

**RQ03-009**

**FLEETWOOD 2/23/04**

**ATTACHMENT 11**

**PART 3 OF 4**

**BOOK 2 OF 2**

1. Describe in detail the search criteria used by Fleetwood to identify the claims identified in response to Request #10, including the labor operations, problem codes, part numbers and any other pertinent parameters used. Provide a list of all labor operations, labor operation descriptions, problem codes, and problem code descriptions applicable to the alleged defect in the subject vehicles

Describe any extended warranty coverage option(s) related to the alleged defect that Fleetwood offered for the subject vehicles and state by option, model, and model year, the number of vehicles that are covered under each such extended warranty

#### RESPONSE #11

For parts used, reference Fleetwood warranty claims. (Attachment 10a)  
Fleetwood Warranty Claims Processing System. (WCP System)

Fleetwood Owner Care Flat Rate Manual. (See attachment 11a)

Extended warranty coverage offered = 0

**RQ03-009**

**FLEETWOOD 2/23/04**

**ATTACHMENT  
11A**

**PART 3 OF 4**

**BOOK 2 OF 2**



*Driven to Explore*

# **FLAT RATE MANUAL**

**DEALER EDITION**

**FEBRUARY 2004**

**300.8.001  
(X-SR-001)**

## **FOREWORD**

This Flat Rate Manual is published by Fleetwood Enterprises, Inc. to implement the terms of the current Fleetwood RV Ownerscare Manual, and is intended for the purpose of computing the reimbursement payable to authorized Fleetwood RV dealers for the performance of warranty or other work authorized and performed for the account of Fleetwood Enterprises, Inc. The use of these allowances for any other purpose will be at the discretion of each dealer. All time allowances are subject to change at any time by Fleetwood Enterprises, Inc. based on time studies by Fleetwood related to improved methods, techniques or equipment, or changes in allowances by its vendors.

This manual is also available to you electronically on the Fleetwood Website. We have established a link online at [www.fleetwoodrv.com](http://www.fleetwoodrv.com) in the "Dealer Only" section. Go to the "Service Manuals" section to find the Flat Rate Manual. Click on the section you want to download. You can search for the flat rate codes by word, category, or flat rate code. You can also download the complete manual to your computer, and make additional copies as needed. You will need to have Adobe Acrobat Reader version 5.0 or greater (Version 5.0 recommended) installed on your computer. The free Adobe Acrobat Reader is available at [www.adobe.com](http://www.adobe.com).

Note: The flat rate codes and descriptions marked with an arrow (➤) have changed from the previous publication.

### **EDITION DATE - February 2004**

(Revision pages may be date subsequent to this date)

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## HOW TO USE THE FLEETWOOD RV FLAT RATE MANUAL

1. Refer to the Table of Contents located at the beginning of this manual or the Alphabetical Index located on Pages 00-06 through 00-07 of the Introduction section.

2. Enter the flat rate operation code, root cause code and labor time designation on the Fleetwood Repair Order Form (X-SR-042). If claim is being filed electronically, select and enter this information in the appropriate spaces on the Fleetwood Dealer Network (FDN) repair order.

A specific operation description or straight time operation description may not be available for every repair. In this case, enter the four-digit general operation code followed by -00. This will be considered a Straight Time (ST) operation and will require a full explanation of this repair. This operation will be subject to review. This procedure is not to be used when an appropriate flat rate code operation description or designated Straight Time operation description is available.

3. Briefly explain the nature of the problem. It is important to be concise and detail the concern, cause and corrective action.

### 4. For claims submitted for PARTS ONLY.

In certain circumstances, a claim may be submitted for warranty parts reimbursement only, without an accompanying labor claim. This would typically involve a retail customer that purchases a part under warranty, but prefers to install the part personally. The dealer is entitled to reimbursement for that part.

To ensure proper claim processing, please use Flat Rate Operation Code 9999-00 for each part on a parts only claim. If warranty labor is involved, do not use 9999-00. Use the appropriate operation code found in the Fleetwood RV Flat Rate Manual.

As with any other code ending in -00, a full written explanation is required, and is subject to review.

5. For additional information on completion and submission of the Fleetwood Repair Order form, refer to the Fleetwood RV Ownerscare Manual.

## NOTES RELATED TO FLAT RATE OPERATIONS

Throughout the Fleetwood RV Flat Rate Manual, some operations may be followed by a footnote reference similar to this:

**"WATER HEATER, ATWOOD ELECTRONIC IGNITION \*\*\*"**

When you see these footnote references, please refer to the footnote located at the end of that category for special instructions.

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### Notes:

**Warning: A complete gas leak check MUST be performed after any operation requiring the breaking of the LP gas system integrity, or if fittings are loosened for any reason.**

This Warranty Repair Flat Rate Manual establishes repair labor times for warrantable repairs and services performed by Fleetwood recreational vehicles.

The times presented here are the result of careful analysis by Fleetwood plant and division personnel, and a cross section of dealer service organization nationwide. Labor descriptions and operation code numbers have been established and are to be used as outlined in the Fleetwood RV Ownerscare Manual. Warranty repair forms must be filled out, as outlined in the Ownerscare Manual, to ensure dealer reimbursements for the labor performed under warranty.

If a dealer or service organization disagrees with the labor times for any operation, a Warranty Labor Operation Time Allowance Review Request (see the form at the end of this section) may be returned to the manufacturing plant service center. Based on the information provided on the request and other sources, a determination will be made as to the appropriateness of the labor time in question. Published labor times and allowances may change at any time pending review of materials and methods involved.

#### **DEFINITION OF TERMS AND ABBREVIATIONS**

**PAR - Prior Authorization Required.** Because of its nature, or methods involved, this operation **MAY NOT** be performed until the dealer service department requests and is granted authorization from the manufacturing plant service center. Photos of the affected area may be requested by service personnel to fully evaluate a repair(s). Additional information relating to the repair may be provided with authorization. A PAR is not a guarantee of payment. It is only the authority to proceed with a repair as instructed. The repair must be explained in full and is subject to review. Any authorized ST repair must be mechanically or electronically clocked separately from other repairs and is not considered a flat rated time.

**TSR - Technical Service Request.** A Dealer must contact Riverpark Products at 1-800-442-7717 before repairs are stated, for assistance in troubleshooting and to receive a Technical Service Request (TSR). The TSR number and all instructions for completing the repair concern as directed by Riverpark Products must be included with the claim for proper payment of claim. This procedure guarantees payment of claim for the repair concern. Claims submitted without a TSR may be denied.

**ST - Straight Time.** Because of its nature, or methods involved, this operation has not been assigned a specific repair time allowance. Labor time will be paid for the actual time spent, and may be charged at the dealer's certified retail hourly labor rate. Any labor operation designated "ST" on the Fleetwood Repair Order form for which there is a published, applicable labor time allowance may cause a delay of reimbursement, or denial of that part of the claim. All Straight Time operations over three hours must have prior authorization before reimbursement is made. Labor time records for operations designated "ST" must be recorded by a mechanical / electronic time clock and retained by the dealer as required by the Fleetwood RV Ownerscare Manual. Straight Time operations must be explained in full, and are subject to review.

**HP - Hold Parts for Inspection** Failed parts removed in the repair are to be held at the dealership for inspection as outlined in the Fleetwood RV Ownerscare Manual.

**RP - Return Parts** Failed parts removed in the repair are to be returned to the manufacturing plant as outlined in the Fleetwood RV Ownerscare Manual. Generally, these are parts that must be returned to original equipment suppliers for reimbursement. These parts are to be returned to the factory in a condition no worse than that sustained by the original failure.

**R/R or Replace -** Take off a part or assembly, and replace it with a new or approved-rebuilt part or assembly. Time allowance includes repair steps to access the failed or damaged part including any additional disassembly or assembly of parts or assemblies. Repair time allowances may include diagnostic and verification that the repair has addressed the concern.

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**GROUP:01**

**CHASSIS/EXTERIOR**

Operation	Code	Time	Auth. Code	Parts Disp.
<b>0101-00 - TRAVEL TRAILER AXLE ASSEMBLY</b>				
Axle assembly, each, complete, R/R .....	0101-01	1.50	PAR	RP
> Axle beam only, R/R .....	0101-18	2.00	PAR	RP
> Bolt, mounting, equalizer, pair, TT only, R/R.....	0101-21	0.20		
Brake assembly, complete, R/R .....	0101-12	1.50		RP
Brake magnet, per wheel, complete, R/R .....	0101-17	1.00		RP
Brake shoe, primary, complete, R/R .....	0101-13	1.00		RP
Brake shoe, secondary, complete, R/R .....	0101-14	1.00		RP
Brake shoes, both, complete R/R .....	0101-15	1.30		RP
> Equalizer, each, R/R .....	0101-07	0.80		RP
Hub, complete, R/R .....	0101-08	0.80		RP
> Shock absorber, each, TT only, R/R .....	0101-20	0.50		RP
Sport wheel cap, each, R/R .....	0101-04	0.20		RP
> Spring hanger, (Photo Required), Reweld.....	0101-19	1.00	PAR	
Spring, each, R/R .....	0101-06	1.00		RP
Wheel bearing & cone, inner, each, R/R .....	0101-10	0.30		RP
Wheel bearing & cone, outer, each, R/R .....	0101-09	0.20		RP
Wheel, each, R/R .....	0101-05	0.20		RP
> Wiring, inc'd diagnosis, TT only, Troubleshoot.....	0101-16	0.75		
<b>0103-00 - TRAVEL TRAILER COUPLER/FRAME</b>				
A-frame & front crossmember, Refinish .....	0103-08	1.00		
> A-frame, (Photo Required), Reweld .....	0103-04	0.50	PAR	
> Battery rack, (Photo & Measurements Req), TT only, R/R .....	0103-06	1.00	PAR	
> Brackets, LPG tank, Repair .....	0103-05	0.20		
> Chassis frame (check squareness), with other repairs, Measure .....	0103-09	0.50		
> Chassis, main, (Photo Required), Reweld .....	0103-02	2.00	PAR	
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<b>0104-00 - 5TH WHEEL PIN BOX &amp; HITCH ASSEMBLY</b>				
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Jaw replacement kit, R/R .....	0104-04	0.50		RP
> Main chassis rails, (Photo Required), Refinish .....	0104-14	1.50		
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> Pin box, inc'd paint, (Photo Required), R/R .....	0104-01	0.50		
> Pin box, (Photo Required), TT 5th wheel only, Refinish .....	0104-15	0.30		
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A-frame jack assembly, R/R .....	0105-01	0.30		RP
A-frame jack gears, R/R .....	0105-02	0.20		RP
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Operation	Code	Time	Auth. Code	Parts Disp.
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Cover, lug nut, R/R	0121-04	0.10		
Decal, hubcap, R/R	0121-08	0.10		
Hub caps & retainer assembly, each, R/R	0121-01	0.20		RP
Hubcap center, R/R	0121-05	0.20		
Inserts, stainless steel, each, R/R	0121-02	0.60		RP
Screw/Bolt/Fastener, hubcap mounting, each, Extract	0121-07	0.10		
Simulator, R/R (defect in material only, not damaged/road debris)	0121-03	0.30		RP
<b>0122-00 - TIRE REPAIRS, TRAVEL TRAILERS</b>				
Lug nuts, defective, per wheel, TT only, R/R	0122-03	0.50		RP
> Tire, all, (Photo Required), TT only, Repair	0122-01	0.50		
Tire, (incl. R/R wheel), TT only, R/R	0122-02	0.50		RP
<b>0123-00 - AUTO AIR CONDITIONER, DENSO **</b>				
Air damper sub-assembly, dash air, R/R	0123-18	0.30		RP
Auto A/C, Class A, Evacuate, reclaim & recharge, (AM Coach only)	0123-24	1.00		
Auto A/C, Class A, Evacuate, reclaim & recharge	0123-01	0.80		
Auto A/C, dash air, Class A, Troubleshoot	0123-33	1.00		
Cable, control, dash air, (AM Coach only), R/R	0123-30	0.50		RP
Cable, control, dash air, R/R	0123-14	0.20		RP
> Cooling unit assy, dash air, incl. Evac/Recovery/Recharge, R/R	0123-06	1.50		HP
> Evaporator, dash air, incl. Evac/Recharge & diag, (AM Coach), R/R	0123-29	2.50		HP
> Evaporator, dash air, incl. Evac/Recharge, R/R	0123-03	1.90		HP
> Expansion valve, dash air, incl. Evac/Recharge & diag, R/R	0123-02	1.80		HP
Grille, air return, dash air, R/R	0123-22	0.20		RP
Grille, dash vent R/R	0123-20	0.30		RP
Grille, defrost, dash air, (AM Coach only), R/R	0123-32	0.20		RP
Grille, defrost, dash air, R/R	0123-21	0.30		RP
Heater core, dash air, (AM Coach only), R/R	0123-31	2.50		RP
Heater core, dash air, R/R	0123-15	2.20		RP
Hose, dash, A/C refrigerant, Reseals	0123-34	0.25		
> Liquid tube assy, dash air, incl. Evac/Recharge, R/R	0123-04	1.80		HP
Motor assembly, blower, dash air, R/R	0123-07	0.30		RP
Panel, control, dash air, R/R	0123-12	0.20		RP
Refrigerant hose, dash air, (AM Coach only), R/R	0123-28	1.20		RP
> Refrigerant hose, dash air, R/R	0123-11	1.00		RP
Relay, dash air, R/R	0123-10	0.20		RP
Reelator, blower, dash air, R/R	0123-08	0.30		RP
Servomotor assembly, heater, dash air, R/R	0123-17	0.40		RP
Servomotor, air damper, dash air, R/R	0123-19	0.50		RP
> Thermostat, dash air, incl. Evac/Recharge, R/R	0123-05	1.80		RP
Water hose, dash air, R/R	0123-16	0.50		RP
Wire harness, dash air, (AM Coach only), R/R	0123-29	0.50		RP
Wire harness, dash air, R/R	0123-13	0.30		RP
Wire harness, main, dash air, R/R	0123-09	0.30		RP

\*\* Federal regulations require certification in refrigerant recycling and service procedures.

Operation	Code	Time	Auth. Code	Parts Disp.
> Hose, hydraulic, geny, high pressure, (Eagle/Heritage only), R/R	0129-33	0.30		
Insignia, front, lighted, Heritage, R/R	0129-52	0.40		
Latch cradle, manual geny slideout, Dream/Tradition, R/R	0129-51	0.50		HP
Latch cradle, manual geny slideout, Dream/Tradition, Repair	0129-50	1.00		HP
Latch, LPG tank cover, (TT), R/R	0129-15	0.20		RP
> Mirror assembly, molded, Class A, incl align, R/R	0129-39	0.50		RP
> Mirror assembly, Class C, R/R	0129-17	0.30		RP
Mirror, Align/Tighten	0129-41	0.30		
> Mirror, front mounted, (Am Coach only), R/R	0129-43	1.00		RP
> Mirror, right or left, each; Revolution; R/R	0129-48	1.50		RP
Overhead, Class C, Repair	0129-20	ST		
> Pump, hydraulic, geny, incl diagnosis, (Eagle/Heritage only), R/R	0129-31	1.30		HP
> Pump, hydraulic, geny, incl diagnosis, (Eagle/Heritage only), Repair	0129-32	1.00		
> Ram, geny, incl diagnosis(Eagle/Heritage only), R/R	0129-30	1.00		RP
Snap, front protective cover, each, R/R	0129-49	0.10		
Snap, turnbuckle, (Am Coach only), R/R	0129-35	0.20		
> Snap/eyelets, blank front protective cover, Am Coach, complete install	0129-54	1.00		
Spoiler, front, Pace Arrow, R/R	0129-22	1.50		RP
Switch, hood safety, (Eagle/Heritage only), R/R	0129-34	0.30		
Window, cabover, Class C, Reseal	0129-07	0.60		
<b>0130-00 - ROCK GUARD</b>				
Arms, rock guard, both, (TT), R/R	0130-02	0.20		RP
Emblem, rock guard, (Am Coach only), R/R	0130-09	0.30		
Inserts, rock guard, (TT), R/R	0130-03	0.60		RP
Panel, Rock guard stainless, (Heritage only), R/R	0130-08	0.60		
Screw/Bolt/Fastener, rock guard, each, Extract	0130-12	0.10		
> Rock guard, Deluxe style, (Am Coach / Rev only), R/R	0130-07	1.50		HP
> Rock guard, plain style, MH only, R/R	0130-13	0.50		HP
Rock guard, (TT), R/R	0130-01	0.20		RP
Rock guard, lighted, Heritage only, Troubleshoot	0130-10	1.00		
> Rock guard, MH only, Repair	0130-06	0.60		
<b>0131-00 - FIBERGLASS *</b>				
> Cap, front fiberglass, (Photo required), Repair	0131-02	ST	PAR	
Repair exterior fiberglass (inc. decals & paint)	0131-01	ST	PAR	
*Return a photo of damaged area				
<b>0132-00 - SHEETMETAL</b>				
> Crown, front or rear, sheetmetal, R/R	0132-02	ST		
> Metal, full or partial sheets, R/R	0132-01	ST		
> Structural wall, travel trailers, (Photo Required), Repair	0132-05	BT		

Operation	Code	Time	Auth. Code	Parts Diag.
<b>0133-00 -- MOLDINGS AND CAPS *</b>				
> Bolts, tie down, (Elkhorn/Caribou/Park models only), R/R.....	0133-10	ST	PAR	
Bumpers, rubber, Caribou/Elkhorn, R/R.....	0133-11	0.10		
Cap, aluminum radius, R/R.....	0133-05	0.50		
Cap, end, beltline molding, R/R.....	0133-37	0.20		
Drip cap, Caribou/Elkhorn, R/R.....	0133-09	0.10		
Drip spouts, awning rail, each, R/R.....	0133-35	0.10		
> Filon cap, front, TT only, (Add 0.70 hr w/window), R/R.....	0133-34	5.00		RP
> Filon cap, rear, TT only, (Add 0.70hr w/window), R/R.....	0133-33	5.00		RP
Kick plate, chrome, entry step, (Am Coach), R/R.....	0133-31	1.00		HP
Molding, auto, per side, (Am Coach only), R/R.....	0133-29	0.80		
Molding, beltline, (Am Coach only, paint not included), R/R.....	0133-30	1.50		
Molding, bottom and/or side, (Terry), R/R.....	0133-04	0.50		
Molding, corner, complete, (includes reseal), R/R.....	0133-01	0.50		RP *
Molding, exterior, w/o removal, per foot, (See footnote), Reseal.....	0133-16	0.02		
Molding, seam, per side, Seal.....	0133-07	0.25		
Molding, seam, R/R.....	0133-08	1.00		
Molding, side, Class A, per loose foot, incla reseal, Resecure.....	0133-22	0.02		
Molding, side, stainless steel, Heritage, R/R.....	0133-36	0.70		RP
Molding, vinyl insert, R/R.....	0133-03	0.50		RP
Molding/awning rail, per ft replaced, w/ 1 awning, incla reseal, R/R.....	0133-39	0.04		
Molding/awning rail, per ft replaced, w/ 2 awnings, incla reseal, R/R.....	0133-40	0.05		
Molding/awning rail, per ft replaced, w/o awning, includes reseal, R/R.....	0133-02	0.03		
Moldings, top ft/rear cap, per loose ft, incla reseal, Resecure.....	0133-12	0.02		
Running board, Class C, R/R.....	0133-26	1.00		RP
Screw/Bolt/Fastener, moldings, each, Extract.....	0133-38	0.10		
Shutters, each, (Park models only), R/R.....	0133-28	0.10		
Site level, Install or Reinstall.....	0133-24	0.10		
> Underbelly, TT only, (Photo Required), R/R.....	0133-27	ST		

\* Return a piece of the defective molding or cap material only.

