part of the PDI responsibility and not reimbursable include:

ADJUSTMENTS

Interior doors, cabinet doors and drawer adjustments

Exterior doors and slide-out adjustments

Locks and latch adjustments

LP appliances/regulator adjustments - Because different areas of the country (different altitudes) require different air/gas mixtures, we are unable to burn and adjust the LP system and appliances at the factory.

Window treatments - Adjustments of shades

Brake Adjustment - Brake adjustments should be completed when hooked to the customer's tow vehicle and brake controller to ensure safe operation of the vehicle.

TOUCH UP

Minor nicks, scratches, dings, dents rub marks and staple holes - Interior & Exterior

Chassis/Frame Rust - Minor surface rust in areas such as on welds, where beams are stacked and/or tack-welded and on entry steps is considered normal.

CLEANING

Putty or Glues - Cleaning excess putty, glues, etc. from interior or exterior surfaces.

"Shakedown" - Cleaning of sawdust, debris, shavings, etc.

Carpets - Touching up minor stains.

WATER SYSTEM:

Tightening loose fittings, p-traps

Debris in faucet screens

Water Heater By-Pass - Setting the water heater by-pass valves in the position desired by the consumer.



Parts and Service Policy and Procedure Manual

SECTION 2 - 5 SERVICE POLICIES	SUBJECT NEW VEHICLE PRE-DELIVERY	DATE 4/13
--	--	------------------

GENERAL	<p>Graphics - repair of air bubbles and minor chips in graphics.</p> <p>Soft goods, upholstery and carpet - Trimming strings and carpet strands.</p> <p>Lubrication of Components - Lubricating locks/latches, entry steps, stabilizing jacks, etc.</p> <p>Fuses - Replacement of fuses.</p> <p>Light Bulbs - Replacement of light bulbs.</p> <p>Sealants - Cleaning or touch up of interior and exterior sealants.</p>
PRE-DELIVERY INSPECTION	<p>A "New Vehicle Pre-Delivery Inspection List" has been developed. The inspection list is to be used as a guide in determining which items need to be checked or adjusted.</p>
PDI Form	<p>The Pre-Delivery Inspection form shown on the following page should be used by the service technician while performing the inspection and then kept in your dealership service file.</p> <p>IMPORTANT: These forms are for your service department reference only.</p>



Parts and Service Policy and Procedure Manual

SECTION

2 - 5 SERVICE POLICIES

SUBJECT

NEW VEHICLE PRE-DELIVERY

DATE 4/13



Vehicle Serial Number											

TOWABLE

PRE-DELIVERY INSPECTION REQUIREMENTS

DEALER CODE NO. _____ MODEL _____ YEAR _____ LENGTH _____
 DEALER _____ INSPECTED BY _____
 ADDRESS _____ DATE DELIVERED _____
 CITY _____ STATE _____ OWNER'S NAME _____

Inspect the following and correct as necessary.

I. TIRES

Check and correct as necessary.

- ___ Tire Pressure Checked
- ___ Torque Lug Nuts

II. BRAKES

Check operation and correct as necessary.

- ___ Breakaway Switch Operation
- ___ Trailer Brake Operation

III. HITCH CONNECTION

Check operation and correct as necessary.

- ___ Coupler & Jack Function
- ___ Safety Chains
- ___ Hitch Cord

IV. FRESH WATER SYSTEM

Inspect operation and check for leakage – correct as necessary.

- ___ 1. Water Test System
- ___ 2. Water Intake Valve
- ___ 3. Water Tank(s)
- ___ 4. Demand Pump
- ___ 5. Water Heater and Connections
- ___ 6. Water Lines – all
- ___ 7. Drain Cocks
- ___ 8. Faucets/Fixtures – all
- ___ 9. Water Filter Operation

V. 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. Water Heater By-pass Valve
- ___ 7. Winterize (if necessary)

VI. LP GAS SYSTEM

Inspect and correct as necessary.

- ___ 1. LP System (Gas Leak Test)
- ___ 2. LP Gas Bottles and Controls
- ___ 3. LP Gas Regulator
- ___ 4. Furnace – burners – controls
- ___ 5. Range – burners – controls
- ___ 6. Refrigerator – burner – controls
- ___ 7. LP Leak Detector

VII. 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. 12 Volt DC System
- ___ 5. Power Converter Operation
- ___ 6. Interior Switches - all
- ___ 7. Interior and Exterior Lights - all
- ___ 8. Water and Holding Tank Level Indicators
- ___ 9. Demand Water Pump Operation
- ___ 10. Interior Fans – all
- ___ 11. Furnace Thermostat
- ___ 12. Air Conditioner(s)
- ___ 13. Water Heater Operation
(MUST be filled with water)
- ___ 14. Refrigerator Operation – Icemaker
- ___ 15. Microwave or Microwave/Convection Oven
- ___ 16. Audio/Video Equipment
- ___ 17. Slideout Rooms

VIII. EXTERIOR

Check operation and correct as necessary.

