

Service Guidelines

Because we are not equipped with required fall-protection at rallies, no Fleetwood associate will be allowed to get on top of a motor home roof at any time.

No Fleetwood associate will be allowed to work under a unit at a rally. Repairs requiring lifting/jacking of motor home will not be performed at a rally.

Certain repairs of doors or windows or windshields cannot be performed at a rally.

Awning tension adjustments must be done by the awning manufacturer.

It has been a long standing policy of the Service Facility that we cannot address the following items at rallies:

- Paint and body repairs.
- Installing accessories

- Cosmetic/Appearance repairs.
- Water filters & maintenance services.

Service Requests

Fleetwood Motor Homes of Indiana is offering to perform minor warranty repairs on your Limited, American Eagle, American Dream, American Tradition, American Heritage motor home. Time available and the number of coaches in attendance will determine how much work can be performed at the rally.

Note: Coaches not registered as part of the Rally will not be worked on.

- Please limit problems to 6 items per coach – *functional items only*.
- Please list problems in the order of importance, from most important first to the least important.

- Explain each item in detail so we can determine whether parts are needed.
- Items added at a later date will be added to the end of the schedule – *and performed only if time permits.*
- Chassis Problems:
 - List only two problems. Some chassis repairs cannot be repaired at a Rally. Some chassis repairs may be subject to charges to the customer.
 - If you list chassis problems, please note your coach type of chassis.
 - Please remember that not every problem can be resolved at the rally site. Should additional work be required at a shop facility, the Service Department will assist you in determining your needs and scheduling your repairs.

Request Deadline

- Please submit your list on or before *Fri., Oct. 17 – the absolute deadline!*
We must have your list at least 3 weeks before the rally in time to obtain parts and transport them to the rally.
- Repairs will be scheduled in the order received.

When at the rally

- Please check in with the Service Representative Scheduler upon arrival. He may need to have someone present while service is performed.

Thank you.

Randy Hendricks

Rally Service Supervisor
Fleetwood & American Coach Service
877-735-6303



TO BE COMPLETED BY AMERICAN COACH SERVICE

Site # _____ Group _____ Day _____ Time _____ Control # _____

American Coach Service Request

ACA National Rally • Tucson, Arizona • Nov. 10-15, 2008

YOUR DEADLINE IS OCT. 17, 2008

Name: _____

Address/City/State/ZIP: _____

Home Phone _____ Cell _____

Unit Serial # _____ Chassis VIN _____

Model Year _____ Model Brand _____

I will be at the rally on (day) _____, (date) _____ (time) _____

(Note: We need this information for scheduling purposes.)

List requests below from the most important to the least important.

(Please no paint, tape, or decals - functional items only)

1. _____

You can submit an additional page(s) if you need more space – just attach it to this form.

2. _____

3. _____

4. _____

5. _____

6. _____

Fax or mail this form (and any attached sheets) to:

RALLY SERVICE COORDINATOR

1420 PATTERSON STREET, DECATUR, IN 46733

Fax to: 260-728-2951