Sealants are defined in the Fleetwood RV Ownerscare Manual as follows: "It is the dealer's responsibility, as part of the regular lot maintenance, to inspect all roof, body and window seams, and sealants every 90 days and reseal as necessary." Any sealant concerns must fully explain defect or risk denial of the repair as a maintenance concern.

Operation	Code	Time	Auth. Code	Parts Disp.
<b>0139-00 - WHEEL WELL</b>				
Access panel, wheel well, R/R	0139-02	0.30		
Bracket, wheel well, Repair	0139-04	0.20		
Fender skrt, R/R	0139-01	0.30		HP
Latch, tandem skrt, R/R	0139-03	0.20		RP
Screw/Bolt/Fastener, wheel well, each, Extract	0139-09	0.10		
Trim ring, wheel well, (Eagle/Heritage only), R/R	0139-07	0.70		HP
Wheel skrt, Resecure	0139-08	0.50		
Wheel well, Repair	0139-05	ST		
<b>0140-00 - EXTERIOR PAINT &amp; DECALS * **</b>				
Decals, ID labels, logos, R/R	0140-03	0.50		
Die-cuts, entry door, complete set, MH only, R/R	0140-07	1.00	PAR	
> Exterior painting, (Photo Req), excludes 0103, 0104, 0110 codes	0140-01	ST	PAR	
> Exterior painting, Undercarriage, MH only, (Photo Req)	0140-06	ST	PAR	
> Paint finish/Overpray, (Wet sand, buff or polish) Refinish	0140-05	ST	PAR	
Tape strips, R/R (side, front or rear)	0140-02	1.00		
<b>0141-00 - REAR AREA *</b>				
Air intake, grille, diesel only, R/R	0141-29	0.50		RP
Air intake, grille/ducting, diesel only, Adjust or R/R	0141-28	0.50		
Bicycle rack, R/R	0141-23	0.10		
Bicycle rack, R/R	0141-22	0.10		RP
Bracket, license plate, R/R	0141-08	0.20		RP
> Cap, rear, fiberglass, (Photo Required), Repair	0141-01	ST		
Cap, rear, fiberglass, Reseal	0141-02	0.50		
Carrier, spare tire, R/R	0141-07	0.30		RP
Cover, spare tire, R/R	0141-09	0.10		RP
Door, rear, engine access, (Am Coach only), Adjust	0141-15	0.25		
> Door, rear, engine access, All Diesel, Incls paint/adjustment, R/R	0141-13	1.50		
Door, rear, engine access, MH Diesel, Adjust	0141-24	0.20		
Grille, lower, rear engine, Revolution, R/R	0141-20	0.10		
Grille, lower, rear engine, Revolution, R/R	0141-19	0.10		RP
Grille, upper, rear engine access, Revolution, R/R	0141-18	0.20		
Grille, upper, rear engine access, Revolution, R/R	0141-17	0.20		RP
Grommets, grille, lower, rear engine, Revolution, R/R	0141-21	0.20		
Ladder, (Includes reseal), R/R	0141-06	0.30		RP
Ladder, rear, (Includes reseal), R/R	0141-27	0.30		
Ladder, rear, includes R/R & reseal, Repair	0141-26	0.50		
Latch, rear engine access, each, Revolution, R/R	0141-16	0.10		RP
Lock rods, rear engine door, (Eagle/Dream only), R/R	0141-14	0.20		
Molding, rear, complete, (Includes reseal), R/R	0141-05	0.50		RP
> Spoiler base, rear upper, (Eagle, Dream, Heritage only), R/R	0141-11	2.00		HP
> Spoiler cover, rear upper, (Eagle, Dream, Heritage only), R/R	0141-10	0.50		HP
* Return photo of damaged area. FDN users must keep photo(s) with copy of Internal RO				
<b>0142-00 - AIR / ELECTRIC HORNS</b>				
Compressor, air horn, includes diagnosis, R/R	0142-06	0.70		RP
Diaphragm or projector, each air horn, includes diagnosis, R/R	0142-07	0.50		RP
> Horn, air, (Heritage only), includes diagnosis, R/R	0142-08	2.00		RP
Horn, air, includes diagnosis, R/R	0142-01	0.70		RP
Horn, electric, Incls diagnosis, R/R	0142-11	0.30		HP
Horn, electric, Resecure	0142-10	0.10		
Reservoir, air horn, includes diagnosis, R/R	0142-05	0.50		RP
Solenoid, air horn, includes diagnosis, R/R	0142-04	0.50		RP
Switch, pressure, air horn, includes diagnosis, R/R	0142-03	0.50		RP
Switch, toggle, air horn, includes diagnosis, R/R	0142-02	0.50		RP

**RQ03-009**

**FLEETWOOD 2/23/04**

**ATTACHMENT 12**

**PART 3 OF 4**

**BOOK 2 OF 2**

## ENGINEERING DRAWINGS AND EXEMPLAR COMPONENTS

12. Provide an engineering drawing of each wheel, brake drum, brake rotor, hub, wheel mounting stud, and wheel mounting nut listed in response to Request #1.

### RESPONSE #12

Fleetwood does not create nor maintain engineering drawings for these supplier provided referenced components.

**RQ03-009**

**FLEETWOOD 2/23/04**

**ATTACHMENT 13**

**PART 3 OF 4**

**BOOK 2 OF 2**

13. Provide a sample of each of the following components: (1) an aluminum wheel (2) a wheel hub assembly (with wheel mounting studs installed) (3) a complete set of wheel mounting nuts (4) a brake drum or brake rotor. Each sample should be clearly labeled with Fleetwood's identifying part number.

These individual components should consist of compatible components representative of one of the wheel end assemblies installed in the vehicles listed in the incident summary provided in response to Request #25.

**RESPONSE #13**

The parts requested above have been collected and forwarded to NHTSA as requested.

**RQ03-009**

**FLEETWOOD 2/23/04**

**ATTACHMENT 14**

**PART 3 OF 4**

**BOOK 2 OF 2**

14. Describe all modifications or changes made by, or on behalf of, Fleetwood in the design, material composition, manufacture, quality control, supply, or installation of the subject component, from the start of production to date, which relate to, or may relate to, the alleged defect in the subject vehicles. For each such modification or change, provide the following information:

- a) The date or approximate date on which the modification or change was incorporated into vehicle production;
- b) A detailed description of the modification or change;
- c) The reason(s) for the modification or change;
- d) The part numbers (service and engineering) of the original component;
- e) The part number (service and engineering) of the modified component;
- f) Whether the original unmodified component was withdrawn from production and/or sale, and if so, when;
- g) When the modified component was made available as a service component; and,
- h) Whether the modified component can be interchanged with earlier production components.

Also, provide the above information for any modification or change that Fleetwood is aware of which may be incorporated into vehicle production within the next 120 days.

Note: All changes intended to improve the integrity and durability of the wheel mounting system that were implemented in response to wheel separation and wheel loosening should be clearly identified as such.

#### RESPONSE #14

Refer to Response #24.

**RQ03-009**

**FLEETWOOD 2/23/04**

**ATTACHMENT 15**

**PART 3 OF 4**

**BOOK 2 OF 2**

15. Describe all requested deviations from conformance to specifications received from all sources, the affected vehicle production, and provide a summary of the disposition for each of the requested deviations for the wheels, hubs, brake drum or rotor, wheel mounting studs, and wheel mounting nuts installed in the vehicles identified in response in Request #1.

RESPONSE #15

Fleetwood is not aware of any deviations from conformance to specifications.

**RQ03-009**

**FLEETWOOD 2/23/04**

**ATTACHMENT 16**

**PART 3 OF 4**

**BOOK 2 OF 2**

**STEEL WHEEL TECHNICAL INFORMATION**

16. Provide an engineering drawing of a representative wheel end assembly that incorporates a steel wheel.

**RESPONSE #16**

Fleetwood does not create nor maintain wheel end assembly drawings for these supplier equipped components.

**RQ03-009**

**FLEETWOOD 2/23/04**

**ATTACHMENT 17**

**PART 3 OF 4**

**BOOK 2 OF 2**

17. Provide a copy of the wheel mounting and wheel mounting nut torque procedure(s) used to install steel wheels onto subject vehicles.

If Fleetwood uses more than one wheel mounting and wheel mounting nut torque procedure for steel wheels installed in the vehicles listed in response to Request #1, provide a copy of each procedure and describe the vehicle configuration or other parameter that dictate when each procedure is to be used.

Include a copy of (A) the procedures used at the initial wheel mounting; (B) the procedures used for all torque, re-torque or torque checks performed on the wheel mounting nuts during and after the initial wheel mounting; (C) the procedures used for all re-torque or torque checks conducted immediately prior to, during, or after delivery of the vehicle to the dealer; (D) the recommended torque procedures and intervals that Fleetwood recommends that the delivering dealer perform prior to delivering a new vehicle to the purchaser; (E) the recommended torque procedures and intervals that Fleetwood recommends that the vehicle owner perform; (F) all other wheel mounting nut torque, retorque, or checking procedures issued or recommended by Fleetwood.

Describe how Fleetwood determined the (1) original and (2) all subsequent specified torque values for the wheel ends using steel wheels.

Identify all tests that have been conducted by Fleetwood, Fleetwood's suppliers, and/or sub-contractors to validate the integrity and durability of the torque values specified.

#### **RESPONSE #17**

The wheel mounting and wheel mounting nut torque procedure for steel wheels installed in the vehicles listed in response to request #1 is found in the Fleetwood Travel Trailer Assembly Manual. This procedure is found in two sections of the Assembly Manual – first, in the Chassis Section, AMR-01-A39 and second, in the Final Finish Section, AMR-28-A75.

Only one procedure exists for all steel wheels. Torque values may change depending on the size of the wheel being used.

Included copies of:

17a. Procedure Manual Sections AMR-01-A39 and AMR-28-A75

17b. Memos – Jim Bertoch, Oct. 31, 2002; Dec. 16, 2002  
Brad Williams, April 15, 2002  
Supplement

17c. Transporter Acknowledgement  
Product Delivery Receipt (PDR)  
Warning tag on all unit wheel well covers (fender skirts)

17d. Dealer Ownerscare Manual  
Product Delivery Inspection form  
Service Bulletins  
Dealer Sales and Service Agreement Section 4.9.14

17e. Owner's Manual "On the Road"

17f. Upgrade letter regarding wheel torque and retorque intervals

Historically, Fleetwood relies on the wheel and axle supplier to recommend torque values.

**RQ03-009**

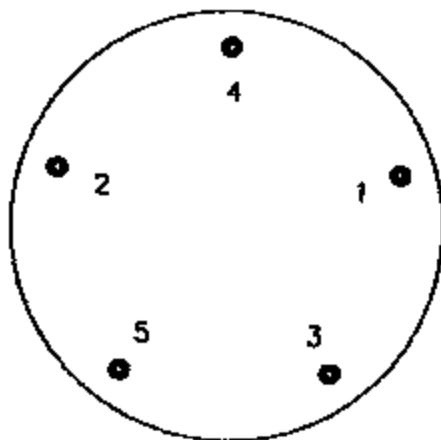
**FLEETWOOD 2/23/04**

**ATTACHMENT  
17A**

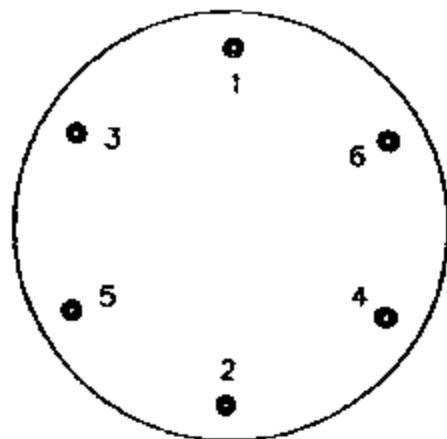
**PART 3 OF 4**

**BOOK 2 OF 2**

		12 = 1'-0"		SCALE		<b>FLEETWOOD</b>		PAGE No. AMR-01-A39	
		DRAWN: 01PLASED		DATE: 02-14-94		RECREATIONAL VEHICLE GROUP		SHEET 1 OF 1	
		PROJECT: 00cmr002				TITLE: TT ASSEMBLY MANUAL - CHASSIS			
00-01		06/10/99		JB		PLOT: 06/10/99 11:20:16 01bornej		WHEEL LUG NUT TORQUE PROCEDURE	



FIVE LUG WHEEL



SIX LUG WHEEL

DO NOT EXCEED 120 FT/LBS

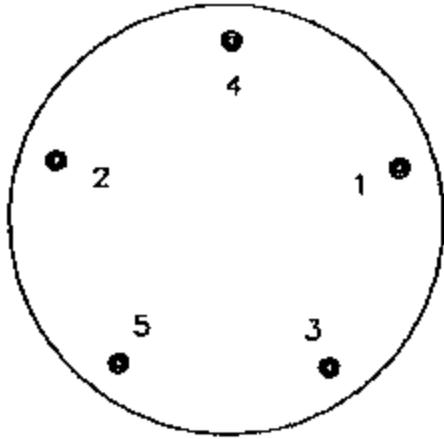
LUG TIGHTENING SEQUENCE

NOTES:

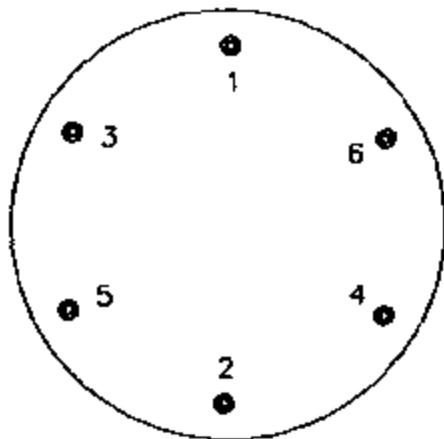
1. IN THE CHASSIS DEPARTMENT, AN IMPACT WRENCH MAY ONLY BE USED WITH AN "ACCU-TORQ STICK" (SEE NEW TOOL BULLETIN #49). WITH ACCU-TORQ THE LUG NUTS WILL BE TIGHTENED TO APPROXIMATELY 100 FT/LBS.
2. FINAL TIGHTENING TO 120 FT/LBS IS TO BE DONE IN FINAL FINISH, OR RE-WORK AREA.

		DRAWN: 01PLASED		DATE: 02-14-94		<b>FLEETWOOD</b>		PAGE NO. AMR-01-A39	
		PROJECT: 04amr003				RECREATIONAL VEHICLE GROUP		SHEET 1 OF 1	
04-03		02-04-03		RR		PLOT: 02/04/03 15:13:24 D:\robbr		TITLE	
								TT ASSEMBLY MANUAL - CHASSIS	
								WHEEL LUG NUT TORQUE PROCEDURE	

STEEL WHEELS	PART NUMBER	SIZE	LUG NUT PART NUMBER
	L01-0400	15	M23-1014
	L01-0561	15	M23-1014
	L01-1635	16	M23-1014
IMPORT ALUM. WHLS	L01-4005	15	M23-0052
	L01-4006	15	M23-0052
TREDIT ALUM. WHLS	L01-4008	15	M23-0050
	L01-4010	15	M23-0050
	L01-4020	16	M23-0050



FIVE LUG WHEEL



SIX LUG WHEEL

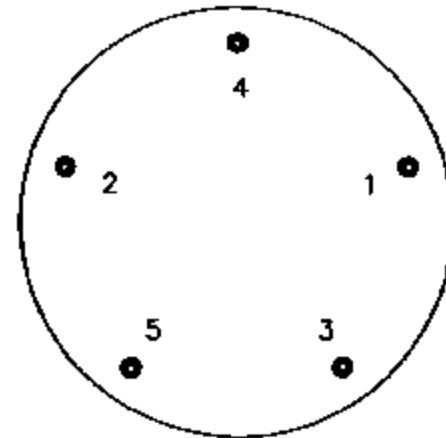
TORQUE TO 110-120 FT/LBS  
LUG TIGHTENING SEQUENCE

**NOTES:**

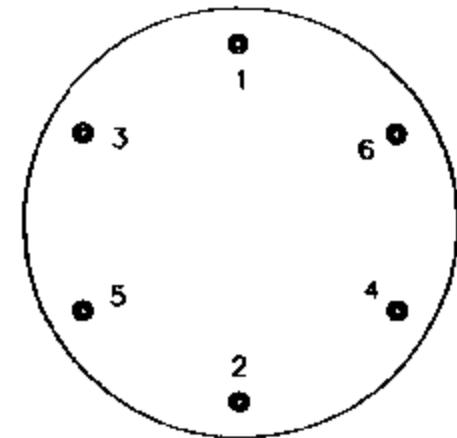
1. A TORQUE WRENCH MUST BE USED TO TIGHTEN THE LUG NUTS TO 120 FOOT POUNDS ON ALL TRAVEL TRAILERS AND 5TH WHEELS. DO NOT TIGHTEN BY HAND OR USE AN IMPACT WRENCH IN FINAL FINISH.
2. FOLLOW THE APPROPRIATE SEQUENCE (FIVE OR SIX LUG WHEEL) FOR TIGHTENING THE LUG NUTS

12 = 1-0		DRAWN: 01PLASD		DATE: AUG 12 -92		FLEETWOOD AMR-28-A75	
04-02		01-29-03		RR		RECREATIONAL VEHICLE GROUP SHEET 1 OF 1	
		PROJECT: 04amr002		PROF: 01/29/03 16:55:10 01robbir		TT ASSEMBLY MANUAL - FINAL FINISH	
				AUX. INFO.		WHEEL LUG NUT TORQUE PROCEDURE	

STEEL WHEELS	PART NUMBER	SIZE	LUG NUT PART NUMBER
	L01-0400	15	M23-1014
	L01-0561	15	M23-1014
	L01-1635	16	M23-1014
IMPORT ALUM. WHLS	L01-4005	15	M23-0052
	L01-4006	15	M23-0052
TREDIT ALUM. WHLS	L01-4008	15	M23-0050
	L01-4010	15	M23-0050
	L01-4020	16	M23-0050



FIVE LUG WHEEL



SIX LUG WHEEL

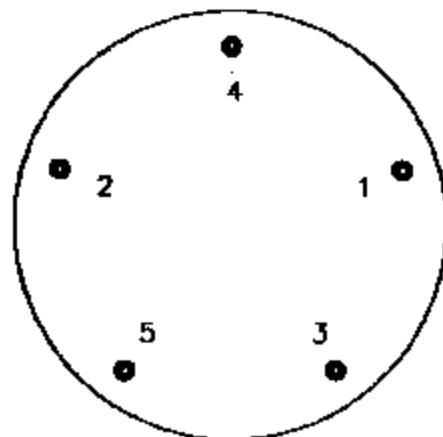
TORQUE TO 110-120 FT/LBS  
LUG TIGHTENING SEQUENCE

NOTES:

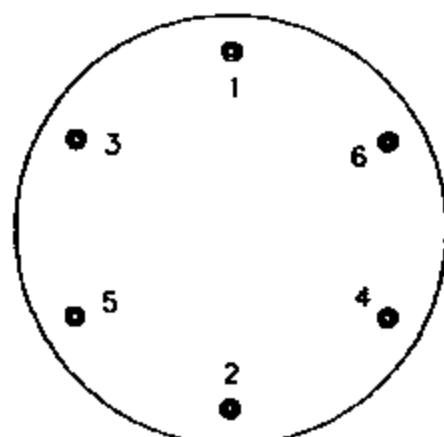
1. A TORQUE WRENCH MUST BE USED TO TIGHTEN THE LUG NUTS TO 120 FOOT POUNDS ON ALL TRAVEL TRAILERS AND 5TH WHEELS. DO NOT TIGHTEN BY HAND OR USE AN IMPACT WRENCH IN FINAL FINISH.
2. FOLLOW THE APPROPRIATE SEQUENCE (FIVE OR SIX LUG WHEEL) FOR TIGHTENING THE LUG NUTS.