- ___ 1. Doors and Locks - all
- ___ 2. Screen Door
- ___ 3. Entrance Step
- ___ 4. Windows – crank mechanisms/slides, etc.
- ___ 5. TV Antenna Mechanism
- ___ 6. Vents – all
- ___ 7. Exterior Compartment Doors

IX. 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/Blinds
- ___ 6. Beds, Couches, Tables
- ___ 7. Fire Extinguisher (Check CHARGE ONLY)
- ___ 8. CO Detector
- ___ 9. Smoke Alarm



Parts and Service Policy and Procedure Manual

SECTION

2 - 5 SERVICE POLICIES

SUBJECT

NEW VEHICLE PRE-DELIVERY

DATE 4/13

X. 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 Winnebago Industries Towable operator's manual and the owner's information packet are in the vehicle.
 - ___ 6. Assure that the owner is properly instructed in the operation of the vehicle including all equipment and accessories.
 - ___ 7. Assure owner is properly instructed in trailer loading, weight distribution and hitch and tow vehicle requirements.
-

DEALER CERTIFICATION - I certify that this vehicle has been inspected, safety checked and that adjustments were performed in accordance with the above requirements.

Delivery Dealer Signature

Date



Parts and Service Policy and Procedure Manual

SECTION

2 - 6 SERVICE POLICIES

SUBJECT

NEW VEHICLE DELIVERY
INSTRUCTIONS

DATE 4/13

SUMMARY

The owner's first impression is the most lasting. The actual presentation of the new vehicle requires planning, attention to detail and awareness of what the owner expects and requires. A complete PDI should be done to ensure owner satisfaction. This is at the expense of the dealership.

When the appointment with the owner is made, all papers and warranties should be in order and ready for the owner's signature. The unit should be thoroughly cleaned inside and out and placed in an appropriate delivery area.

The following items should be handled as part of delivery:

The operation and care of the unit and its equipment should be thoroughly explained to the owner by the salesman or another competent instructor.

This instructor should spend enough time with the owner to make sure he is familiar with all operating instructions, including those for accessories and equipment included in the unit.

The operator's manual and owner's information packet should be presented to the owner with an explanation concerning their use and contents. Include a review of the features and benefits of the Premium Roadside Assistance plan and WIT Club membership.

Regular maintenance recommendations should be outlined with the owner and the importance of these maintenance operations explained. Instruct the owner to keep a record of all maintenance operations in his unit at all times to avoid any delays or questions if warranty work is required.

The service manager should be introduced to the owner by the salesman, and the owner's inspection of the facilities available for proper servicing of his unit is also recommended.



Parts and Service Policy and Procedure Manual

SECTION

3 - SERVICE PROCEDURES

SUBJECT

TABLE OF CONTENTS

DATE 4/13

- 3 - 1 SUBMITTING WARRANTY REPAIR ORDERS
- 3 - 2 RETURN OF DEFECTIVE WARRANTY PARTS
- 3 - 3 TRANSPORTATION CLAIMS
- 3 - 4 RECALLS
- 3 - 5 DOCUMENTATION



Parts and Service Policy and Procedure Manual

SECTION
3 - 1 SERVICE PROCEDURES

SUBJECT
SUBMITTING WARRANTY
REPAIR ORDERS

DATE 4/13

WARRANTY CLAIMS

Certain repairs, as outlined in Section 2-2 of this manual must have prior approval from a Service Representative before the warranty service repair or part replacement is performed. Authorizations for repairs will be issued by email and are valid for 60 days from date of issue. Warranty repairs which are submitted for payment without prior authorization, when necessary; or, with expired (older than 60 days) prior authorization may be denied or limited in payment

All claims should be submitted within 60 days of the repair completion date to receive the applicable parts markup. Claims may be submitted after 60 days and up to 90 days old, however, a markup will not be paid on the parts.

The warranty claim form must be completed in its entirety. Mail the top white copy along with your authorization and shop repair order to the address at the top of the claim form. The customer must sign the claim form or your shop repair order.

We require the use of direct warranty policies with equipment & appliance manufacturers. These manufacturers are listed in Section 1-3 of this manual.

CANCELLED DEALERS

Dealerships ceasing to do business with us must submit their final warranty claims within 30 days of their cancellation date.

SECTION
3 - 1 SERVICE PROCEDURES

SUBJECT
SUBMITTING WARRANTY
REPAIR ORDERS

DATE 4/13



Parts and Service Policy and Procedure Manual

SECTION 3 - 2 SERVICE POLICIES	SUBJECT RETURN OF DEFECTIVE WARRANTY PARTS	DATE 4/13
--	---	------------------

PROCEDURE FOR THE RETURN OF DEFECTIVE WARRANTY PARTS

On occasions, we may request the return of a warranty part.

Parts should be packaged appropriately to prevent any damage in shipping. Drain any fluid from the parts.

Enclose the top, white copy of the warranty claim along with the authorization form, if applicable in the box with the part.

Return to:

WINNEBAGO INDUSTRIES TOWABLES
201 14TH STREET
MIDDLEBURY, IN 46540-9642

WARRANTY RETURN GOODS

POLICY FOR PAYMENT OF FREIGHT FOR DEFECTIVE WARRANTY PARTS Freight charges incurred for returning defective warranty parts may be claimed once a month.

PROCEDURE TO SUBMIT CLAIM FOR FREIGHT REIMBURSEMENT When completing the warranty claim form, indicate in the repair description field that the claim is for freight reimbursement and for which month. Provide the warranty claim number(s) and part(s) returned, and list the individual freight charge. Indicate the total amount of freight and attach copies of the freight bills.

PROCEDURE FOR FIELD SCRAPPING DEFECTIVE WARRANTY PARTS All defective parts replaced under the terms of the warranty which are not returned must be retained in the dealership for a period of 90 days from the date of warranty claim credit. These parts should be identified with the repair order number and customer name for easy reference. If parts have not been scrapped by our Service Representative within the 90-day period, they may be scrapped by dealership personnel.



Parts and Service Policy and Procedure Manual

SECTION 3 - 3 SERVICE PROCEDURES	SUBJECT TRANSPORTATION CLAIMS	DATE 4/13
--	--	------------------

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.

- Wash the vehicle for inspection.
- Thoroughly inspect the vehicle with the driver.
- Note any driver **DAMAGE** on the delivery sheet and the transport company bill of lading.
- Note any **MISSING** items:
If an item is missing, contact the Service Department
- 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. 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:

- Prepare written estimate
- Obtain digital pictures
- Contact the Service Department for prior authorization.
- Order parts needed for repair.



Parts and Service Policy and Procedure Manual

SECTION

3 - 3 SERVICE PROCEDURES

SUBJECT

TRANSPORTATION
CLAIMS

DATE 4/13

CLAIM
SUBMISSION

- A separate warranty claim for the transportation damage repairs should be submitted.
- When filing a claim with a sublet repair, attach a legible copy of the sublet invoice to the warranty claim.

Note: All transportation damage must be submitted within **60 days** from the date the vehicle was delivered at your dealership.



Parts and Service Policy and Procedure Manual

SECTION 3 - 4 SERVICE PROCEDURES	SUBJECT RECALLS	DATE 4/13
--	---------------------------	------------------

SUMMARY

In spite of stringent controls, vehicles are manufactured that are defective within the contemplation of the National Traffic and Motor Vehicle Safety Act of 1966. When this occurs, Winnebago Industries Towables and its dealers are obligated to locate the vehicles affected and correct the defect.

Consequently, it is imperative that we and our dealers make a sincere and determined effort to correct a safety defect on each vehicle affected.

When such a correction must be made, a safety recall campaign will be initiated. We will notify owners of record by mail, who might be involved even though the number of defective vehicles involved may be substantially less than the number of vehicles recalled.

PROCEDURE

The dealer will receive the following information:

1. Letter of instruction
2. Copy of owner notification letter
3. Print-out of all affected units sold by your dealership

Each vehicle owner involved will receive a letter of notification explaining the defect and advising the owner to contact the selling dealer or any authorized dealer and have the campaign service performed.

The dealer notification is sent out two weeks prior to the owner notification.

The dealer should contact the owners listed on the printout to secure repairs as quickly as possible. Units affected in dealer inventory should have corrections completed immediately. An amendment to Section 154 of the Safety Act requires that dealers must insure all new vehicles and new items of replacement equipment are free of safety defects and comply with all applicable Federal Motor Vehicle Safety Standards at the time of delivery to the consumer. There may be a civil penalty of up to \$5,000 per violation for failure to complete a recall on a stock vehicle.

WARRANTY CLAIM

Use the labor operation number and time allowance specified in the instruction letter.

PARTS RETURN

When the return of parts is requested in the instruction letter, the part must be sent to Winnebago Industries Towables, Attn: Warranty Returns in the normal manner that all warranty parts are returned.



Parts and Service Policy and Procedure Manual

SECTION 3 - 5 SERVICE PROCEDURES	SUBJECT DOCUMENTATION	DATE 4/13
--	---------------------------------	------------------

SUMMARY

The procedure herein is intended to expedite payment to dealers for submitted claims and safeguard our interests. Dealers and their personnel concerned with warranty work must thoroughly understand the procedure and apply it as recommended.

RECORD KEEPING

Dealers must retain all documentary evidence relating to Warranty Repair Orders for a period of two years, following the date of payment of each claim. There may be other legal or State or Federal requirements to retain documents in excess of 2 years. You should verify such with your legal advisors.