04-03	02-04-03	RR	DRAWN: 01PLASD	DATE: 02-14-94	RECREATIONAL VEHICLE GROUP	SHEET 1 OF 1
04-04	02-21-03	RR	PROJECT: 04cmr006		TR	TT ASSEMBLY MANUAL - CHASSIS
04-06	03-17-03	RR	PLT: 03/17/03 13:51:23 01rabbr	ALX WFD		WHEEL LUG NUT TORQUE PROCEDURE

WHEELS	PART NUMBER	SIZE	LUG NUT PART NUMBER	RECOMMEND TORQUE
STEEL WHEEL-SPOKE 13X4.5X54SAW		13	M23-1014	80 - 90 FT/LBS
STEEL WHEEL-SPOKE 14X5.5X54SAW		14	M23-1014	80 - 90 FT/LBS
STEEL WHEEL-SPOKE 15X5X545 AW	LD1-0400	15	M23-1014	80 - 90 FT/LBS
STEEL WHEEL-SPOKE 15X6X655 AW	LD1-0561	15	M23-1014	90 - 100 FT/LBS
STEEL WHEEL-SPOKE 16X6X655 AW	LD1-1635	16	M23-1014	90 - 110 FT/LBS
WHEEL- ALUMINUM 15X6X655	LD1-4005	15	M23-0052	110 - 120 FT/LBS
WHEEL- ALUMINUM 16X7X655	LD1-4006	16	M23-0052	110 - 120 FT/LBS
WHEEL- ALUMINUM MOD 15X6X545	LD1-4008	15	M23-0050	110 - 120 FT/LBS
WHEEL- ALUMINUM MOD 15X6X655	LD1-4010	15	M23-0050	110 - 120 FT/LBS
WHEEL- ALUMINUM MOD 16X6X655	LD1-4020	16	M23-0050	110 - 120 FT/LBS



FIVE LUG WHEEL



SIX LUG WHEEL

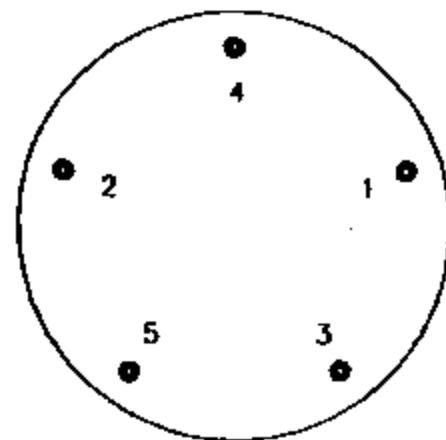
LUG TIGHTENING SEQUENCE

NOTES:

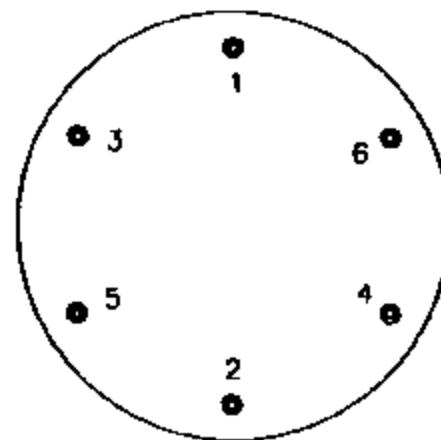
1. A TORQUE WRENCH MUST BE USED TO TIGHTEN THE LUG NUTS ON ALL TRAVEL TRAILERS AND 5TH WHEELS. DO NOT TIGHTEN BY HAND OR USE AN IMPACT WRENCH IN FINAL FINISH.
2. FOLLOW THE APPROPRIATE SEQUENCE (FIVE OR SIX LUG WHEEL) FOR TIGHTENING THE LUG NUTS.

04-02	01-29-03	RR	DRAWN: Q1PLASD	DATE: AUG-12-92	RECREATIONAL VEHICLE GROUP	SHEET 1 OF 1
04-04	02-18-03	RR	PROJECT: Q40mr006		TT ASSEMBLY MANUAL - FINAL FINISH	
04-06	03-17-03	RR	PLT: 03/17/03 13:52:09 01robbk		WHEEL LUG NUT TORQUE PROCEDURE	

WHEELS	PART NUMBER	SIZE	LUG NUT PART NUMBER	RECOMMEND TORQUE
STEEL WHEEL-SPOKE 13X4.5X54SAW		13	M23-1014	80 - 90 FT/LBS
STEEL WHEEL-SPOKE 14X5.5X54SAW		14	M23-1014	80 - 90 FT/LBS
STEEL WHEEL-SPOKE 15X5X545 AW	L01-0400	15	M23-1014	80 - 90 FT/LBS
STEEL WHEEL-SPOKE 15X6X655 AW	L01-0561	15	M23-1014	90 - 100 FT/LBS
STEEL WHEEL-SPOKE 16X6X655 AW	L01-1635	16	M23-1014	90 - 110 FT/LBS
WHEEL- ALUMINUM 15X6X655	L01-4005	15	M23-0052	110 - 120 FT/LBS
WHEEL- ALUMINUM 16X7X655	L01-4006	16	M23-0052	110 - 120 FT/LBS
WHEEL- ALUMINUM MOD 15X6X545	L01-4008	15	M23-0050	110 - 120 FT/LBS
WHEEL- ALUMINUM MOD 15X6X655	L01-4010	15	M23-0050	110 - 120 FT/LBS
WHEEL- ALUMINUM MOD 16X6X655	L01-4020	16	M23-0050	110 - 120 FT/LBS



FIVE LUG WHEEL



SIX LUG WHEEL

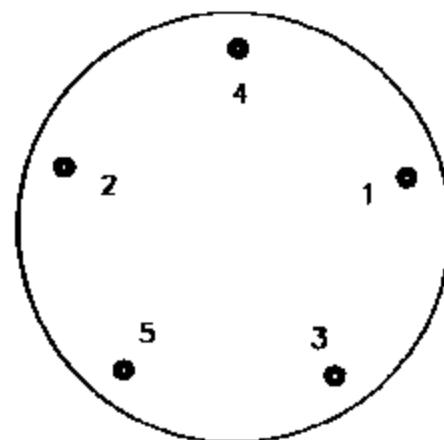
LUG TIGHTENING SEQUENCE

NOTES:

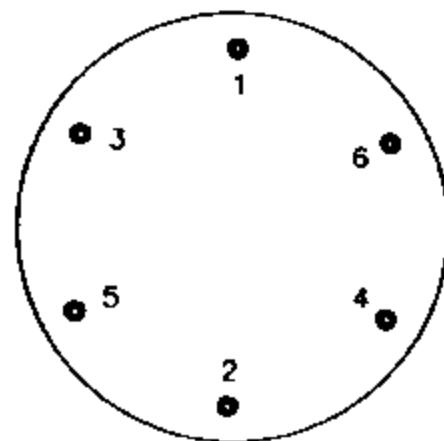
1. A TORQUE WRENCH MUST BE USED TO TIGHTEN THE LUG NUTS ON ALL TRAVEL TRAILERS AND 5TH WHEELS. DO NOT TIGHTEN BY HAND OR USE AN IMPACT WRENCH IN FINAL FINISH.
2. FOLLOW THE APPROPRIATE SEQUENCE (FIVE OR SIX LUG WHEEL) FOR TIGHTENING THE LUG NUTS.

04-04		02-21-03	RR	DATE: 12" = 1'-0"	DRONE: 01PLASED	DATE: 02-14-94	<b>FLEETWOOD</b> PART NO. AMR-01-A39 RECREATIONAL VEHICLE GROUP SHEET 1 OF 1 TRF: TT ASSEMBLY MANUAL - CHASSIS WHEEL LUG NUT TORQUE PROCEDURE
04-06		03-17-03	RR	PROJECT: 04gmr007			
04-07		04-14-03	RR	PLDT: 04/14/03 15:29:04 01rabblr	ALP: RWB		

WHEELS	PART NUMBER	SIZE	LUG NUT PART NUMBER	RECOMMEND TORQUE
STEEL WHEEL-SPOKE 13X4.5X54SAW		13	M23-1014	80 - 90 FT/LBS
STEEL WHEEL-SPOKE 14X5.5X54SAW		14	M23-1014	80 - 90 FT/LBS
STEEL WHEEL-SPOKE 15X5X545 AW	L01-0400	15	M23-1014	80 - 90 FT/LBS
STEEL WHEEL-SPOKE 15X6X655 AW	L01-0561	15	M23-1014	80 - 90 FT/LBS
STEEL WHEEL-SPOKE 16X6X655 AW	L01-1635	16	M23-1014	90 - 100 FT/LBS
WHEEL- ALUMINUM 15X6X655	L01-4005	15	M23-0052	90 - 110 FT/LBS
WHEEL- ALUMINUM 16X7X655	L01-4006	16	M23-0052	110 - 120 FT/LBS
WHEEL- ALUMINUM MOD 15X6X545	L01-4008	15	M23-0050	110 - 120 FT/LBS
WHEEL- ALUMINUM MOD 15X6X655	L01-4010	15	M23-0050	110 - 120 FT/LBS
WHEEL- ALUMINUM MOD 16X6X655	L01-4020	16	M23-0050	110 - 120 FT/LBS



FIVE LUG WHEEL



SIX LUG WHEEL

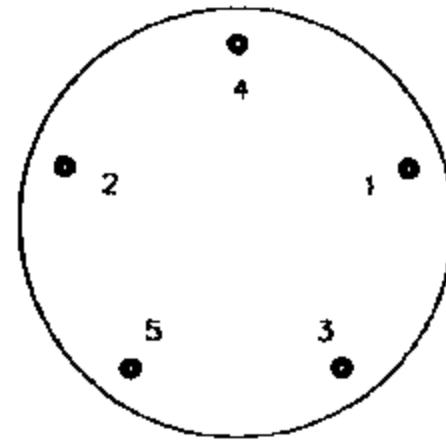
### LUG TIGHTENING SEQUENCE

#### NOTES:

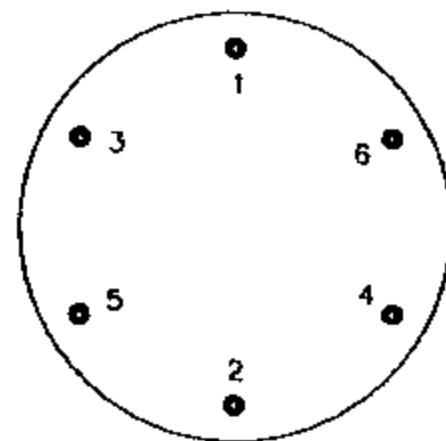
- ➔ 1. PLACE THE WHEEL ON THE WHEEL MOUNTING SURFACE. PLACE THE WHEEL LUG NUTS WITH ROUNDED END OF THE NUT TOWARD THE WHEEL. TIGHTEN EACH NUT BY HAND OR USE AN IMPACT WRENCH UNTIL THE WHEEL IS HELD AGAINST THE WHEEL MOUNTING SURFACE. LOWER THE TIRE TO THE GROUND AND TIGHTEN THE WHEEL LUG NUTS TO THE SPECIFIED TORQUE WITH A TORQUE WRENCH.
2. FOLLOW THE APPROPRIATE SEQUENCE (FIVE OR SIX LUG WHEEL) FOR TIGHTENING THE LUG NUTS.
- ➔ 3. ONCE WHEELS ARE INSTALLED CHECK THE TORQUE AGAIN AT 10, 25 AND 50 MILES.

04-04	02-18-03	RR	DRAWN: 01PLASD	DATE: AUG-12-92	RECREATIONAL VEHICLE GROUP	SHEET 1 OF 1
04-06	03-17-03	RR	PROJECT: 04amr007		TITLE: TT ASSEMBLY MANUAL - FINAL FINISH	
04-07	04-14-03	RR	PLOT: 04/14/03 15:27:40 01robbir	AUX: WED	WHEEL LUG NUT TORQUE PROCEDURE	

WHEELS	PART NUMBER	SIZE	LUG NUT PART NUMBER	RECOMMEND TORQUE
STEEL WHEEL-SPOKE 13X4.5X54SAW		13	M23-1014	80 - 90 FT/LBS
STEEL WHEEL-SPOKE 14X5.5X54SAW		14	M23-1014	80 - 90 FT/LBS
STEEL WHEEL-SPOKE 15X5X545 AW	LD1-0400	15	M23-1014	80 - 90 FT/LBS
STEEL WHEEL-SPOKE 15X6X655 AW	LD1-0561	15	M23-1014	90 - 100 FT/LBS
STEEL WHEEL-SPOKE 16X6X655 AW	LD1-1635	16	M23-1014	90 - 110 FT/LBS
WHEEL- ALUMINUM 15X6X655	LD1-4005	15	M23-0052	110 - 120 FT/LBS
WHEEL- ALUMINUM 16X7X655	LD1-4006	16	M23-0052	110 - 120 FT/LBS
WHEEL- ALUMINUM MOD 15X6X545	LD1-4008	15	M23-0050	110 - 120 FT/LBS
WHEEL- ALUMINUM MOD 15X6X655	LD1-4010	15	M23-0050	110 - 120 FT/LBS
WHEEL- ALUMINUM MOD 16X6X655	LD1-4020	16	M23-0050	110 - 120 FT/LBS



FIVE LUG WHEEL



SIX LUG WHEEL

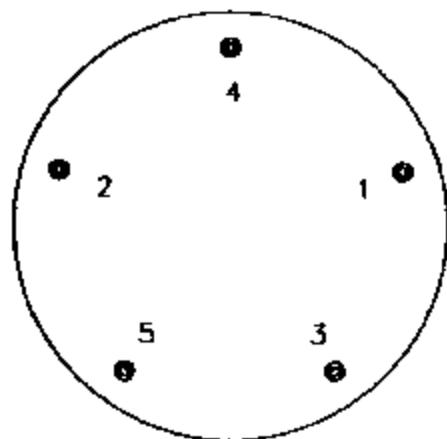
### LUG TIGHTENING SEQUENCE

#### NOTES:

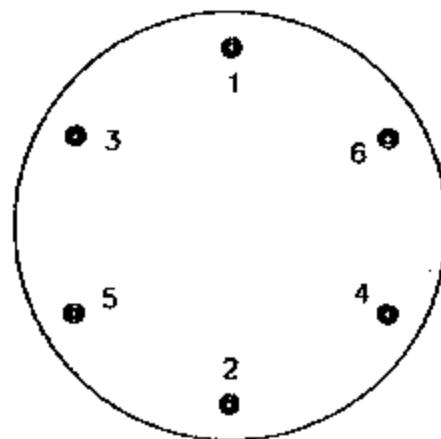
- ➔ 1. PLACE THE WHEEL ON THE WHEEL MOUNTING SURFACE. PLACE THE WHEEL LUG NUTS WITH ROUNDED END OF THE NUT TOWARD THE WHEEL. TIGHTEN EACH NUT BY HAND OR USE AN IMPACT WRENCH UNTIL THE WHEEL IS HELD AGAINST THE WHEEL MOUNTING SURFACE. LOWER THE TIRE TO THE GROUND AND TIGHTEN THE WHEEL LUG NUTS TO THE SPECIFIED TORQUE WITH A TORQUE WRENCH.
2. FOLLOW THE APPROPRIATE SEQUENCE (FIVE OR SIX LUG WHEEL) FOR TIGHTENING THE LUG NUTS.
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04-06	03-17-03	RR	BY: 12" = 1'-0"	DATE: 02-14-94	<b>FLEETWOOD</b> RECREATIONAL VEHICLE GROUP SHEET 1 OF 1 TT ASSEMBLY MANUAL - CHASSIS WHEEL LUG NUT TORQUE PROCEDURE
04-07	04-14-03	RR	PROJECT: 04amrU09		
04-09	06-23-03	RR	PLN: 06/23/03 10:54:13 01robbir	DATE INFO:	

WHEELS	PART NUMBER	SIZE	LUG NUT PART NUMBER	RECOMMEND TORQUE
STEEL WHEEL-SPOKE 13X4.5X545AW		13	M23-1014	80 - 90 FT/LBS
STEEL WHEEL-SPOKE 14X5.5X545AW		14	M23-1014	80 - 90 FT/LBS
STEEL WHEEL-SPOKE 15X5X545 AW	L01-0400	15	M23-1014	80 - 90 FT/LBS
STEEL WHEEL-SPOKE 15X6X655 AW	L01-0561	15	M23-1014	90 - 100 FT/LBS
STEEL WHEEL-SPOKE 16X6X655 AW	L01-1635	16	M23-1014	90 - 110 FT/LBS
WHEEL- ALUMINUM 15X6X655	L01-4005	15	M23-0052	110 - 120 FT/LBS
WHEEL- ALUMINUM 16X7X655	L01-4006	16	M23-0052	110 - 120 FT/LBS
→ WHEEL- 15X6X545 CHR/CARLISLE	L01-0798	15	M23-0053	85 - 95 FT/LBS
→ WHEEL- 15X6X655 CHR/CARLISLE	L01-0800	15	M23-0053	85 - 95 FT/LBS
→ WHEEL- 16X6X655 CHR/CARLISLE	L01-0802	16	M23-0053	85 - 95 FT/LBS



FIVE LUG WHEEL



SIX LUG WHEEL

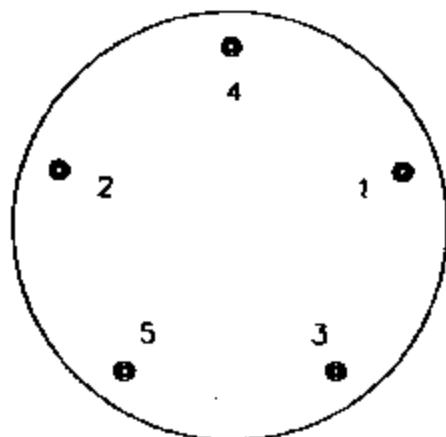
### LUG TIGHTENING SEQUENCE

#### NOTES:

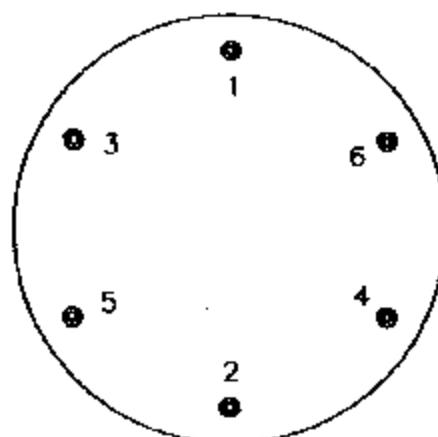
1. PLACE THE WHEEL ON THE WHEEL MOUNTING SURFACE. PLACE THE WHEEL LUG NUTS WITH ROUNDED END OF THE NUT TOWARD THE WHEEL. TIGHTEN EACH NUT BY HAND OR USE AN IMPACT WRENCH UNTIL THE WHEEL IS HELD AGAINST THE WHEEL MOUNTING SURFACE. LOWER THE TIRE TO THE GROUND AND TIGHTEN THE WHEEL LUG NUTS TO THE SPECIFIED TORQUE WITH A TORQUE WRENCH.
2. FOLLOW THE APPROPRIATE SEQUENCE (FIVE OR SIX LUG WHEEL) FOR TIGHTENING THE LUG NUTS.
3. ONCE WHEELS ARE INSTALLED CHECK THE TORQUE AGAIN AT 10, 25 AND 50 MILES.