It is recommended that customer service files be set up alphabetically and maintained on a current basis, to expedite warranty audits and minimize the dealer inconvenience during any audit.

Supporting documents include:

1. Basic journals, ledgers and records.
2. Dealer file copy of each Warranty Repair Order form.
3. Work orders, photos

The work order must contain the customer complaint, cause of the problem and how the problem was corrected.

The verbiage on the work order must contain "Customer States". It must be signed by the customer when the unit is dropped off and signed when the unit is picked up. The customer should be given a copy of the work order upon completion of the repairs.

The written customer notes must be attached when available. The work order must show any parts replaced.

If it was necessary for additional repair work unrelated to the complaint, this must be verified on the work order by the Service Manager before the work is performed.

The technician's number must identify which items were repaired. Hand written or altered time clock flags must be countersigned by the Service Manager.

4. Time and payroll records

The time recorded for any repair, whether customer pay, warranty or internal, must reflect the actual time spent to complete the job.

The time entries, starting and finishing times, must be performed with a time clock, having month, day and tenths of an hour. Individual punching is required for **all warranty jobs** including transportation damage repairs. Electronic time records are acceptable documentation and must be made available for us.

It is important that this procedure is established for warranty purposes, but primarily to assist the dealer in all phases of control in the shop.



Parts and Service Policy and Procedure Manual

SECTION 3 - 5 SERVICE PROCEDURES	SUBJECT DOCUMENTATION	DATE 4/13
---	------------------------------	-----------

RECORD KEEPING (CONTINUED)

IF IT IS FOUND DURING A WARRANTY AUDIT AT A LATER DATE THAT NO TIME CLOCK ENTRIES WERE MADE ON REPAIR ORDERS AND TECHNICIAN'S TIME TICKETS, THE WARRANTY CLAIMS BEING AUDITED WILL BE DEBITED.

5. Perpetual parts inventory record cards.
6. Sublet invoices

Sublet invoices must be cross-referenced to the repair order and serial number.

The sublet invoice must show a description of work performed.

7. Supplier invoices.
8. Parts requisitions (if used).
9. Copy of unit packing slip.
10. Copy of unit Bill of Lading.

All information recorded on the claim form must be accurate in every respect and supported by various dealership records. Inaccurate work description, vehicle serial number, date of repairs, customer name, part number, etc., may result in disallowance of Warranty Repair Orders at the time of audit.

Because of ever changing laws regarding down-time for recreational vehicles, it is important that you, as a dealership, accurately document the time a unit is into your shop for warranty repairs. Every effort should be made to get the unit in and out as soon as possible. Verbiage that must be on the repair order is;

Date vehicle dropped off: _____
 Date of appointment: _____
 Repair completion date: _____
 Notified of Completion date: _____
 Date Released: _____

I/we the undersigned acknowledge the forgoing as factual and I/we hereby acknowledge receipt of completed copy.

Signature of owner: _____

Secondly, if you have completed repairs on the unit and the customer is unable to pick up the unit right away, you need to document in the file the day the customer was notified by phone or letter to pick up his unit. The time after the customer has been notified will not count as down days on the unit.

If parts have been ordered for the vehicle, close out the repair order and write up a new one when parts are received.

When submitting warranty claims you will be required to provide the date the repair order opened. The last time punch is the repair completion date.

Lemon Laws are different in each state. Please make yourself aware of your state's applicable requirements.



Parts and Service Policy and Procedure Manual

SECTION 3 - 5 SERVICE PROCEDURES	SUBJECT DOCUMENTATION	DATE 4/13
--	---------------------------------	------------------

AUDIT OF CLAIMS

We reserve the right to audit all of our warranty repair orders at the dealerships. Dealers' claims and supporting records (documentary evidence) may be inspected at any time to determine accuracy and validity. Payments made to dealers for submitted claims are tentative payments only.

We reserve the right to audit the dealer's sales contracts, payroll records, rental contracts, retail, insurance, and internal repair orders if such review is deemed necessary as a part of auditing warranty repair orders.

Our representatives may call on dealers periodically, to examine supporting warranty documentation. If a warranty review reveals that dealer does not have adequate records to support the validity of claims submitted, the dealer is charged an amount equivalent to the tentative overpayments made to him for all such claims that are not supportable.

If a dealer refuses to permit the representative to inspect his supporting records, we will charge back against the dealer's account the tentative payments made to him. We will also refuse to make further payments for claims submitted until the representative has had the opportunity to review the dealer's records to determine if they properly substantiate the validity of the claims.

We reserve the right to adapt such other programs as it deems necessary to approve, supervise, observe, or verify the performance of warranty service and the preparation of warranty claims and to instruct dealer personnel in proper warranty service and administration.



Parts and Service Policy and Procedure Manual

SECTION

SECTION 4 - PARTS POLICY

SUBJECT

TABLE OF CONTENTS

DATE 4/13

4 - 1	POLICY INFORMATION
4 - 2	PARTS AVAILABILITY
4 - 3	PART SALES ORDERING POLICY
4 - 4	PARTS ORDER FORM
4 - 5	APPLICATION TO RETURN NEW MATERIAL
4 - 6	PARTS SHIPPED IN ERROR
4 - 7	PARTS ORDERED IN ERROR
4 - 8	PARTS DAMAGED IN SHIPMENT
4 - 9	PARTS SHORTAGE
4 - 10	NEW DEFECTIVE PARTS NOT INSTALLED
4 - 11	NEW DEFECTIVE PARTS INSTALLED



Parts and Service Policy and Procedure Manual

SECTION 4 - 1 PARTS POLICY
--

SUBJECT POLICY INFORMATION
--

DATE 4/13

POLICY

Part Sales will accept parts and accessories orders from an authorized dealer. In order to assist an owner who is broken down in transit, we reserve the right to provide the parts required.

CHANGES

Part Sales reserves the right to change prices, allowances, provisions, respecting payments of transportation charges, and all other terms of purchase, as required, without notice or obligation.

Replacement parts will be supplied to dealers as functionally equivalent. Identical duplication may not be available.



Parts and Service Policy and Procedure Manual

SECTION 4 - 2 PARTS POLICY	SUBJECT PARTS AVAILABILITY	DATE 4/13
--------------------------------------	--------------------------------------	------------------

PERIOD OF AVAILABILITY We endeavor to make materials available from our suppliers for the following period of time.

Below is a list of common items considered as Soft Goods. Since these items are made of textile materials, they will be available as replacement parts pending the textile material availability to our vendors.

SOFT GOODS

- Curtains
- Cushions
- Buttons and Fasteners for Upholstered Goods
- Upholstered Chairs
- Dividers - Aisle and Driver
- Coverings - Floor Tile and Carpet
- All Fabric Material
- Mattresses
- Map Pockets
- Panels, Wall Vinyl and Fabrics
- Shades and Valances
- Other Items with Related Material Characteristics

However, exceptions to this policy may occur due to availability from our suppliers for the exact part or component parts that would make up a particular part.

COLOR We reserve the right to supply manufactured parts in random colors being used for production. This will also include black and primed parts. Please call the parts department for more information, or clarification of parts on hand.

OVERSIZED PARTS All extruded aluminum (flat or U-channel) and extruded plastic trim over 8 feet long, will be cut into 8 foot pieces for shipping purposes.

By placing a "C" (cut) or an "N" (Do not cut) after the quantity field on your parts order form, Part Sales can ensure the trims will be shipped as requested.



Parts and Service Policy and Procedure Manual

SECTION 4 - 3 PARTS POLICY	SUBJECT PART SALES ORDERING POLICY	DATE 4/13
--------------------------------------	--	------------------

FREIGHT CHARGES Orders will be shipped via prepaid surface freight. Available carrier types are U.P.S. and Motor Freight. This policy does not apply to overseas shipments or to certain points in Alaska and Canada. Air Freight and Special items will be shipped prepaid. The freight charges will be added to the dealer statement. A residential delivery charge may be billed directly to a customer at the motor freight company's discretion.

ORDER TYPES **DAILY ORDER** - Any order that is not requested as a Special Handling order is considered a Daily Order. Daily Orders submitted by 12:00 noon EST will be shipped by the next day for all in-stock parts. Back orders will be shipped as soon as available. Daily orders are not consolidated with other Daily Orders.

A \$10.00 handling charge will be added to orders which are less than \$10.00 in value. Freight will be prepaid and added to the dealer statement.

SPECIAL HANDLING - An order may be submitted as Special Handling if the order does not exceed 7 line items and the desired parts are in inventory. Items not in Part Sales inventory must be ordered as daily orders. Special Handling orders will not be backordered. Orders placed by 12:00 noon EST will be shipped the same day. Orders placed after 12:00 noon EST will be shipped the following day, excluding holidays and weekends. All Special Handling orders will be shipped prepaid. The freight charges will be added to the dealer statement. A charge of \$30.00 will be added to all Special Handling orders under \$300.00. Special handling orders over \$300.00 will be charged 10% of the parts invoice total.

DROP SHIPMENTS All Daily and Special Handling orders which are drop shipped to a customer will be debited a \$5.00 handling fee.



Parts and Service Policy and Procedure Manual

SECTION 4 - 3 PARTS POLICY	SUBJECT PART SALES ORDERING POLICY	DATE 4/13
--------------------------------------	--	------------------

FAST TRACK PARTS

FAST TRACK PARTS - Allows all in-stock parts required for a warranty repair to be expedited and ship within 24 hours of receiving the order.

F - Fast Track Standard Order - Use this order type for parts required for warranty repairs. This order type can have multiple serial numbers on an order. The freight method will be Best Way and we pay the freight.