04-06		03-17-03	RR	DRAWN: 01PLASED	DATE: AUG-12-92	<b>FLEETWOOD</b> <small>TRADE NO.</small> AMR-28-A75 RECREATIONAL VEHICLE GROUP SHEET 1 OF 1 TITLE: TT ASSEMBLY MANUAL - FINAL FINISH WHEEL LUG NUT TORQUE PROCEDURE
04-07		04-14-03	RR	PROJECT: 04omr009		
04-09		06-23-03	RR	PILOT: 06/23/03 10:56:46 01robbr	ANX: 010	

WHEELS	PART NUMBER	SIZE	LUG NUT PART NUMBER	RECOMMEND TORQUE
STEEL WHEEL-SPOKE 13X4.5X545AW		13	M23-1014	80 - 90 FT/LBS
STEEL WHEEL-SPOKE 14X5.5X545AW		14	M23-1014	80 - 90 FT/LBS
STEEL WHEEL-SPOKE 15X5X545 AW	L01-0400	15	M23-1014	80 - 90 FT/LBS
STEEL WHEEL-SPOKE 15X6X855 AW	L01-0561	15	M23-1014	90 - 100 FT/LBS
STEEL WHEEL-SPOKE 16X6X855 AW	L01-1635	16	M23-1014	90 - 110 FT/LBS
WHEEL- ALUMINUM 15X6X655	L01-4005	15	M23-0052	110 - 120 FT/LBS
WHEEL- ALUMINUM 16X7X655	L01-4006	16	M23-0052	110 - 120 FT/LBS
→ WHEEL- 15X6X545 CHR/CARUSLE	L01-0798	15	M23-0053	85 - 95 FT/LBS
→ WHEEL- 15X6X855 CHR/CARUSLE	L01-0800	15	M23-0053	85 - 95 FT/LBS
→ WHEEL- 16X6X655 CHR/CARUSLE	L01-0802	16	M23-0053	85 - 95 FT/LBS



FIVE LUG WHEEL



SIX LUG WHEEL

### LUG TIGHTENING SEQUENCE

#### NOTES:

1. PLACE THE WHEEL ON THE WHEEL MOUNTING SURFACE. PLACE THE WHEEL LUG NUTS WITH ROUNDED END OF THE NUT TOWARD THE WHEEL. TIGHTEN EACH NUT BY HAND OR USE AN IMPACT WRENCH UNTIL THE WHEEL IS HELD AGAINST THE WHEEL MOUNTING SURFACE. LOWER THE TIRE TO THE GROUND AND TIGHTEN THE WHEEL LUG NUTS TO THE SPECIFIED TORQUE WITH A TORQUE WRENCH.
2. FOLLOW THE APPROPRIATE SEQUENCE (FIVE OR SIX LUG WHEEL) FOR TIGHTENING THE LUG NUTS.
3. ONCE WHEELS ARE INSTALLED CHECK THE TORQUE AGAIN AT 10, 25 AND 50 MILES.

**RQ03-009**

**FLEETWOOD 2/23/04**

**ATTACHMENT  
17B**

**PART 3 OF 4**

**BOOK 2 OF 2**

Memorandum

jvb 02-066

DATE: October 31, 2002

TO: Distribution

FROM: Jim Bertoch

Subject: Aluminum Wheel Torque

Please be aware of the following wheel torque requirements.

**Steel wheel torque requirements (if equipped):**

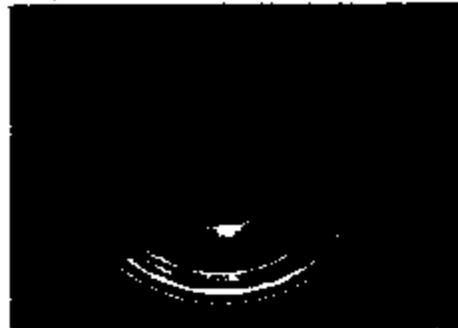
- 13 inch wheel nut torque is 80-90 ft. lbs.
- 14 inch wheel nut torque is 80-90 ft. lbs.
- 15 inch wheel nut torque is 80-100 ft. lbs.
- 16 inch wheel nut torque is 80-100 ft. lbs.

**Aluminum wheel from Tredt:**

- 15 inch wheel nut torque is 120-125 ft. lbs.
- 16 inch wheel nut torque is 120-125 ft. lbs.

**Aluminum wheel from imports:**

- 15 inch wheel nut torque is 80-85 ft. lbs.
- 16 inch wheel nut torque is 80-85 ft. lbs.



Distribution Bob Wozniak, Larry Budica,  
Randy Most, Gary Beatty, Ron Robbins,  
Regional General Managers, Production  
Managers



## Memorandum

April 15, 2003

TO: General Managers -- Towable Group Plants

FROM: Brad Williams

SUBJECT: Steel and Aluminum Wheel Lug Nut Torque & Nut Tightening Intervals -  
Transporter Responsibility/Compliance

\*\*\*\*\*

Please ensure your plant meets the requirements regarding correct nut wheel selection, nut tightening staging and sequencing, nut torque, and nut-tightening intervals.

### WHEEL MOUNTING TORQUE REQUIREMENTS

It is extremely important to apply and maintain proper wheel mounting torque on trailer axles. Torque is a measure of the amount of tightening applied to a fastener (nut) and is expressed as length times force. For example, a force of 90 pounds applied at the end of a wrench one foot long will yield 90lbs/ft of torque. Torque wrenches are the best method to assure the proper amount of torque is being applied to a fastener.

*Note: Wheel nuts must be applied and maintained at the proper torque levels to prevent loose wheels, broken studs and separation of wheels from the axle. Separation of a wheel in transit may create a significant road hazard.*

### WHEEL NUT SELECTION

Be sure to use only the fasteners matched to the cone angle of the wheel (usually 60 or 90 degrees). See applicable prints. Specific nuts match specific wheels.

### NUT TIGHTENING, STAGING AND SEQUENCING

The procedure for attaching all steel and aluminum wheels is as follows:

1. Start all nuts by hand to prevent cross threading.
2. Tighten bolts or nuts in specific sequence. (See bulletin)
3. The tightening of the fasteners should be done in stages. (See bulletin)
4. Following the recommended sequence, tighten fasteners per wheel torque requirements diagram (see bulletin). This may change based on wheel manufacturer's recommendation.
5. Wheel nuts should be torqued before the first road use and after each wheel removal. Check and re-torque after the first 10, 25 and 50 miles or until torque has been established. Check periodically thereafter.

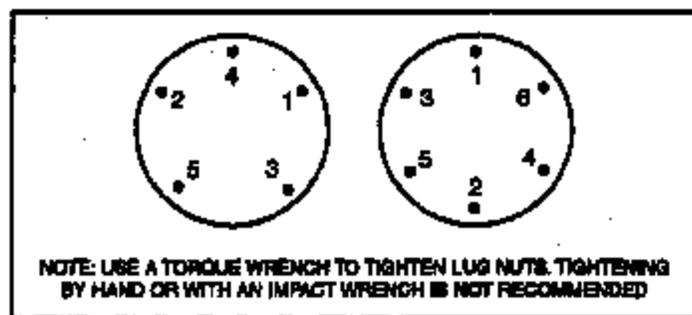
**Wheel Lug Nut Torque Information  
Steel and Aluminum Wheels**

This Owner's Manual Supplement is to be used in conjunction with the Owner's Manual supplied with your travel trailer or fifth wheel.

This Owner's Manual Supplement contains information that was incorrect and or/incomplete in your Owner's Manual.

**Wheel Lug Nut Torque Specifications**

WHEELS	TYPE	SIZE	RECOMMEND TORQUE
Steel Wheel 13 x 4.5 x 545 AW	Spoke	13	80 - 90 Ft./Lbs.
Steel Wheel 14 x 5.5 x 545 AW	Spoke	14	80 - 90 Ft./Lbs.
Steel Wheel 15 x 5 x 545 AW	Spoke	15	80 - 90 Ft./Lbs.
Steel Wheel 16 x 6 x 655 AW	Spoke	15	90 - 100 Ft./Lbs.
Steel Wheel 16 x 6 x 655 AW	Spoke	16	90 - 110 Ft./Lbs.
Aluminum Wheel 15 x 7 x 655	Spoke	15	110 - 120 Ft. Lbs.
Aluminum Wheel 16 x 7 x 655	Spoke	16	110 - 120 Ft./Lbs.
Aluminum Wheel 15 x 6 x 545	Modular	15	110 - 120 Ft./Lbs.
Aluminum Wheel 15 x 6 x 655	Modular	15	110 - 120 Ft./Lbs.
Aluminum Wheel 16 x 6 x 655	Modular	16	110 - 120 Ft./Lbs.

**Wheel Lug Nut Tightening Sequence****Wheel Lug Nut Tightening Intervals  
Steel and Aluminum Wheels**

Before each trip, be sure to check and tighten the wheel lug nuts if necessary to the specified torque. If a wheel has been removed or replaced check the torque again at 10, 25, and 50 miles.

**Mounting the Wheel**

Place the wheel on the wheel mounting surface. Replace the wheel lug nuts with rounded end of the nut toward the wheel. Tighten each nut by hand until the wheel is held against the wheel mounting surface. Lower the tire to the ground and tighten the wheel lug nuts to the specified torque.

**WARNING**

If not properly tightened, loose lug nuts can damage the stud and/or wheel. If driven in this condition for any extended period, severe wheel damage or loss could occur affecting the handling of your trailer.

**RQ03-009**

**FLEETWOOD 2/23/04**

**ATTACHMENT  
17C**

**PART 3 OF 4**

**BOOK 2 OF 2**

## **TRANSPORTER ACKNOWLEDGEMENT OF RESPONSIBILITY**

### **WHEEL NUT TORQUE AND NUT-TIGHTENING INTERVALS**

It is extremely important to apply and maintain proper wheel mounting torque on trailer axles. Torque is a measure of the amount of tightening applied to a fastener (nut) and is expressed as length times force. For example, a force of 90 pounds applied at the end of a wrench one foot long will yield 90lbs/ft of torque. Torque wrenches are the best method to assure the proper amount of torque is being applied to a fastener.

*Note: Wheel nuts must be applied and maintained at the proper torque levels to prevent loose wheels, broken studs and separation of wheels from the axle. Separation of a wheel in transit may create a significant road hazard.*

All steel and aluminum wheels must be torqued at miles 10, 25 and 50 or until proper torque has been established. When a unit is new wheel nuts need time to seat against the wheel. Travel for the first time enroute to a dealership is critical. All transporters must stop safely and check all wheel nuts with an approved torque wrench set at the proper foot-pounds and understand the proper intervals and sequence of tightening.

See attached bulletin for torque specifications.

*I have read and understand this requirement as a transporter for Fleetwood.*

Signed \_\_\_\_\_ Date: \_\_\_\_\_



**RQ03-009**

**FLEETWOOD 2/23/04**

**ATTACHMENT  
17D**

**PART 3 OF 4**

**BOOK 2 OF 2**



# **RV Ownercare Manual**

## **Ownercare Warranty System**

**(PARTNER GUIDELINES)**

**Edition Publication Date: December 2003**



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### **Intent**

The Fleetwood RV Ownercare Manual is a Policy and Procedure Manual intended to provide guidelines consistent with good business practices and to reduce complications in the administration of Fleetwood's RV Ownercare Warranty system.

The guidelines in this manual will help ensure consistent handling of both warranty work and parts ordering by dealership service and parts departments. Related policies and procedures are included to help establish and maintain a good partnership between the dealer and Fleetwood Enterprises, Inc., its subsidiary manufacturing plants and service centers.

Parts, service and sales personnel at the dealership, manufacturing plants and Fleetwood service facilities should be familiar with the contents of this manual. The explanations and procedures will benefit each person involved and provide clear understanding of the goals of the Fleetwood Ownercare system.

### **Objectives**

The objectives of the Fleetwood RV Ownercare Manual are:

To provide the necessary guidelines to earn and maintain customer satisfaction and goodwill.

To ensure that warranty policies are communicated and applied equitably to all retail owners of products made by subsidiaries of Fleetwood Enterprises, Inc.

To provide clear lines of authority and easily recognizable contacts for parts, warranty and service related issues at the dealership, plant and Fleetwood Service Facility levels.

To establish clear lines of responsibility for all consumer warranty and service programs.

To establish and maintain a strong service orientation and commitment in Fleetwood's dealer network.

By your acceptance of a Fleetwood dealer relationship, and Fleetwood's acceptance of you as a dealer, we mutually agree to the policies and procedures contained in the current Fleetwood RV Ownercare Manual.

### **Amendments**

This Manual may be altered or appended, from time to time, by bulletins, announcements or other documents relating to service, parts or warranty policy and procedure. You will be notified of these amendments. These amendments, along with the parts of the manual that have not been amended, will constitute the current Fleetwood RV Ownercare Manual.

### **Ownercare – The Fleetwood Warranty**

The Fleetwood warranty program is called "Ownercare." The Ownercare Warranty is extended to retail purchasers of Fleetwood recreational vehicles as protection against possible defects in workmanship or materials for a specific period.

The Fleetwood Ownercare Warranty Service Programs are flexible structures designed to reinforce the following concepts:

Provide value in Fleetwood products by ensuring their delivery, to the dealer and the customer, without defects and ready for trouble-free performance.

Recognize changing demands in the marketplace and meet the growing need for products with strong warranty programs.

Promote profitability for our dealers, Fleetwood, and Fleetwood subsidiaries by providing products and services that fulfill consumer needs and expectations. An enhanced partnership approach to our business will provide our dealers a means for reaching their individual goals, while increasing Fleetwood's reputation for quality, integrity and ultimately increased market share.

The text of the general motor home, travel trailer and truck camper warranties are on the following pages. Please note the differences between the warranties.

## LIMITED ONE-YEAR/THREE-YEAR WARRANTY

For Motor Homes Manufactured and Warranted by subsidiaries of Fleetwood Enterprises, Inc., sold in the United States and Canada

### COVERAGE PROVIDED

Your new motor home, including the structure, plumbing, heating and electrical systems, all appliances and equipment installed by the manufacturer, is warranted under normal use to be free from manufacturing defects in material or workmanship. Appearance imperfections, or damage to paint, graphics, exterior materials, or upholstery that may have occurred prior to delivery are normally corrected during the inspection process at the manufacturing plant or at the dealership.

The warranty extends to the first retail purchaser and his transferee(s) and begins on the date of original retail delivery or the date the motor home is first placed into service as rental, commercial or demonstrator unit (whichever occurs first). The warranty extends for the following periods:

- 1) For all defects (other than structural) the warranty extends for a period of one year from such date or until the unit has received 15,000 total miles (24,139 kilometers) of use as determined by the mileage shown on the odometer (whichever occurs first).
- 2) For structural defects, 3 years; structural defects are limited to the following: roof structure, sub-floor structure, and Fiberglast walls.

Written notice of defects must be given to the selling dealer or manufacturer not later than ten (10) days after the expiration of the warranty period.

### OWNER'S OBLIGATIONS

The owner is responsible for normal maintenance as described in the Owner's Information Package; however, minor adjustments (such as adjustments to the interior or exterior doors, LPG regulator pressure, cabinet latches, TV antenna control, etc.) will be performed by the dealer during the first 90 days of warranty coverage. Thereafter, such adjustments are the responsibility of the owner as normal maintenance unless required as a direct result of repair or replacement of a defective part under this warranty.

If a problem occurs, which the owner believes is covered by this warranty, the owner shall contact the selling dealer, or Fleetwood Owner Relations, giving sufficient information to resolve the matter. The owner shall deliver the motor home to the dealer or the Fleetwood Service Center location for warranty service.

### DEALER'S OBLIGATIONS

By agreement with the manufacturer, the dealer is obligated to maintain the motor home prior to retail sale, to perform a detailed pre-delivery inspection and to repair or replace any parts necessary to correct defects in material or workmanship.

### WHEN THE DEALER DOES NOT RESOLVE THE PROBLEM

If the dealer is unable or unwilling to resolve a problem, which the owner is convinced is covered by the warranty, the owner should contact Fleetwood Owner Relations at the address or telephone number listed below and provide Fleetwood Owner Relations with a description of the problem and attempts made to resolve it.

### MANUFACTURER'S OBLIGATIONS

Upon receipt of notice of a claim, where the dealer was unable or unwilling to resolve the problem, a Fleetwood Service Center will repair or replace any parts necessary to correct defects in material or workmanship or will take other appropriate action as may be required.

### WHAT IS NOT COVERED BY THIS WARRANTY

This warranty does not cover:

- 1) The automotive chassis system (including the chassis and drive train), tires and batteries, which are covered by the separate warranties of the respective manufacturers of these components.
- 2) Defects caused by or related to:
  - a) Abuse, misuse, negligence or accident;
  - b) Failure to comply with instructions contained in the Owner's Information Package;
  - c) Alteration or modification of the motor home;
  - d) Environmental conditions (salt, hail, chemicals in the atmosphere, etc.)
- 3) Normal deterioration due to wear or exposure, such as fading of fabrics or drapes, carpet wear, etc.
- 4) Normal maintenance and service items, such as light bulbs, fuses, wiper blades, lubricants, etc.
- 5) Motor homes on which the odometer reading has been altered.
- 6) Transportation to and from dealer or Fleetwood Service Center location, loss of time, inconvenience, commercial loss, loss of use, towing charges, bus fares, vehicle rental, incidental charges such as telephone calls or hotel bills, or other incidental or consequential damages.

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.

This warranty gives you specific legal rights, and you may also have other rights, which vary from state to state.

The manufacturer/retailer is not responsible for any unauthorized, representation or warranty made by any dealer or other person beyond those expressly set forth in this warranty.

For Motor Homes Manufactured and Warranted by the following subsidiaries of Fleetwood Enterprises, Inc.

Fleetwood Motor Homes of California, Inc.  
Fleetwood Motor Homes of Indiana, Inc.  
Fleetwood Motor Homes of Pennsylvania, Inc.