Parts and Service Policy and Procedure Manual

SECTION 4 - 3 PARTS POLICY	SUBJECT PART SALES ORDERING POLICY	DATE 4/13
--------------------------------------	--	------------------

SPECIAL ITEMS	Items such as backwalls, sidewalls, roof sections, fiberglass manufactured front and rear panels, special order items, special NPN parts (purchased or manufactured by Winnebago Industries Towables) are made to order, i.e. non stocked items. (Example: cabinets, fabric, appliances, mattresses & carpet). The parts ordered above by your dealership fall in this category and if cancelled within 7 working days, your dealership will be debited 80% of the dealer price of the part. The part CANNOT be cancelled after 7 days of placing the order. Orders with these types of parts may be entered on a special form by a Parts Administrator and an acknowledgement will be sent to the dealership. Special items may have additional crating charges added and will be shipped prepaid. The freight charges will be added to the dealer statement. Once shipped to the dealership, special items may not be returned for credit.
AIR FREIGHT	<p>Air freight requests will be accepted but will be shipped to the dealership prepaid. The freight charges will be added to the dealer statement. Hazardous material cannot be shipped Air Freight (acid, adhesives, paints, A/C units, cooling units, etc.).</p> <p>Some international shipments may be delayed for Customs Inspection. This delay is beyond the control of the freight companies and Part Sales and therefore, freight charges will not be reimbursed due to late delivery.</p>
FREIGHT CREDITS	Credit will be issued for the return of items approved as "Shipped in Error" or "New Defective Part" if a copy of the freight charges are submitted to Part Sales. No credit will be given for unapproved returns or Dealer Termination returns.
COD SHIPMENTS	Accounts changed to COD status by our Credit Department shall agree to accept COD shipments. Refusals of COD parts orders will be debited \$25.00 each to the dealer parts account. These orders cannot be drop shipped. They will also be considered a refusal and will be charged accordingly. Motor freight COD fees will be billed direct to the consignee.
DROP SHIPMENTS	Dealerships may drop ship anywhere in the United States. International drop shipments are prohibited.



Parts and Service Policy and Procedure Manual

SECTION 4 - 3 PARTS POLICY	SUBJECT PART SALES ORDERING POLICY	DATE 4/13
--	--	------------------

REFUSALS Shipments that are refused by the dealership will have the freight charges associated with the shipment debited to their account. Any storage charges that are incurred will also be included. Parts will be considered ordered in error and be subject to a 20% restocking charge.

RESIDENTIAL DELIVERY Motor Freight companies may charge a residential fee that is billed direct to the consignee. This is not refundable through Part Sales.

HAZARDOUS MATERIAL Packages shipped UPS ground will have a charge per hazardous package added to the dealership account.

ADDRESS CORRECTIONS An address correction fee will be debited to the dealership account when required.

METHODS OF SHIPMENT:

BEST WAY: When an order is designated “Best Way”, the parts distribution shipping department will make the decision as to what is the most economical method of transportation. This decision will be affected by the weight and size of the packages being shipped.

All orders in which we pay the freight will be shipped “Best Way”.

UPS Ground:*** UPS ground is the standard ground freight offered by United Parcel Service. This method of shipment will accept freight up to 150 lbs. 1-5 business days based on distance and destination.

UPS 2nd:
DAY AIR** Also known as “Blue Label”. Can ship up to 150 lbs. Guaranteed to be delivered before 4:30 pm the 2nd business day where available.

UPS NEXT:
DAY AIR** Also known as UPS “Red Label”. Can ship up to 150 lbs. Guaranteed to be delivered before 10:30 am the next business day where available.

FEDERAL:
EXPRESS SAVER** **EXPEDITED MOTOR FREIGHT***** Expedited Motor Freight is an express motor freight service available to most areas. This freight method is generally 2 to 3-day service. Cost is based on weight and dimensions. Contact Part Sales for availability & options.

U.P.S.:
SAT. MORNING
DELIVERY** Can ship up to 150 lbs., and will be delivered by 1:30 pm. There will be an extra \$10 handling fee over and above the regular priority freight rate. Not available for 2nd day service or heavy weight freight. Guaranteed delivery where available.



Parts and Service Policy and Procedure Manual

SECTION 4 - 3 PARTS POLICY	SUBJECT PART SALES ORDERING POLICY	DATE 4/13
--------------------------------------	--	------------------

NOTE: This information is based on metropolitan areas, check with a parts administrator or your local freight office to determine your location classification.

BILLING: Parts Distribution use only.
PURPOSES ONLY



Parts and Service Policy and Procedure Manual

SECTION

4 - 5 PARTS POLICY

SUBJECT

APPLICATION TO RETURN
NEW MATERIAL

DATE 4/13

PROCEDURE

The return of merchandise to our warehouse usually involves an expense to the dealership in preparation of documents, handling and transportation costs. These expenses can be kept at a minimum if the proper procedures are followed when returning merchandise.

Submit a request to return to Parts Sales.

Below are the different classifications of returns:

PSE Parts shipped in error
POE Parts ordered in error
PDS Parts damaged in shipment
PSS Parts shorted in shipment
NDP New defective parts

Only materials which have been purchased directly from Part Sales are eligible to be returned to us.

When the request is approved and parts need to be returned, the computer will automatically email a return packing list and (or) return status report to the dealership.

New materials must be returned to us **within 30 days of approval date**.

The return packing list must accompany the parts you have been authorized to return.

All parts received in satisfactory condition will be listed on the monthly invoice summary. The invoice summary will contain all necessary information to track credits.



Parts and Service Policy and Procedure Manual

SECTION 4 - 6 PARTS POLICY	SUBJECT PARTS SHIPPED IN ERROR	DATE 4/13
--------------------------------------	--	------------------

It is the dealership's responsibility to inspect all shipments from us for accuracy and/or damage upon receipt of any order.

PROCEDURE - PARTS SHIPPED IN ERROR

If you receive a part in error, if possible, retain for future use, otherwise apply to return to us for credit. In order to return it, follow these steps: Any unauthorized return will be shipped back to the dealership freight collect.

1. Submit a request to return within 90 days of receipt of the parts shipped in error.
Do not send return parts without approval.
2. Upon receipt of the request, a decision will be made by us as to the disposition of the material in question. That decision will be indicated on the Return Status Report and will be emailed to the dealership on the night it is approved.
3. Parts approved for return must be shipped to us via prepaid freight within 30 days after the dealer receives approval to return.
4. Parts being returned must be new, unused, and in salable condition with the return packing list (included with the shipment).
5. When we receive the parts, they will be checked to insure the condition of the new material received. Damaged material will not be credited and will be returned to the dealer. Freight will be billed back to the dealership's expense.
6. Parts shipped in error will be credited back at 100% value upon receipt of parts.
7. Parts returned without authorization will be returned at the dealership's expense.

NOTE: Parts which are shipped in error on a special handling order will be reimbursed at 100% value plus the special handling charge.

NOTE: Any parts returned or request submitted past the specified times will not be processed. Parts will be returned and freight will be billed back to the dealership's account.



Parts and Service Policy and Procedure Manual

SECTION 4 - 7 PARTS POLICY	SUBJECT PARTS ORDERED IN ERROR	DATE 4/13
--	--	------------------

If a part is ordered in error, if possible, retain for future use. For returning the part(s) for credit, follow these steps:

PROCEDURE - PARTS ORDERED IN ERROR

1. Submit a request to return within 90 days of receipt of the parts ordered in error. Do not send return parts without approval.
2. Upon receipt of the request, a decision will be made by us as to the disposition of the material in question. That decision will be indicated on the Return Status Report and will be emailed to the dealership on the night it is approved.
3. Parts approved for return must be shipped back to us within 30 days after the dealer receives approval to return via prepaid freight.
4. Parts being returned must be in new, unused, and in salable condition. The Return Packing list must accompany the part(s).
5. Parts ordered in error will be credited at 80%. (Dealer is responsible for return freight.)

NOTE: Any parts returned or request to return submitted past the specified times will be disallowed.

6. Parts returned without authorization will be returned at the dealership's expense.
7. Items of a unique or perishable nature cannot be returned, including cabinets, countertops, wood doors, drawers, cabinet items, shades, blinds, curtains, seats, fabric, carpet, linoleum, cut aluminum trim and vinyl trims, electrical items, NPN parts (no part number), decals or multi-stripes, owners manuals, wall paper border, silicone, screws, paint and glue.

Parts not using the unit of measure of each - are not returnable.

8. Credit applications under \$5.00 will be denied.



Parts and Service Policy and Procedure Manual

SECTION

4 - 8 PARTS POLICY

SUBJECT

PARTS DAMAGED IN SHIPMENT

DATE 4/13

RECEIVING AND
INSPECTION OF
SHIPMENTS

All packages must be inspected for external damage, then opened and inspected for internal damage, **prior** to signing a clean Bill of Lading. Any damage found to the package or the contents must be noted on the Bill of Lading.

PROCEDURE -
CONCEALED &
VISIBLE DAMAGE /
MOTOR FREIGHT
(Common Carrier)

All motor freight shipments are shipped F.O.B. (Freight/Free on Board = buyer pays freight, insurance, unloading cost) origin. It is the dealers responsibility to file claims for concealed or visible damage and shortages. Concealed loss or damage means loss or damage, which does not become apparent until the merchandise has been unpacked. The contents may be damaged in transit due to rough handling, even though the carton may not show external damage. When the damage is discovered upon unpacking, **make a request for inspection by the common carrier's agent** within 10 days of the delivery date. Then file a claim with the common carrier. **DO NOT** sign the Bill of Lading until the packages have been checked for damage.