For Customer Service assistance, contact:

Fleetwood Owner Relations  
P.O. Box 69033  
Riverside, CA 92517  
(909) 823-8216

American Coach  
1435 Patterson Street  
Decatur, IN 46733  
(800) 456-7346

## FULL TWO-YEAR WARRANTY

For Travel Trailers Manufactured and Warranted by subsidiaries of Fleetwood Enterprises, Inc., sold in the United States and Canada

### COVERAGE PROVIDED

Your new travel trailer, including the structure, plumbing, heating and electrical systems, all appliances and equipment installed by the manufacturer, is warranted under normal use to be free from manufacturing defects in material or workmanship. Appearance imperfections, or damage to paint, graphics, exterior materials, or upholstery that may have occurred prior to delivery are normally corrected during the inspection process at the manufacturing plant or at the dealership.

- 1) The warranty extends to the first retail purchaser and his transferee(s) and begins on the date of original retail delivery or the date the trailer is first placed into service as rental, commercial or demonstrator unit (whichever occurs first). The warranty extends for a period of two years from such date.

Written notice of defects must be given to the selling dealer or manufacturer not later than ten (10) days after the expiration of the warranty period.

### OWNER'S OBLIGATIONS

The owner is responsible for normal maintenance as described in the Owner's Information Package; however, minor adjustments (such as adjustments to the interior or exterior doors, LPG regulator pressure, cabinet latches, TV antenna control, etc.) will be performed by the dealer during the first 90 days of warranty coverage. Thereafter, such adjustments are the responsibility of the owner as normal maintenance unless required as a direct result of repair or replacement of a defective part under this warranty.

If a problem occurs which the owner believes is covered by this warranty, the owner shall contact the selling dealer, or other authorized dealer, giving sufficient information to resolve the matter. The owner shall deliver the trailer to the dealer or a Fleetwood Service Center location for warranty service.

### DEALER'S OBLIGATIONS

By agreement with the manufacturer, the dealer is obligated to maintain the trailer prior to retail sale, to perform a detailed pre-delivery inspection and to repair or replace any parts necessary to correct defects in material or workmanship.

### WHEN THE DEALER DOES NOT RESOLVE THE PROBLEM

If the dealer is unable or unwilling to resolve a problem which the owner is convinced is covered by the warranty, the owner should contact Fleetwood Owner Relations at the address or telephone number listed below and provide Fleetwood Owner Relations with a description of the problem and attempts made to resolve it.

### MANUFACTURER'S OBLIGATIONS

Upon receipt of notice of a claim, where the dealer was unable or unwilling to resolve the problem, a Fleetwood Service Center will repair or replace any parts necessary to correct defects in material or workmanship or will take other appropriate action as may be required.

### WHAT IS NOT COVERED BY THIS WARRANTY

This warranty does not cover:

- 1) The fires, which are covered by the warranty of the fire manufacturer.
- 2) Defects caused by or related to:
  - a) Abuse, misuse, negligence or accident;
  - b) Failure to comply with instructions contained in the Owner's Information Package;
  - c) Alteration or modification of the travel trailer;
  - d) Environmental conditions (salt, heat, chemicals in the atmosphere, etc.)
- 3) Normal deterioration due to wear or exposure, such as fading of fabrics or stripes, carpet wear, etc.
- 4) Normal maintenance and service items, such as light bulbs, fuses, waxes, lubricants, etc.
- 5) Transportation to and from dealer or Fleetwood Service Center location, loss of time, inconvenience, commercial loss, loss of use, bus fares, vehicle rental, incidental charges such as telephone calls or hotel bills, or other incidental or consequential damages.

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.

This warranty gives you specific legal rights, and you may also have other rights, which vary from state to state.

The manufacturer/retailer is not responsible for any undertaking, representation or warranty made by any dealer or other person beyond those expressly set forth in this warranty.

For Travel Trailers Manufactured and Warranted by the following subsidiaries of Fleetwood Enterprises, Inc.

Fleetwood Travel Trailers of California, Inc.  
Fleetwood Travel Trailers of Indiana, Inc.  
Fleetwood Travel Trailers of Kentucky, Inc.  
Fleetwood Travel Trailers of Maryland, Inc.  
Fleetwood Travel Trailers of Ohio, Inc.  
Fleetwood Travel Trailers of Oregon, Inc.  
Fleetwood Travel Trailers of Texas, Inc.  
Fleetwood Canada, Ltd.

For Customer Service assistance, contact:

Fleetwood Owner Relations  
P.O. Box 9993  
Riverside, CA 92517  
(800) 443-3307

## FULL ONE-YEAR WARRANTY

**For Gear Box Travel Trailers Manufactured and Warranted by subsidiaries of Fleetwood Enterprises, Inc., sold in the United States and Canada**

### COVERAGE PROVIDED

Your new travel trailer, including the structure, plumbing, heating and electrical systems, all appliances and equipment installed by the manufacturer, is warranted under normal use to be free from manufacturing defects in material or workmanship. Appearance imperfections, or damage to paint, graphics, exterior materials, or upholstery that may have occurred prior to delivery are normally corrected during the inspection process at the manufacturing plant or at the dealership.

- 1) The warranty extends to the first retail purchaser and his transferee(s) and begins on the date of original retail delivery or the date the trailer is first placed into service as rental, commercial or demonstrator unit (whichever occurs first). The warranty extends for a period of one year from such date.

Written notice of defects must be given to the selling dealer or manufacturer not later than ten (10) days after the expiration of the warranty period.

### OWNER'S OBLIGATIONS

The owner is responsible for normal maintenance as described in the Owner's Information Package; however, minor adjustments (such as adjustments to the interior or exterior doors, LPG regulator pressure, cabinet latches, TV antenna control, etc.) will be performed by the dealer during the first 60 days of warranty coverage. Thereafter, such adjustments are the responsibility of the owner as normal maintenance unless required as a direct result of repair or replacement of a defective part under this warranty.

If a problem occurs which the owner believes is covered by this warranty, the owner shall contact the selling dealer, or other authorized dealer, giving sufficient information to resolve the matter. The owner shall deliver the trailer to the dealer or a Fleetwood Service Center location for warranty service.

### DEALER'S OBLIGATIONS

By agreement with the manufacturer, the dealer is obligated to maintain the trailer prior to retail sale, to perform a detailed pre-delivery inspection and to repair or replace any parts necessary to correct defects in material or workmanship.

### WHEN THE DEALER DOES NOT RESOLVE THE PROBLEM

If the dealer is unable or unwilling to resolve a problem which the owner is convinced is covered by the warranty, the owner should contact Fleetwood Owner Relations at the address or telephone number listed below and provide Fleetwood Owner Relations with a description of the problem and attempts made to resolve it.

### MANUFACTURER'S OBLIGATIONS

Upon receipt of notice of a claim, where the dealer was unable or unwilling to resolve the problem, a Fleetwood Service Center will repair or replace any parts necessary to correct defects in material or workmanship or will take other appropriate action as may be required.

### WHAT IS NOT COVERED BY THIS WARRANTY

This warranty does not cover:

- 1) The items, which are covered by the warranty of the item manufacturer.
- 2) Defects caused by or related to:
  - a) Abuse, misuse, negligence or accident;
  - b) Failure to comply with instructions contained in the Owner's Information Package;
  - c) Alteration or modification of the travel trailer;
  - d) Environmental conditions (flood, hail, chemicals in the atmosphere, etc.)
- 3) Normal deterioration due to wear or exposure, such as fading of fabrics or drapes, carpet wear, etc.
- 4) Normal maintenance and service items, such as light bulbs, fuses, sealants, lubricants, etc.
- 5) Transportation to and from dealer or Fleetwood Service Center location, loss of time, inconvenience, commercial loss, loss of use, bus fares, vehicle rental, incidental charges such as telephone calls or hotel bills, or other incidental or consequential damages.

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.

This warranty gives you specific legal rights, and you may also have other rights, which vary from state to state.

The manufacturer/warrantor is not responsible for any undertaking, representation or warranty made by any dealer or other person beyond those expressly set forth in this warranty.

**For Travel Trailers Manufactured and Warranted by the following subsidiaries of Fleetwood Enterprises, Inc.**

Fleetwood Travel Trailers of California, Inc.  
Fleetwood Travel Trailers of Indiana, Inc.  
Fleetwood Travel Trailers of Kentucky, Inc.  
Fleetwood Travel Trailers of Maryland, Inc.  
Fleetwood Travel Trailers of Ohio, Inc.  
Fleetwood Travel Trailers of Oregon, Inc.  
Fleetwood Travel Trailers of Texas, Inc.  
Fleetwood Canada, Ltd.

For Customer Service assistance, contact

Fleetwood Owner Relations  
P.O. Box 59633  
Riverside, CA 92517  
(800) 446-3307

## FULL TWO-YEAR WARRANTY

For Truck Campers Manufactured and Warranted by subsidiaries of Fleetwood Enterprises, Inc., sold in the United States and Canada

### COVERAGE PROVIDED

Your new truck camper, including the structure, plumbing, heating and electrical systems, all appliances and equipment installed by the manufacturer, is warranted under normal use to be free from manufacturing defects in material or workmanship. Appearance imperfections, or damage to paint, graphics, exterior materials, or upholstery that may have occurred prior to delivery are normally corrected during the inspection process at the manufacturing plant or at the dealership.

- 1) The warranty extends to the first retail purchaser and his transferee(s) and begins on the date of original retail delivery or the date the truck camper is first placed into service as rental, commercial or demonstrator unit (whichever occurs first). The warranty extends for a period of two years from such date.

Written notice of defects must be given to the selling dealer or manufacturer not later than ten (10) days after the expiration of the warranty period.

### OWNER'S OBLIGATIONS

The owner is responsible for normal maintenance as described in the Owner's Information Package; however, minor adjustments (such as adjustments to the interior or exterior doors, LPG regulator pressure, cabinet latches, TV antenna control, etc.) will be performed by the dealer during the first 90 days of warranty coverage. Thereafter, such adjustments are the responsibility of the owner as normal maintenance unless required as a direct result of repair or replacement of a defective part under this warranty.

If a problem occurs which the owner believes is covered by this warranty, the owner shall contact the selling dealer, or other authorized dealer, giving sufficient information to resolve the matter. The owner shall deliver the truck camper to the dealer or a Fleetwood Service Center location for warranty service.

### DEALER'S OBLIGATIONS

By agreement with the manufacturer, the dealer is obligated to maintain the truck camper prior to retail sale, to perform a detailed pre-delivery inspection and to repair or replace any parts necessary to correct defects in material or workmanship.

### WHEN THE DEALER DOES NOT RESOLVE THE PROBLEM

If the dealer is unable or unwilling to resolve a problem which the owner is convinced is covered by the warranty, the owner should contact Fleetwood Owner Relations at the address or telephone number listed below and provide Fleetwood Owner Relations with a description of the problem and attempts made to resolve it.

### MANUFACTURER'S OBLIGATIONS

Upon receipt of notice of a claim, where the dealer was unable or unwilling to resolve the problem, a Fleetwood Service Center will repair or replace any parts necessary to correct defects in material or workmanship or will take other appropriate action as may be required.

### WHAT IS NOT COVERED BY THIS WARRANTY

This warranty does not cover:

- 1) The battery, which is covered by a separate warranty.
- 2) Defects caused by or related to:
  - a) Abuse, misuse, negligence or accident;
  - b) Failure to comply with instructions contained in the Owner's Information Package;
  - c) Alteration or modification of the truck camper;
  - d) Environmental conditions (salt, hail, chemicals in the atmosphere, etc.)
- 3) Normal deterioration due to wear or exposure, such as fading of fabrics or drapes, carpet wear, etc.
- 4) Normal maintenance and service items, such as light bulbs, fuses, sealants, lubricants, etc.
- 5) Transportation to and from dealer or Fleetwood Service Center, loss of time, inconvenience, commercial loss, loss of use, bus fares, vehicle rental, incidental charges such as telephone calls or hotel bills, or other incidental or consequential damages.

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.

This warranty gives you specific legal rights, and you may also have other rights, which vary from state to state.

The manufacturer/retailer is not responsible for any undertaking, representation or warranty made by any dealer or other person beyond those expressly set forth in this warranty.

For Truck Campers Manufactured and Warranted by the following subsidiaries of Fleetwood Enterprises, Inc.

Fleetwood Travel Trailers of Oregon, Inc.

For Customer Service assistance, contact:

Fleetwood Owner Relations  
P.O. Box 88033  
Riverside, CA 92517  
(800) 448-3967

### **Special Warranty Situations**

Under special circumstances, Fleetwood may implement special warranties for products designed for specific markets or purposes. Normally, these special warranties are variations of the general warranties.

The Ownercare Warranty covers Fleetwood's RV products unless specifically excluded. These exclusions may be made in cases of prototype units, demonstrator units or any other unit built or sold under special circumstances. These units are generally discounted in price from the normal dealer price, and no Ownercare warranty is offered.

Units remaining in dealer inventory for 3 years or longer cannot be sold with a Fleetwood warranty without Fleetwood Service inspection and approval. The dealer will be responsible for the repair of any damage resulting from improper maintenance.

If a unit is sold without Ownercare warranty, all appliances, chassis or other component warranties that remain in effect are passed along to the retail buyer. The retail buyer has full advantage of the appliance, fixture, or chassis warranties, if applicable.

The dealer's purchase invoice will clearly identify units that are sold without warranty. It is the dealer's responsibility to inform, in writing, any retail customer that the unit is not covered by the Ownercare warranty. Under these conditions, the dealer agrees, in writing, to indemnify Fleetwood and/or the manufacturing subsidiary from any warranty liability to the retail buyer.

### **Supplier Warranties**

Many components used in Fleetwood recreational vehicles are warranted to the retail customer by the component manufacturer. These warranties are administered by the manufacturers of the components, and may include or offer extended warranty terms to the retail customer. Warranty forms or cards are included with each component that explain the warranty and allow the retail customer to register the component with the manufacturer. The selling dealer is responsible for reviewing all warranty documents and warranty registrations for these components. The dealer is encouraged to assist the customer in completing and mailing these documents as required by the component manufacturers.

Some of these manufacturers offer extended warranties. The dealer is to inform the retail customer of these extended warranties and assist the customer in obtaining the extended coverage. Extended warranty coverage must be obtained by contacting the supplier directly. Fleetwood is not responsible for the administration of supplier extended warranties.

## **FLEETWOOD SERVICE FACILITY/DEALER RELATIONSHIP**

### **GENERAL REQUIREMENTS AND EXPECTATIONS**

As a Fleetwood RV dealer, you have agreed to support the Ownercare Warranty program. Your support of this program is essential to the success of both your dealership and Fleetwood.

As a Fleetwood dealer, you have a responsibility to maintain support in the areas of service, warranty, parts and customer relations. This responsibility includes the following:

#### **Location and Capability**

**Place of Business** – Maintain a place of business at the address described in the Dealer Sales Agreement or Application for Dealership. **PRIOR TO ACCEPTANCE OF THE DEALER APPLICATION, THE FLEETWOOD SERVICE FACILITY WILL REVIEW THE DEALER'S SERVICE CAPABILITY.**

**Facilities** – Available for the display, sale, repair and service of the RV product line or lines furnished by Fleetwood's subsidiaries.

**Business Hours** – Open during all normal business hours.

#### **Warranty Document Delivery**

Provide a copy of Fleetwood's current Ownercare Warranty to all retail purchasers of Fleetwood RV products. Copies of the Ownercare Warranty documents must be made available prior to sale as specified in the "Magnuson-Moss Warranty-Federal Trade Commission Improvement Act."

#### **Pre-delivery Inspection**

Make inspections, adjustments, and certifications as may be required under the terms of the Ownercare Warranty and as Fleetwood or its manufacturing subsidiaries may from time to time prescribe.

#### **Warranty Service**

Provide timely warranty service to retail purchasers of Fleetwood RV products of the same brand as your dealership has been authorized to sell, **regardless if the unit was sold at retail by your dealership.**

### **Dealer Modification of Ownercare Warranty**

The Fleetwood Ownercare Warranty will be the only warranty made or deemed to have been made to any persons by Fleetwood Enterprises, Inc., or its manufacturing subsidiaries, and the remedies set forth in the Ownercare Warranty shall be the only remedies available against Fleetwood Enterprises, Inc. or its manufacturing subsidiaries, with respect to the recreational vehicle products sold to any Fleetwood RV dealer.

**NO FLEETWOOD DEALER SHALL HAVE AUTHORITY TO MAKE ANY OTHER OR DIFFERENT WARRANTY ON BEHALF OF FLEETWOOD ENTERPRISES, INC. OR IN ITS NAME, OR ON BEHALF OF ANY OF ITS MANUFACTURING SUBSIDIARIES OR IN THEIR NAME. ANY OTHER OR DIFFERENT WARRANTIES MADE OR OFFERED BY THE DEALER WILL CLEARLY SPECIFY THAT THESE OTHER AND DIFFERENT WARRANTIES ARE MADE BY THE DEALER AND NOT BY FLEETWOOD ENTERPRISES, INC. OR ANY OF ITS MANUFACTURING SUBSIDIARIES.**

### **Compliance with Policies and Procedures**

All warranty service performed by the dealer shall be performed in accordance with the policies and procedures set forth in the current Fleetwood RV Ownercare Manual and in warranty manuals, bulletins, announcements and other documents relating to warranty service, which the manufacturer will supply to the dealer.

### **Failure to Perform**

Failure by either the dealer or Fleetwood Enterprises, Inc. or its manufacturing subsidiaries, to fulfill the terms and conditions of this policy will be good and sufficient cause for termination of the manufacturer/dealer relationship.

### **Termination of Fleetwood/Dealer Relationship**

If the manufacturer/dealer relationship is terminated for any reason, all units that were purchased by the dealer from the manufacturer will be subject to the obligations of the dealer and the manufacturer. These obligations will continue, with respect to each of those units, despite the termination of the manufacturer/dealer relationship. These obligations will apply to all units purchased from the manufacturer, regardless of the date of sale of that unit by the dealer to a retail customer. However, terminated dealers must have prior authorization from the Fleetwood Service Facility for any warranty work performed on stock or customer units. The manufacturer reserves the right to reassign any warranty service obligations to any other authorized warranty repair station.

## PRODUCT PURCHASE AND SALE

One of the primary goals of the Fleetwood Ownercare manual is to increase the likelihood that Fleetwood Recreational Vehicle products are presented to rental or retail customers in a fully functional/salable condition, and meet all reasonable expectations of merchantability.

The manufacturing plant(s), by a series of quality control checks at each station in the manufacturing process and by an extensive inspection during the final finish process, makes every effort to deliver the product to the dealer in a salable condition. Fabrication or manufacturing irregularities, or factors and conditions outside the control of either the manufacturing plant or the dealer may contribute to slight surface or cosmetic irregularities, or mechanical adjustments ("defects"). The dealer must note these defects, and consult with the Fleetwood Service Facility to make adjustments or otherwise prepare the unit for sale.

### Product Delivery Receipt

The Product Delivery Receipt serves three purposes:

1. To identify the vehicle delivered, and confirm its delivery to the appropriate dealership.
2. To provide a checklist and appropriate, descriptive commentary that the vehicle was delivered with all components complete and intact.
3. To provide a way to gather product information usable in Fleetwood's product improvement research.