Any external evidence of loss or damage must be noted on the freight bill or express receipt, **AND** signed by the common carrier's agent. Failure to adequately describe such external evidence of loss or damage may result in the common carrier refusing to honor a damage claim. The form required to file such a claim will be supplied by the common carrier. **DO NOT REFUSE A SHIPMENT!** Accept the shipment and file a claim with the motor freight company.



Parts and Service Policy and Procedure Manual

SECTION 4 - 8 PARTS POLICY	SUBJECT PARTS DAMAGED IN SHIPMENT	DATE 4/13
--	---	------------------

PROCEDURE -
PARTS DAMAGED
IN SHIPMENT
UPS & FED EX

If a damaged part is received from United Parcel Service (U.P.S.) or Federal Express the following procedure should be used.

1. **Inspect package and parts prior to signing the Bill of Lading.**
2. Do not destroy the packaging! (Failure to retain packaging for freight company inspection will result in loss of credit to your dealership.)
3. Notify your local U.P.S. or Federal Express office upon receipt of delivery. **Do not refuse shipment.**
4. Notify Part Sales of freight/parts damage. We will file claims with U.P.S. or Federal Express.
5. The package will be picked up by the U.P.S. or Federal Express driver and returned to the office for inspection within 10 days.
6. The carrier will notify us of their findings and we will issue credit when we are credited for the part and shipping.
7. Freight charges involved in receiving the part will be credited to the dealer if shipment was sent prepaid and charges added to the dealer statement.



Parts and Service Policy and Procedure Manual

SECTION 4 - 9 PARTS POLICY	SUBJECT PARTS SHORTAGE	DATE 4/13
--------------------------------------	----------------------------------	------------------

PROCEDURE

Be sure you have received all packages in shipment.

If all packages were received and you are still short items, contact Parts Sales within 10 days and have packing list information available.

Upon receipt of your shortage claim, we will investigate and issue credit if the investigation warrants.

- **This shortage claim does not serve as an order. If the shorted parts are still required, you must reorder.** Claims filed after 10 days will be denied.
- Credit must be obtained from carrier when a package is shorted. Credit must be requested from Part Sales when individual items are shorted.



Parts and Service Policy and Procedure Manual

SECTION 4 - 10 PARTS POLICY	SUBJECT NEW DEFECTIVE PARTS NOT INSTALLED	DATE 4/13
---------------------------------------	--	------------------

PROCEDURE -
NEW DEFECTIVE
PARTS NOT
INSTALLED

A new defective part is one discovered to be improperly manufactured or incomplete prior to installation. This does not include scratches or damage that may occur after manufacturing. Minor imperfections on body parts are considered a prep or pre-paint operation - (End caps, compartment doors, front & rear fiberglass caps and panels.)

New replacement service parts received and found to be defective prior to installation may be returned for credit. Damaged parts cannot be considered as new defective parts and must be filed through the freight company as stated in Section 4-8. Please call the Parts Department to clarify questionable items.

Submit a request to return the new defective part for credit. Do Not return the part without approval.

Upon receipt of the request, a decision will be made by us as to the disposition of the material in question. That decision will be indicated on the Return Status Report and will be emailed to the dealership on the night it is approved.

Upon receipt of the approved Parts Return Packing List, dealer will have 30 days to process and return parts for credit.

When we receive the part, it will be checked as to the cause of the defect of the parts as stated on the application. After evaluation of the part and it is found to be defective, the dealer will receive credit for 100 percent of the original invoice amount and freight will be reimbursed for the return of the part to us.

A copy of the freight charges is to be included with the Parts Return Packing List.



Parts and Service Policy and Procedure Manual

SECTION 4 - 11 PARTS POLICY	SUBJECT NEW DEFECTIVE PARTS INSTALLED	DATE 4/13
---------------------------------------	---	------------------

PROCEDURE - NEW DEFECTIVE PARTS INSTALLED

New installed defective parts are parts which have been received and installed and do not meet our standards. Parts found to be defective within ninety (90) days after installation should be handled by submitting a warranty claim.

Only materials which have been purchased directly from Part Sales may be returned to us in accordance with the above mentioned procedures and conditions.

SUBMITTING A PARTS WARRANTY CLAIM

Example #1 - Complete only after the warranty expiration date. The dealer will be reimbursed for defective new parts (labor excluded) installed on a customer's unit, by the dealership, for a period of 90 days from the date of purchase. Reference both the date of installation and the part sales order number for the specific part.

Example #2 - Complete only when a new part is sold over the counter as retail and is defective within 90 day period of the original part sales order should be referenced.

When submitting the warranty claim use 999999999999 for the serial #. Enter the part number. For an applicable TIC code - use the 4 digits out of the middle of the labor operation # for the replacement of the part. Add PW on the end for the Failure Code portion of the TIC.

EXAMPLE

Radio Speaker
R & R - 04 **22 18** 01
TIC - 2218PW