The Product Delivery Receipt is partially completed by the manufacturing plant. When the unit is delivered to the dealer, the dealer and/or delivery agent or driver completes the remainder of the form after inspecting the unit.

The intent of this inspection is to identify small irregularities in the product that require minimal adjustment or attention. Gross defects or component failures are covered under Fleetwood's Ownercare Warranty, and for these types of defects, the dealer should submit a regular warranty claim after accepting the unit.

When the unit is delivered to the dealer, the dealer or an authorized representative is to inspect the unit.

The extent of this inspection is to include, but is not limited to, the following:

- Obvious transportation damage such as:

- Broken windows/windshields

- Unit Cleanliness

- Broken lenses/bulbs

- Scratches/breaks/dents on exterior surfaces, paint or components

- Broken or damaged housings, cowlings or protective coverings

- Other damage or defects directly caused by road hazards or in-transit vandalism incurred during shipping/transportation of the unit to the dealership.

**Product Delivery Receipt (cont.)**

- Obvious manufacturing plant omissions such as:

- Owner's manuals
- Warranty cards/booklets
- Appliance operating instructions
- Missing components
- Obvious manufacturing errors.

- Shortages or errors in standard or optional equipment;
- Errors in billing;
- Any component that by visual inspection can be found to require repairs needed to restore the unit to a completely merchantable condition as intended by the manufacturing plant.

Specifically excluded from this Product Delivery Receipt form are items that are grossly defective or inoperative and would otherwise normally be covered under Fleetwood's Ownercare Warranty.

After the dealer inspection, any shortages, errors or delivery damage, of the type outlined in this section, should be noted on the Product Delivery Receipt before accepting the unit from the dealer's transporting agent (or manufacturing plant in the case of dealer pickup).

Any shortages, errors or delivery damage, of the type outlined in this section, that are overlooked or missed at delivery (other than those noted on the Product Delivery Receipt) must be claimed by contacting the appropriate Fleetwood Service Center within 24 hours after the unit has been accepted at the dealership. Claims submitted for shortages, errors or delivery damage after this period may not be covered, but will be reviewed on a case-by-case basis by the Fleetwood Service Facility.

After the unit has been inspected, the following signatures are required on the Product Delivery Receipt:

- The dealer or his authorized representative or;
- The driver making the pick up if he is a bonafide employee of the dealer and is specifically authorized by the dealer to accept the unit.

In cases of motor home deliveries, the Product Delivery Receipt must be completed as above, but with additional information by the motor home delivery driver. The driver should use the "Delivery Driver Comments" section of the form.

**NOTE: The section titled "Delivery Driver Comments" is for use in delivery of motor homes only and should not be used by drivers delivering travel trailers.**

**PRODUCT DELIVERY RECEIPT (PDR) FORM**

**PRODUCT DELIVERY RECEIPT**

**OWNER CARE**  
**FLEETWOOD RV**

DEALER

MANUFACTURING PLANT

VEHICLE SERIAL NUMBER

DATE OF MANUFACTURE

1

Brand-Model-Color

I have checked the loose items indicated in the attached Delivery Ticket and all are present in the recreational vehicle.

The following manuals and warranty booklets are in the recreational vehicle:

- |   |   |
|---|---|
| <input type="checkbox"/> Vehicle Owner's Manual                       | <input type="checkbox"/> Range Operating Instructions / Warranty  |
| <input type="checkbox"/> Automotive Systems Warranty                  | <input type="checkbox"/> Refrigerator Operating Instructions / Warranty   |
| <input type="checkbox"/> Data Plate                                   | <input type="checkbox"/> Chassis Owner's Manual   |
| <input type="checkbox"/> Tire Warranty                                | <input type="checkbox"/> Operating Instructions / Warranties for other major appliances, and/or components of the vehicle |
| <input type="checkbox"/> Furnace Operating Instructions/Warranty      |   |
| <input type="checkbox"/> Battery Warranty                             |   |
| <input type="checkbox"/> Water Heater Operating Instructions/Warranty |   |

The following damaged items were noted or replacement parts are required (if none, so indicate):

Missing items (if none, so indicate):

The following repairs are required and will be corrected by the dealer (if none, so indicate):

I acknowledge that I have inspected the above unit and have found it to be in satisfactory condition with the exceptions noted above.

Signature

Date

Delivery Driver Comments (Related to Motor Homes only):

1. Note any delivery damage
2. Note any system failures that occurred in transit (electrical lighting, air conditioner, etc.).
3. Note any problems with chassis drive train or performance.

DEALER

### **How to Complete the Product Delivery Receipt (PDR) Form**

1. The dealer information, manufacturing plant, vehicle serial number and brand-model-color sections will be completed from the manufacturing plant.
2. Place a check mark in each box indicating that each of the items listed are in fact located inside the unit.
3. List any obvious transportation damage.
4. List any missing items or shortages or errors in standard or optional equipment.
5. List any obvious repairs that the dealer will have to perform prior to retail sale.
6. This area is reserved for comments from the delivery driver regarding any concerns experienced with the unit.
7. The dealer or his representative should sign and date the form.

### **Product Delivery Receipt (cont.)**

Additional information supplied by the motor home driver should include:

Any delivery damage.

Any system failures that occurred in-transit (chassis, electrical, lighting, air conditioner, etc).

Any problems with the chassis drive train or performance.

Driver comments—The delivery driver should sign and date the comments section before dealer comments are made.

After completion of the Product Delivery Receipt, the dealer or an authorized dealership representative signs the form, accepting the unit. By this acceptance, the dealer agrees to correct any noted or un-noted deficiency prior to retail delivery and prepare the unit thoroughly for retail delivery.

### **Order Of Completion For PDR Deficiencies**

All deficiencies noted on the PDR must be completed within 60 days from retail delivery except:

- Safety related concerns—repair immediately after receipt of the unit
- Functional concerns—repaired within 30 days or prior to retail delivery.
- Delivery damage concerns—repaired within 60 days.
- Cosmetic concerns—may be noted but not repaired unless instructed by the customer at retail delivery. The dealer will notify the customer that they have 90 days to address these concerns or risk denial of warranty coverage. If unsure whether a repair qualifies as a cosmetic concern, contact the appropriate Fleetwood Service Center to discuss.

## PRODUCT DISPLAY AND PROTECTION

In order to ensure that the retail customer receives the product in the best possible condition, the dealer must ensure that the units in inventory are adequately protected prior to sale through regular lot maintenance. Lot maintenance is the selling dealer's responsibility.

**It is the dealer's responsibility to prevent damage. Damage caused by improper storage techniques (i.e. failure to rotate inventory on the dealer's lot) is considered negligence and will not be considered for warranty reimbursement.**

Units must be stored and displayed in a way that would prevent:

- Damage to waterlines, water tanks and other components caused by freezing.
- Damage to fabrics, carpet, drapes, etc. by water or sun fade caused by open windows, open vents, soiling, etc.
- Battery freeze-up or damage caused by not maintaining a full charge.
- Exterior finish damage caused by air pollutants near factories, power plants, or other industrial wastes, storage under trees, etc.
- Other damage caused by improper storage or dealer maintenance.

**It is the dealer's responsibility, as part of the regular lot maintenance, to inspect all roof, body and window seams, and sealants every 90 days and reseal as necessary.**

## **RETAIL DELIVERY CHECKOUT (PRE-DELIVERY)**

As part of the retail sale of any RV unit the dealer sells, the dealer is expected to inspect and adjust the unit and its systems, and familiarize the retail customer in the use of the vehicle.

This pre-delivery service will include, but is not limited to, all items covered on the Ownercare Delivery Checkout form provided by the manufacturing plant. The removal of the protective plastic cover on the carpet is also required. The pre-delivery process does not include expenses incurred in correcting manufacturing defects. Repairs to correct manufacturing defects will be covered and reimbursed through regular warranty procedures.

Repairs made prior to delivery to the customer constitute "stock unit" repairs. The exception to this definition would be if the customer has inspected the motor home, has provided a repair list, and will sign the warranty document.

### **Pre-delivery Adjustments**

Adjustments are required to enable the customer to enjoy the full use of the vehicle and its features as the manufacturer intended it. These adjustments are not necessarily related to a defective component.

**The selling dealer will be responsible for all adjustments before the unit is delivered to the retail purchaser and for a 90-day period after the retail sale.**

"Adjustments" include:

- Adjustment of LP regulator to proper pressure;
- Correction of rattles and squeaks;
- Appliance pilot light adjustments;
- Minor adjustments listed in the Ownercare Delivery Checkout form and required as part of the retail delivery service by the dealer.



**ELECTRONIC (FDN) PRE-DELIVERY INSPECTION FORM**

Product Information | Product Description | Fleetwood

File View Window Help

Responses (A1-1) Header (A1-2)

**Registration Information:**

Registration Number: PR00002

Registration Type: Standard

Warranty Type: Standard

Sales Person Initials: 3

**Response:** Date: \_\_\_\_\_ Reason / Comments: \_\_\_\_\_  
 Status: \_\_\_\_\_  
 Warranty Start: \_\_\_\_\_

**Product Information:**

Fleetwood Id Number: 4 Model: \_\_\_\_\_ Year: \_\_\_\_\_ Product Family: \_\_\_\_\_

Retail Delivery Date: 00000000 Dealer Unit Stock Number: 6

**Motorized Chassis:**

VIN Number: 7 Mileage: \_\_\_\_\_ Mileage: 8

**Selling Dealer Information:**

Number: 007930 Name: Fleetwood Motor Homes Phone: (800) 326-8395

**Owner Information:**

Last Name: 9 First Name: \_\_\_\_\_  
 Address: \_\_\_\_\_  
 City, State, Postal Code: \_\_\_\_\_  
 Country: \_\_\_\_\_  
 Home Phone: ( ) - \_\_\_\_\_ Work Phone: ( ) - \_\_\_\_\_

**Checklist:**

10 Systems Check Out

Customer Signature On File

Dealer Signature On File

Completed to Customer Satisfaction

Rental Unit

Comments: 11

1. Choose if the product registration is for the original owner or a subsequent owner.
2. Choose if this unit has a standard warranty or is an exception to the normal warranty.
3. List the salesperson's name.
4. List the Fleetwood Identification Number (FIN).
5. List the retail delivery date.
6. List the dealer unit stock number.
7. List the Vehicle Identification Number (VIN) of the chassis.
8. List the mileage at delivery.
9. List the owner's name, address, home and work telephone numbers.
10. Check each box in the checklist section as completed. Check the rental unit box, if applicable.
11. Input any comments, regarding this product's registration, that need to be brought to Fleetwood's attention.

### **Submission and Distribution of the Ownercare Delivery Checkout Form**

The signed copies of the Ownercare Delivery Checkout are distributed as follows:

#### **Electronically:**

The dealership must complete and retain the original hard copies (except the pink copy) of the Ownercare Delivery Checkout form, on file, for a period of seven years from the date of retail sale. Enter the corresponding information into the Electronic Product Registration form supplied with the Fleetwood Dealer Network application software and submit it to Fleetwood within 30 days of the delivery date.

Pink copy to owner

#### **Paper:**

White and yellow copies are to be mailed to Riverside Owner Relations. The paper copies must be returned within 30 days of the delivery date.

Pink copy to owner

Gold copy to dealer

Fleetwood Enterprises, Inc. or its manufacturing subsidiaries have the right to audit, inspect or obtain the original documents relating to the sale and registration of the unit.

### **Motor Home Chassis Pre-delivery and Separately Warranted Equipment**

As part of Ownercare responsibility, the dealer is to perform a complete chassis pre-delivery check (which includes testing and correcting steering issues), as outlined in the chassis manufacturer's New Vehicle Inspection Sheet or Pre-delivery Inspection form. The selling dealer is also responsible for completing and forwarding the Delayed Warranty Start form to the chassis manufacturer so the warranty can be properly registered. The chassis manufacturer forms are provided with the new vehicle package supplied by Fleetwood.

The automotive system (including the chassis and drive train), tires and batteries are all warranted by their respective manufacturers and are excluded from coverage by the Fleetwood Ownercare Warranty. Any warranty adjustment made on these specified parts or systems must be made by the manufacturers or their designated service centers or warranty stations; however, the dealer may assist the retail customer in obtaining warranty service for these separately warranted items.

### **Failure to Fulfill Delivery Requirements**

If the dealer fails to carry out his responsibilities properly, as outlined, the Fleetwood Service Facility may assume responsibility for retail checkout and adjustment and may bill the dealer for the costs incurred.

### Unit "In-Service" Qualifications

A unit is considered placed "In Service" when it is:

- Regularly used as a "test drive" unit.
- Reaches 1,000 miles above the odometer reading at the time of delivery.
- Loaned for any purpose to a prospective customer, employee or any other person.
- Used for any other purpose than for display, for sale at the dealer's normal place of business, or authorized recreational vehicle show.
- Used in a rental fleet.

When a unit is placed in service as a demonstrator or rental unit, the Ownercare Delivery Checkout form is completed and forwarded to Riverside Owner Relations. The words "Placed in Demonstration" or "Placed in Rental" will be written in the spaces provided for customer name. All other information must be furnished, indicating that the pre-delivery service has been completed. The chassis warranty forms should also be completed at this time and forwarded to the appropriate chassis manufacturer.

**The Ownercare Delivery Checkout form must be electronically submitted or mailed to Riverside Owner Relations within 30 days after the unit is placed in rental or demonstration service.**

### Units Sold Without Warranty

The dealer is required to perform a complete pre-delivery inspection and to complete an Ownercare Delivery Checkout form for all motor homes, travel trailers and truck campers. The form must be clearly marked "No Warranty, Express or Implied." This form will supply owner information for Fleetwood's records and must be filled out accurately and completely.

The box marked "Exception" on the electronic product registration form should be checked to indicate any special circumstances such as units sold without warranty or special promotional exception. When this box is checked, you will be prompted to add comments to explain the exception and submit the form. Please enter a clear and concise explanation for the exception.

## SPECIAL TEST PROCEDURES

The following tests are required as part of the Ownerscare pre-delivery inspection (PDI). These tests are only warrantable when performed in conjunction with a repair. The repair and test may be billed on a warranty claim.

### LP Gas System Leak Test (Type 1)

The dealer is to perform a complete LP gas system leak test after every repair that breaks the LP gas system integrity and in all cases of LP gas system leak repair. This leak test is to be listed as a separate operation on the warranty repair order with a labor time allowance of .2 hours.

### Required special tools:

Test manometer with a gauge face indicating 0-14 inches water column in 1/10 inch water column increments (Bastian Blessing #D400, dial face #2434-A2M) or equivalent.

### Test Procedures

The following test procedures are recommended for leak testing LP gas systems with appliances installed in Fleetwood recreational vehicles:

1. Close all appliance shutoff valves.
2. Close all pilot shutoff valves.
3. Close LPG tank shutoff valves.
4. Remove one range gas burner and install manometer to valve apud on manifold. Open the valve.
5. Open the LP storage tank valve to pressurize the gas supply system. Check the manometer to assure the system has at least 10"-14" water column of pressure.
6. Leave the LPG tank valve in the "ON" position and coat the appliance connections and the LPG hose connection with a soapy water or bubble solution to check for leakage. If a leak is present, it will cause bubbles at its location.

**NOTE: THE TEST SOLUTION MUST NOT CONTAIN AMMONIA OR CHLORINE.**

7. Leave the manometer attached to the range, shut off the LPG tank valve.
8. Bleed the pressure down to 8" water column (plus or minus 1/2") by slightly opening a range burner valve and mark the dial face with a grease pencil at the exact location of the gauge needle. There should be no loss in pressure over a three (3) minute period.
9. After successful completion of the test, remove the manometer assembly from the range and reconnect the burner.

**NOTE: If pressure is lost and no leak can be detected by the bubble solution method, disconnect and cap off the DSI water heater and/or furnace and retest. When the system meets the requirement in (8) above, reconnect appliances and check with bubble solution to assure that these connections are leak-free.**

**RV LP GAS SYSTEM TEST "AT THE SOURCE" PROCEDURES (Type 2)**

**Purpose:** Determine the integrity of the LP gas system pursuant to ANSI A119.2/NFPA 1192 paragraph 5.4.18.2 (2002 edition). If there is a leak in the system you must locate and repair it. If you are not going to repair the leak immediately, you should disconnect the regulator from the service valve and put a red tag on the POL to prevent the system from being used until repairs have been completed. Tools to aid you in finding a leak are electronic gas detector and approved liquid leak detector solutions.

**1 HOOKING UP THE TEST KIT:** With all appliances turned off and the LP gas supply shut off, disconnect the low-pressure hose or piping from the regulator outlet and connect the 3/8" female flare of the Test Kit flex hose (item "B") to the regulator outlet fitting. Reattach the low-pressure hose from the unit to the male half-union end (item "C") of the Test Kit. Make sure these connections are leak free.

If using Option 1, attach your manometer hose to the 5/16" hose barb (item "F"). If using Option 2, the manometer is a part of the kit. With this type of test setup, you are working at the propane container with the regulator and manometer right in front of you. This allows one person to do the regulator flow and lockup function test as well as the required system leak test without having to enter the coach.

**2 PRESSURE DROP LEAK TEST:** With the Test Kit connected, slightly crack open the service valve, allowing the gas pressure to slowly build to a pressure between 7.5 and 8.5 inches of water column showing on the manometer. Close the service valve and check to make sure that the manometer reading is within the required range. If the reading on the manometer exceeds 8.5 inches of water column, then the pressure will have to be bled off. To do this, slightly crack-open the gas cock (item "D"), and allow the pressure to bleed down until it is in the desired range then close the gas cock. Be aware that if the pressure was allowed to go beyond 8.5 inches of water column during the charging process, the diaphragms in the systems regulators will have been stretched slightly. Then after the pressure is bled down to the desired range, and the gas cock has been closed, the pressure displayed on the manometer may increase due to the contraction of the rubber diaphragms in the systems regulators. This condition may be more prevalent on smaller systems with limited volume. After the manometer reading has stabilized, record the beginning time and manometer reading. At the end of the test, record the ending time and manometer reading. RVIA code, ANSI A119.2 / NFPA 1192 paragraph 5.4.18.2 (2002 edition), requires that this pressure be measured for a period of three (3) minutes without a pressure drop. For your protection and proof that you did an approved leak test, these readings should be recorded on the customers work order form.

**3 OPERATING PRESSURE TEST:** After completing the pressure drop leak test in step 3 above, open the container service valve full open. Open the gas cock (item "D") full open, this allows 30 cubic feet per hour of gas to flow out of the orifice, which represents about one half or more of the BTU flow rate of the inside appliances (75000 BTU/ hour.). The operating pressure is now shown on the manometer. This operating pressure should be 11 inch water column plus or minus 1/2 ± inch. If you find the pressure is out of range, readjust the regulator by removing the dust cap and turning the adjustment screw clockwise to increase the output pressure or counter clock wise to decrease the output pressure.

4 **LOCKUP PRESSURE TEST:** Slowly close the gas cock (Item "D") to shut off the flow of gas out of the orifice. The regulator is now in a lockup condition. The RVIA code ANSI A119.2 | NFPA 1192 paragraph 5.2.9.2 (2002 edition) limits this pressure to a maximum of 14" water column. Always check the lockup pressure after the regulator has been properly adjusted.

5 **DISCONNECTING THE TEST KIT:** Shut off the LP gas supply. Open the gas cock (Fig. 3-4 "D") to bleed the gas from the system. Remove the Test Kit from the system and reconnect the low-pressure hose or piping of the unit to the regulator outlet fitting. Open the container valve to charge the system. Leak test this connection, using an approved leak test solution. If the unit is not going to be put into immediate service, close the container valve. It is recommended that all readings collected during these tests be recorded on the customer work order form.

## **! WARNING**

**LP GAS IS FLAMMABLE, THEREFORE THE ABOVE TESTS SHOULD BE DONE IN A WELL VENTILATED AREA AWAY FROM ANY SOURCE OF IGNITION**

### **RV LP GAS SYSTEM TEST KIT**

#### **PARTS LIST:**

- A Brass 1/4" Female pipe Cross.
- B Low pressure flex hose connector (short length – 6"). (3/8" female flare one end, 1/4" male pipe other end.)
- C Male half-union 1/4" pipe x 3/8" male flare.
- D Gas cock 1/4" male pipe x 1/4" female pipe.
- E 1/4" pipe plug drilled with a # 41 orifice drill or 3/32" std. Drill, (75,000 BTU).
- F 1/4" male pipe x 5/16" hose barb fitting (for manometer hose hookup **NOT SHOWN**), or "G" below.
- G Dial manometer with 1/4" male pipe thread or "F" above.

The LP Gas System Test Kit Option 1 is shown in Figure 3-4.1 and Option 2 in Figure 3-4.2. Assemble the RV LP Gas System Test Kit from locally available components.

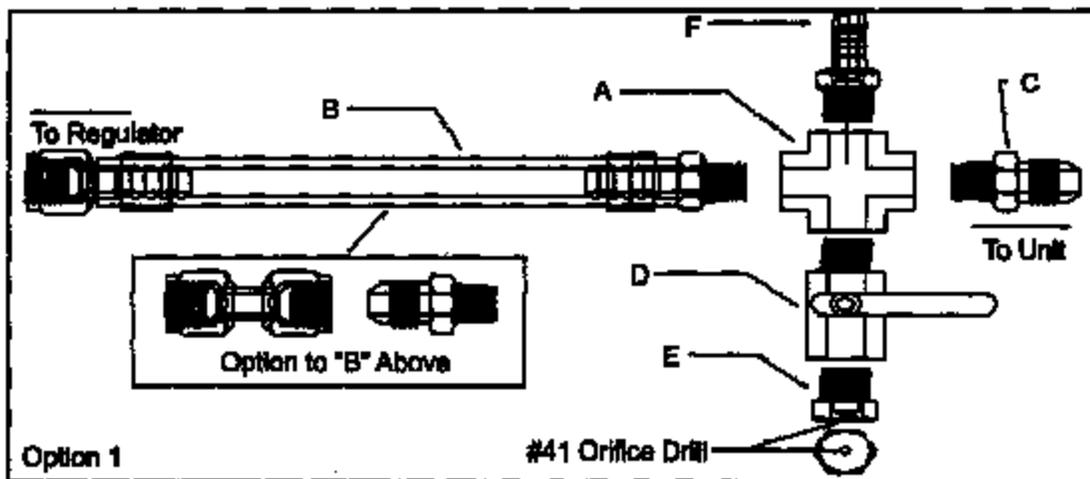


FIG. 3-4.1 (Option 1)

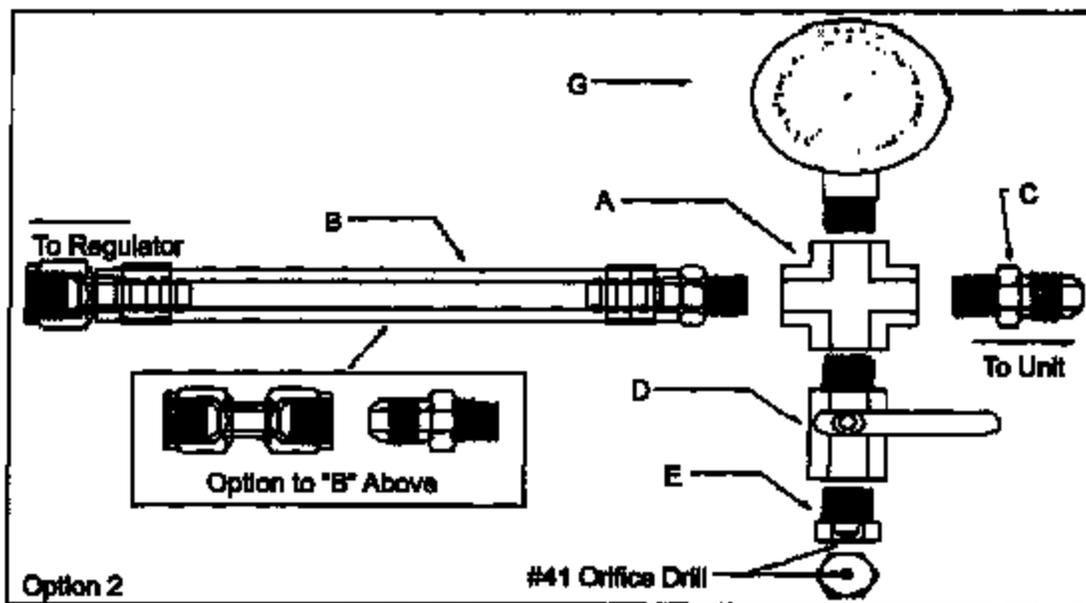


FIG. 3-4.2 (Option 2)

**ANSI A119.2/NFPA 1192**  
PAGE 16, 2002 EDITION

**5.4.18 Testing for Gas Leakage,**

**5.4.18.1 Before Appliances Are Connected.** Piping systems shall be proven by test to be leak-free by maintaining an air pressure of at least 6 in. mercury (20.7 kPa) or 3 psi (20.7 kPa) for a period of at least 10 minutes. Before the test is begun, the temperature of the air and of the piping shall be approximately the same, and a uniform temperature shall be maintained throughout the period. Leaks, if observed, shall be located and corrected. Defective material shall be replaced. Products that contain ammonia or chlorine shall not be used for testing. Tests shall be conducted by either of the following methods:

- (1) The source of the air pressure to the piping system shall be shut off. The pressure in the system shall be measured over a period of 10 minutes with a mercury manometer, slope gauge, or equivalent device, calibrated so as to be read in increments of not greater than 1/10 psi (0.7 kPa). During the 10-minute period a drop in pressure shall not occur.
- (2) A bubble type leak detector shall be installed between the source of air pressure and the piping system. The bubble detector shall not indicate any air flow for a period of 1 minute.

**5.4.18.2 After Appliances Are Connected.** When appliances are connected to the piping system, the entire piping system shall be proven by test to be leak-free by maintaining an air pressure of not less than 10 in. water column (2.5 kPa) nor more than 14 in. water column (3.5 kPa). Before the test is begun, the temperature of both air and piping shall be approximately the same, and a uniform temperature shall be maintained through the test period. Leaks if observed shall be located and corrected. Products containing ammonia or chlorine shall not be used for locating leaks. Defective material shall be replaced. As an alternative procedure a pressure drop test shall be permitted to be conducted by any of the following methods:

- (1) The entire system shall be pressurized to not less than 8 in. water column (1.99 kPa) or more than 14 in. water column (3.5 kPa), the appliance shutoff valves shall be closed, and the system shall be isolated from all sources of pressure. When the test gauge is installed downstream of an appliance regulator, before the test is begun, open one valve and lower the pressure to 8 in.  $\pm$  0.5 in. water column (1.99 kPa  $\pm$  0.5 kPa) so that the appliance regulator is in an open condition. The pressure in the system shall be measured over a period of 3 minutes with a manometer or with a pressure-sensing device designed and calibrated to read, record, or indicate a pressure loss due to leakage during the pressure test period. During the 3 minute period, a drop in pressure shall not occur.
- (2) A bubble-type leak detector shall be installed between the source of air pressure and the piping system. The bubble detector shall not indicate any air flow for a period of 1 minute.
- (3) As an alternate test, the appliance connections shall be tested for leakage with either soapy water or bubble solution.

### Plumbing Leak Test

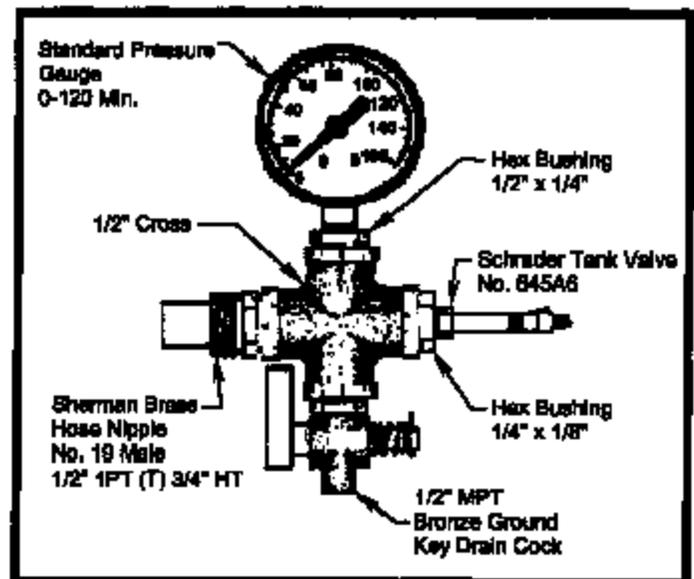
The dealer is to perform a complete pressure test of the fresh water system after every repair that breaks the water system integrity or in case of the repair of fresh water system leaks. This test is to be listed as a separate operation on the warranty repair order with a labor allowance of .3 hours.

### Required Special Tools:

Air pressure capable of  
100 psi, suitable gauge.

### Test Procedure

1. Fill fresh water tank to a minimum of half capacity.
2. Ensure that water heater tank is full of water or damage could occur.
3. Turn on pump. Run water from all faucets to ensure that water is in lines.
4. Install gauge at city water connection.
5. Pressurize system to 50 lbs. The system must sustain this pressure for a period of 10 minutes. If the requirement cannot be met, locate leaks, repair and retest.



If necessary, the water system should be re-winterized after the plumbing leak test is completed to prevent freeze damage.

## **DEALER FACILITIES, PERSONNEL AND TRAINING**

### **Facilities**

The dealer will provide and maintain, or arrange for through acceptable local contractors, facilities adequate to assure the proper and efficient servicing and repair of the RV product lines furnished by Fleetwood subsidiaries.

Periodic dealer service evaluations will be conducted as long as the dealer has a business relationship with a Fleetwood manufacturing subsidiary or service facility.

**Tools and Equipment**—The dealer's service facilities must be equipped with appropriate tools and equipment. Fleetwood Service Facility will furnish a list of suggested tools and equipment. See Appendix B.

**Parts and Accessory Inventories**—The dealer will maintain service parts and accessory inventories to allow prompt response to customer service needs. The dealer is required to stock a minimum inventory of service parts.

### **Subcontract Service**

There may be times when a dealer is called upon to service a system or component for which his service staff is neither trained nor equipped. In these cases, the dealer may arrange for service through service subcontractors. These subcontractors fall into two categories:

**Independent RV Service Centers**—The dealer may sublet work to an independent RV service center. In those cases, the retail customer's only obligation is to deliver the unit to the dealer; transportation of the unit to and from the service center will be the dealer's responsibility. These independent RV service centers are performing as an independent contractor of the dealer and not as an agent of Fleetwood Enterprises, Inc. or its manufacturing subsidiaries.

In cases where dealers have contracted to outside service companies to perform warranty repairs on units they sell, the dealer will verify the ability of these contractors to perform these repairs.

**Supplier Service Centers**—The dealer may: (1) use the services of a supplier service center to perform warranty work on specific appliances or systems; or (2) refer the customer to one of these service centers for warranty repairs, if the customer is willing to take the unit there.

When warranty work is completed by a supplier authorized service center, it is the supplier service center's responsibility to file a warranty claim with the supplier. In no case, should the customer or Fleetwood be charged for the work.

The Fleetwood Service Facility should be notified anytime a supplier service center attempts to charge for warranty work.

### **Reimbursement of Subcontracted Work**

The Fleetwood Service Facility will reimburse the dealer for the total cost of subcontracted repairs, but not to exceed the cost that would normally have been allowed the dealer, had the dealer done the work. Subcontracted repairs are not subject to price mark-up by the dealer.

## Personnel

The dealer will provide or arrange for competent, trained service personnel to assure prompt and satisfactory service and repair of the RV product lines furnished by Fleetwood subsidiaries.

## Training

To assure that dealer service personnel are familiar with Fleetwood products and the latest repair techniques and procedures, Fleetwood Service Facilities may sponsor and/or conduct service seminars and schools. The topics presented at these seminars may be either general or specific in nature. All dealers are expected to support these seminars by sending as many service and parts personnel as possible to attend.

## Technical Information and Motor Home Education (TIME)

The Fleetwood Service Facility conducts an intensive Technical Information and Motor Home Education Program for dealer personnel. These programs may include a station-by-station review of the assembly line and assembly techniques, troubleshooting techniques, and warranty procedures. Please contact your Fleetwood Service Facility for scheduling information. **Attendance at TIME is required at least once each year, by all dealers, to fulfill the requirements for full retail warranty labor rates.**

New dealerships must schedule an appointment within 90 days of the set up of the dealership. This does not mean attendance is required within 90 days, but the appointment must be made within 90 days.

Additionally, any multi-product dealership, i.e., any dealership carrying more than one Fleetwood product type, must attend a Factory Service Education Program for each product type the dealership carries. For example, a dealer selling motor homes and travel trailers must attend programs at those Fleetwood Service Facilities that support the servicing of these product types for the dealer. In many cases, training segments may be the same for various product types, and attendance at a specific segment will satisfy the requirement for that training segment. For example, attendance at a Fiberglass Repair segment at one Fleetwood Service Facility will not have to be repeated at a different Fleetwood Service Facility. The Fleetwood Service Facility can clarify these requirements.

A Fleetwood Service Facility associate may, during a dealer visit, hold a training session either on policy, procedure, or technical repair matters. The dealer should make proper facilities, tools, and equipment available for such training and encourage their service personnel to attend.

### **Supplier Service Seminars**

As a service to the industry and to promote better service for their products, the appliance, chassis, related supply companies, and trade associations may provide training seminars for dealers.

The dealer is encouraged to have service personnel attend such seminars. In many cases, suppliers will provide training at the dealer's location, on request. The Fleetwood Service Facility will assist the dealer in arranging for supplier training or seminars.

### **Dealer Training Programs**

Fleetwood encourages dealers to promote training of their personnel. Dealer training programs are not restricted to Fleetwood sponsored seminars or service schools.

Dealers with competent, interested staff, who are in positions to move into management, should promote not only service education, but also training in management techniques, inventory control, customer relations, or other disciplines to assure consistent, high quality customer service. Additional reasons for attending service training events are: to gain new product knowledge specific to Fleetwood products, to train new dealership personnel, to learn advanced repair and service techniques, excessive customer referrals to the Fleetwood Service Facility, and to qualify for an increase in your dealer service rating.

At times, the Fleetwood Service Facility may recommend or have available video, audio, or printed materials that can assist the dealer in maintaining high quality standards. Required training or technical support materials may be shipped to the dealer and the cost billed to the dealer's parts account.

## WARRANTY LABOR

### DEALER SERVICE CLASSIFICATION AND RATING

Fleetwood RV dealers will be rated by three classifications (1,2,3) based on the dealer's willingness to service Fleetwood products. An additional rating (A, B, C, D) will reflect the dealer's service capability as evaluated by the Fleetwood Service Facility. These ratings will be combined to create a single service rating that will be used to identify the dealer's service performance level, i.e. 1A, 1B, etc. See Appendix A.

Ratings are based on the following criteria:

**Outlook**—The dealer's willingness to perform service on Fleetwood RV products.

**Facilities**—The dealer's commitment to service facilities including tools and equipment, that is adequate to support the anticipated sales volume.

**Personnel**—The dealer's commitment to adequate numbers of service and parts personnel, competent to provide support to the service and parts functions.

**Training**—The dealer's track record of hiring and retaining trained service and parts personnel. Continuing service personnel education on repair techniques, parts, and service systems and department management through supplier seminars, service center training, Service Education Programs, RVIA schools, RVIA satellite training, etc.

**Parts**—The dealer's commitment to maintaining adequate parts inventory to promptly respond to customer needs, timely method of restocking parts, including a follow-up system to ensure prompt parts delivery. Use of Fleetwood's electronic parts software and online order entry system is recommended.

**Warranty Processing**—The dealer's commitment to processing warranty within the specified time with the required authorizations, RGA's, return parts, etc. Use of Fleetwood's electronic warranty processing software/claim submission system is recommended.

### Fleetwood Dealer Service Classifications

#### **Class 1**

Provides professional service to owners of all Fleetwood RV products, regardless of the identity of the original selling dealer.

#### **Class 2**

Provides professional service to owners of most Fleetwood RV products with specific exclusions.

#### **Class 3**

Provides professional service for only products sold by the dealership.

**DEALER SERVICE CLASSIFICATION AND RATING (cont.)****Service Rating**

Each dealer will be rated and categorized as follows:

- A. **Excellent Service**—Excellent customer relations and a history of correct repairs on the first attempt. Dealer maintains adequate numbers of competent service and parts personnel to perform full service functions. Ability to make all types of repairs (i.e. slide out, windshield, paint/body, etc., except chassis) on all types of Fleetwood RV's.

Maintains service facilities, equipment, tools, parking, and other necessary physical facilities to perform full service.

Provides continuing training for all service and parts personnel on products, service techniques, parts, service department management, and other related subjects through supplier and Fleetwood Service Facility seminars, in-dealership training, etc.

Maintains adequate parts inventory to promptly respond to customer needs, timely restocking of inventory, and follow-up system to ensure prompt parts delivery. Also, maintains service parts inventory levels recommended by the Fleetwood Parts Group.

Maintains a library of service literature for technician's use and training (i.e. recalls, bulletins, service manuals, etc.).

- B. **Good Service**—Maintains a reasonably high level of customer satisfaction. Maintains adequate numbers of competent service and parts personnel. Ability to perform most repairs on all Fleetwood RV's.

Maintains service facilities, equipment, tools, parking, and other necessary physical facilities to perform adequate full service.

Provides continuing training for all service and parts personnel on products, service techniques, parts, service department management, and other related subjects through supplier and Fleetwood Service Facility seminars, in-dealership training, etc.

Maintains adequate parts inventory to promptly respond to customer needs, and promptly order parts needed that are not in stock, including follow-up with order source to ensure prompt delivery. Also, maintains service parts inventory levels recommended by the Fleetwood Parts Group.

Maintains a library of service literature for technician's use and training (i.e. recalls, bulletins, service manuals, etc.).

- C. **Fair Service**—Qualified for some repairs. Some customer relations concerns. Inability to effectively make repairs on a dependable basis. Expected to provide service on units they have sold, or to arrange for adequate service on a contract basis. The dealer is responsible for basic checkout of each unit and a complete pre-delivery service of unit and chassis (if applicable).

- D. **Inadequate Service Performance**—Service can be obtained for minor repairs, but Fleetwood Service Facility must assist and follow up closely. Authorization required for all warranty repairs.

## WARRANTY LABOR REIMBURSEMENT

Under the terms of the Fleetwood Ownercare Warranty, authorized Fleetwood dealers and service centers will be reimbursed for labor, parts, and material costs incurred in the repair of Fleetwood recreational vehicles covered under the Ownercare Warranty.

### Dealer Labor Rate

The dealer will be reimbursed for warranty service at an hourly rate, certified by and on file, at each Fleetwood Service Facility doing business with that dealer. To be reimbursed for warranty labor, the dealer must provide the Fleetwood Service Facility a labor rate schedule reflecting the dealer's labor charges for retail repairs of recreational vehicles. The dealer's posted retail labor rate is subject to certification by the Fleetwood Service Facility with which the dealer does business.

The Fleetwood certified retail labor rate is the hourly rate posted and regularly charged to customers in a repair shop in which a reasonable portion of the shop repairs is for non-warranty work. This rate must be generally competitive with rates for recreational vehicle repair work done in other service facilities in the dealer's market area.

Fleetwood will not reimburse dealers at a labor rate that is unreasonably higher than other RV labor rates in the dealer's market area. Dealers will not be reimbursed at rates related to retail labor rates of automotive dealerships, unless they are competitive with rates charged for the repair of recreational vehicles.

Labor rate certification may be determined by:

1. The rate posted and regularly charged to customers in a repair shop in which a reasonable portion of the work is done for retail customers, or;
2. A rate determined by the Fleetwood Service Center consistent with the dealer's compliance with the following criteria for retail labor rate:
  - a. The dealer must comply with Fleetwood's RV Ownercare policies and procedures. The Fleetwood RV Ownercare Manual, warranty manuals, bulletins, announcements, and other documents relating to warranty service, then in effect, shall apply.
  - b. The dealer will provide the Fleetwood Service Facility 50 sequentially numbered work orders to determine the dealer's effective labor rate.
  - c. The dealer certifies that the retail rate schedule is generally competitive with prices prevailing at RV dealers in the dealer's basic trade area.
  - d. The dealer must be represented at Fleetwood service schools and seminars.
  - e. The dealer must guarantee his warranty service workmanship for a period of 180 days following the completion of the repair, unless a longer time period is established at the time the repair is authorized.

### **WARRANTY LABOR REIMBURSEMENT (cont)**

- f. The dealer must maintain a minimum parts inventory.
- g. The dealer must maintain the recommended tools and equipment.
- h. Dealer requests for labor rate increases will not be considered more often than annually.
- i. Refusing to provide service to in-transit owners of Fleetwood products may adversely affect the approved labor rate amount.

#### **Labor Rate Certification Criteria:**

In all cases, a Dealer Service Evaluation (see Appendix A) must be performed by the Fleetwood Service Facility before a labor rate increase can be granted.

Dealers with a Service Rating of 1D or below will not qualify for a labor rate increase.

All Fleetwood Service Facilities doing business with a dealer will reimburse warranty labor at the same rate; therefore, all Fleetwood Service Facilities doing business with that dealer must be notified in writing of the dealer's posted labor rate. The Fleetwood Service Facility(s) will certify the labor rate and notify the dealer in writing.

If the dealer has requested a labor rate change, the Fleetwood Service Facility will evaluate the request and notify the dealer in writing within 30 days from receipt of the request as to its disposition.

### **Responsibility for Repair**

Fleetwood RV dealers are responsible for warranty repairs on all units sold by the dealership.

When a Fleetwood RV needing warranty repair is presented to a dealer, the dealer is expected to:

- 1) Determine the nature and extent of repair necessary.
- 2) Determine parts needed for repairs.
- 3) Give the customer an estimate of the time required to complete the repairs.
- 4) Contact the Fleetwood Service Facility for those cases requiring prior authorization (as noted in the Fleetwood RV Flat Rate Manual), for technical assistance, for parts assistance, or for those repairs beyond the dealer's capability.
- 5) Schedule repair work into the dealership service department or arrange for sublet repair.
- 6) Begin work or respond to the owner within 24 hours after the receipt of the request.
- 7) Perform additional repairs, not requested by the customer, only if made for safety, functional, or a repair that if not completed immediately will result in a more costly repair later. Dealer service management must approve these types of repairs by initialing the dealer work order.
- 8) Complete the work within the time estimate given when the unit was accepted at the dealer's service facility. Under no circumstances is the dealer to charge the retail customer for repairs made under the terms of the Fleetwood Ownercare Warranty.
- 9) Complete and submit proper documents electronically or manually with all necessary customer, unit, repair, and parts information.
- 10) Communicate repair issues identified during the warranty period to the appropriate Fleetwood Service Facility, prior to warranty expiration, or risk denial of warranty coverage.
- 11) Record the technician's time, by time clock, for all straight time (ST) (as indicated in the flat rate manual) repair operations performed. We highly recommend that all repairs be clocked.

### **Repairs Beyond Dealer Capability**

The dealer is to contact the Fleetwood Service Facility for assistance with service, warranty, or customer relations. The Fleetwood Service Facility will assist dealer personnel by furnishing technical information such as wiring diagrams, plumbing diagrams, etc., that may be needed to complete a repair on a unit under warranty.

The Fleetwood Service Facility will also provide administrative assistance to the dealer personnel for all questions related to service procedures, customer concerns, preparation/processing of warranty repair orders, or any other service and parts documents. The dealer is to contact the Fleetwood service facility if repairs cannot be completed within 10 (ten) calendar days. If repairs cannot be completed prior to the warranty expiration, the dealer is required to contact Fleetwood Dealer Technical Support to document the concerns.

### **Before Contacting the Fleetwood Service Facility**

The dealer should have the following information available:

- Retail owner's name and address.
- Date of retail sale.
- Complete unit serial number.
- Complete chassis number and mileage (motor home only).
- Complete problem description. If the problem is intermittent in nature, the conditions present at the time of failure should be provided.
- Dealer's proposed solution.

### **Customer Contact With A Fleetwood Service Facility**

Whenever possible, **THE DEALER, NOT THE RETAIL OWNER**, should contact the Fleetwood Service Facility for assistance. The retail owner should be referred to a Fleetwood Service Facility only in emergency situations.

### **Cash Payment or Settlement in Lieu of Warranty**

In no case, shall any dealer make any cash settlement or payment, in lieu of repair or replacement, in the manufacturer's name or indicate that the manufacturer will reimburse the retail customer for such payment.

### **Authorization for Repair**

The dealer is authorized to perform warranty repairs without receiving authorization from the Fleetwood Service Facility if:

- The unit is in warranty.
- The repair is covered by the terms of Ownercare.
- The repair is listed in the Fleetwood RV Flat Rate Manual and PAR is not noted.
- A repair time allowance is provided.
- A straight time repair requiring 3 hours or less. Note: The repair description must support the repair time requested to avoid claim adjustment. Record the technician's time, by mechanical time clock, for all straight time (ST) (as indicated in the flat rate manual) repair operations performed.

For any repair that is not specifically listed in the Flat Rate Manual, or is listed as requiring prior authorization, authorization must be obtained from the Fleetwood Service Facility prior to repairs being performed.

### Repairs Requiring Prior Authorization

The following repairs **MUST** have prior authorization from the Fleetwood Service Facility. (Also see the Fleetwood RV Flat Rate Manual.) Authorization must be obtained prior to starting the repair for:

- Straight time operations in excess of three (3) hours. Record the technician's time, by mechanical time clock, for all straight time (ST) (as indicated in the flat rate manual) repair operations performed (as indicated in the Fleetwood Flat Rate Manual). Fleetwood should only be billed for the actual hours worked to complete the straight time repair. Repair times are based on Fleetwood approved repair practices;
- Painting or refinishing exterior body surface. Photographs are required for all repairs;
- Any exterior body surface replacement;
- Replacement of any complete appliance or component;
- Any item listed in the Fleetwood RV Flat Rate Manual with a PAR (Prior Authorization Required) designation.

**DEALERSHIP PERSONNEL ARE RESPONSIBLE FOR PROVIDING ACCURATE INFORMATION AT THE TIME OF REPAIR AUTHORIZATION. IN ORDER TO FULLY EVALUATE A REPAIR(S), FLEETWOOD WARRANTY PERSONNEL MAY REQUEST PHOTOS OF THE EFFECTED AREA. INFORMATION FOUND TO BE INACCURATE, DURING CLAIM PROCESSING, MIGHT BE GROUNDS FOR DENIAL/ADJUSTMENT OF PAYMENT.**

Returned appliances or components must be free of scratches, dents, chips or other defects and must be in a condition that it can be tested. Appliances must be packaged to arrive at the plant in re-usable condition.

The Fleetwood Service Facility will issue an authorization number that the dealer must reference on the Fleetwood Repair Order form for all repairs requiring prior authorization. This authorization number will expire 180 days from the issue date.

The warranty claim cannot be submitted on the FDN system, if the above procedures are not followed. The FDN processing rules have controls in place, to prevent the submission of repairs that have not been properly authorized. If, during the completion of the electronic warranty claim, it is discovered an authorization is required, please contact the appropriate Fleetwood Service Facility for assistance.

**The warranty claim will be denied and parts will be returned to the dealer, freight collect, if the above procedures are not followed.**

### Repairs Requiring Dealer Service Management Authorization

It is the customer's responsibility to provide a complete list of required repairs. However, during the repair process additional repairs may be discovered that are safety or function related. It is the dealer's service management's responsibility to have these repairs completed and the repair order initialed showing management approval. Dealers will not be reimbursed for "cosmetic" repairs unless properly authorized with the customer's initials.

All stock unit repairs must be verified and approved by the dealer service management.

## Warranty Recalls

Warranty recall campaigns are designed to correct potentially defective components and/or performance difficulties that have been determined to affect the safety of a vehicle. Once a campaign has been communicated to the dealer organization and retail customers, authorized dealers have the following responsibilities:

- All new or used vehicles in dealer inventory that are subject to a campaign must be corrected prior to sale.
- The dealer's customer relations staff must be familiar with the details of current recall campaigns in order to properly advise the customer.
- Scheduling of recall campaign work on customer vehicles is required at the time the customer requests an appointment.

## Warranty Reimbursement

Dealers and authorized service centers will be reimbursed for labor, parts, and material costs incurred in the repair of Fleetwood recreational vehicles, under the terms of Fleetwood's Ownercare Warranty.

Fleetwood must receive the Fleetwood Repair Order form #X-SR-42 or the electronic FDN claim **WITHIN 60 DAYS OF THE DATE OF THE COMPLETION OF THE REPAIR, OR THE DEALER RISKS DENIAL OF THE CLAIM.**

Past the 60-day submission period, the FDN system will not accept a claim without proper authorization. If you have a claim(s) that exceeds this time limit, you must contact the appropriate Fleetwood Service Facility for assistance.

**Warranty Labor—**Reimbursement for warranty labor will be made at, up to, the dealer's certified retail labor rate per hour. This rate will be determined based on criteria set forth in Section III—Fleetwood/Dealer Relationship of the Fleetwood RV Ownercare Manual.

**Sublet Repair—**If the dealer must sub-contract or have warranty repairs made at other than the dealer's service center, for any reason, the Fleetwood service facility will reimburse the dealer for the total cost of the repairs, but not to exceed the cost that would normally have been allowed the dealer had he done the work. Sublet work is not subject to dealer mark-up. Sublet work must have prior authorization under the same conditions as work performed by the dealer (refer to the Fleetwood RV Flat Rate Manual).

Sublet repairs must be included on the Repair Order form as outlined in this section.

**Warranty Parts—**Parts utilized for all warranty repairs claimed to Fleetwood must be purchased directly from Fleetwood. Reimbursement will be at dealer cost plus 30% (excluding shop supplies).

## Limitations

The following are the dealer's responsibility and are not reimbursable under the terms of the Fleetwood Ownercare Warranty.

- Pre-delivery inspection and any related labor operations covered in the Ownercare Delivery Checkout form and any adjustment performed as a part of dealer handling and delivery, before or after the unit is delivered to the retail purchaser and for a 90-day period after retail sale.
- Labor or parts required, due to damage, caused by improper storage, handling or protection, including damage to battery, cooling system, plumbing system, paint, interior fabrics or carpeting, "weather checking" of tires, etc.
- Repetitive repairs. Repairs performed a second time by the dealer are considered shop rework. Rework may be due to improper or inadequate diagnosis, improper repair, or lack of adequate testing when the original repair was made.
- The dealer must guarantee his warranty service workmanship for a period of 180 days following the completion of the repair, unless a longer time period is established at the time the repair is authorized.

## Flat Rate Labor Codes

Repair time allowances have been provided in the Flat Rate Manual for most repairs, with a specific code for each repair.

These specific codes must be noted on the repair order in the column marked "Flat Rate Code" for each repair operation.

Repair orders submitted, without flat rate codes, may be returned for completion resulting in payment delay.

Repair orders cannot be submitted electronically (FDN) without a flat rate code. This will result in an "incomplete" claim status.

Flat rate codes with a description of R/R indicate that a component is being removed and replaced with a new part. Flat rate codes with a description of R/I indicate that a part is being removed and the same part is being reinstalled after the repair is completed.

Flat rate codes designated PAR indicate that prior authorization is required to begin the repair.

Flat rate codes designated ST are "straight time" repairs which allow a dealer three (3) hours or less to perform the work without prior authorization. However, the technician's time must be recorded by a time clock and the repair description must support and justify the repair time up to 3 hours. Only the repair hours worked should be billed to Fleetwood. Repair times are based on Fleetwood approved repair practices.

The Flat Rate Manual is continually updated to be as accurate as possible. Please contact your Fleetwood Service Facility if changes or additions to the manual are required.

### **Root Cause Codes (Failure Codes)**

Specific causes of failures are listed alphabetically by category in the Flat Rate Manual.

These specific codes must be noted on the repair order in the column marked "Root Cause Code" for each repair operation listed.

Repair orders cannot be submitted electronically (FDN) without root cause (failure) codes. This will result in an "Incomplete" claim status.

Paper repair orders submitted without root cause (failure) codes may be returned to the dealer for completion, resulting in payment delay.

## **WARRANTY CLAIMS PROCEDURE**

### **The Fleetwood Repair Order Form, X-SR-42**

The Fleetwood Repair Order form is the key element in the operation of the Fleetwood Warranty Claim Processing system.

All claims submitted manually for reimbursement of labor and parts, used to perform repairs under the terms of the Ownercare Warranty, must be submitted on a Fleetwood Repair Order form (X-SR-42). Claims submitted on any other form will be returned.

The Fleetwood Repair Order form is to be used for Fleetwood warranty claims only, and is not to be used for internal, retail, body shop or other dealership functions.

The Repair Order form must be carefully prepared, legible, and must contain all required information. The claim should be reviewed before it is submitted to make sure all necessary information is included (See Claim Repair Description Instructions on the following page). This will reduce the possibility of claims being returned for missing information. The claim should be typed, if possible, or printed neatly and firmly so that the original and all copies are legible.

There are a number of places on the form that require you to provide information about your dealership, the customer unit, and the warranty work performed. There are multiple copies of the form that must be filed or sent to the Fleetwood Service Facility to maintain the unit's history file.

**Time Limitation—Repair Orders must be submitted within 60 days of the date of completion of the warranty work. Claims submitted after this 60-day period may be denied and defective parts returned to the dealer, freight collect.**

## Claim Repair Descriptions

Repair descriptions should be formatted:

**PROBLEM...CAUSE...REMEDY...**

In describing a repair, be as descriptive and concise as possible. Avoid words that do not accurately convey the exact cause of the failure. Refer to the Root Cause Codes section on page 00-08 of the Fleetwood Flat Rate Manual for examples of *acceptable* terminology.

Following are examples of *unacceptable* terminology:

- Bad
- Defective
- Busted
- Not Working
- Not Functioning
- Inoperative
- Faulty
- No Good

The Problem/Cause/Remedy format and the proper descriptive terminology combine to form repair descriptions that are useful to Fleetwood in our quality improvement process. It also assists the dealer in supporting claims for reimbursement. Following are examples of appropriate repair descriptions:

- Problem: Water leak at interior galley faucet. Cause: Found water valve leaking. Remedy: Remove faucet. Remove and replace water valve. Reinstall faucet. Leak test, ok.
- Problem: Dinette day/night shade hard to pull down. Cause: Insufficient clearance. Remedy: R/I valance and shade. Relocate valance to right to clear.
- Problem: No reception from VCR. Cause: Coax improperly connected. Remedy: Troubleshoot video control box and re-wired coax correctly.

Following is the *recommended* method to describe the locations of specific component doors, drawers, cabinets and related parts repaired or replaced in Fleetwood motor homes. The goal is to streamline the process and make it easier to identify the exact location of the component(s) being repaired.

**Claim Repair Descriptions (Con't)****Template: Location / Area / Item / Number / Additional Information****Definition of Terms:**

1. **Location**—Driverside or Passengerside
2. **Area**—Galley, Lav, Bedroom, Exterior, etc.
3. **Item**—Door, Drawer, Cabinet or other component
4. **Number**—Numbering for exterior compartment doors should be from *Front-to-Rear* of the motor home. Interior, horizontal cabinets and drawers should be counted from *Left-to-Right* as you face them. Vertical components should be counted *Top-to-Bottom*.
5. **Additional Information**—Additional description that could be useful in locating a component item.

**Examples:**

1. Driverside galley drawer #3 under sink
2. Passengerside bedroom cabinet #1 above bed
3. Passengerside exterior compartment door #5 next to generator compartment
4. Use in repair description—Problem: Driverside slide out cabinet door #1 above dinette won't close flush. Cause: Door is misaligned. Remedy: Adjust and tighten screws. Tests ok.

<b>FLEETWOOD REPAIR ORDER</b>		DEALER STOCK #		YR IN ST		7																					
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### How To Complete The Fleetwood Repair Order Form - Paper

These instructions are an item-by-item explanation of the information that is required.

1. **SERVICING DEALER**  
Dealership Name  
Street Address  
City, State, Zip code
2. **DEALER NUMBER**  
This is your dealer number as assigned by the Fleetwood manufacturing plant.
3. **APPROVED LABOR RATE**  
This is your dealership's current warranty labor rate as certified by Fleetwood.
4. **OWNER**  
The owner's name, street or mailing address, city, state, and zip code.
5. **DEALER STOCK #**  
Check the appropriate box if the unit is still in dealer inventory and not retailed. Write in the dealer stock number, if desired. Dealer stock number is not required for claim processing.
6. **PHONE NO.**  
The owner's telephone number.
7. **VEHICLE ID NUMBER**  
The complete chassis number or VIN as it appears on the legal vehicle registration.
8. **FLEETWOOD SERIAL NUMBER**  
The complete Fleetwood serial number. Include all letters and digits. Plant information is included in the serial number and is required by the system to properly process the claim. Shaded areas are for future serial number expansion.
8. **BRAND**  
Example: Pace Arrow
10. **MODEL**  
Example: "T"
11. **MODEL YEAR**  
The model year of the unit.
12. **MILEAGE**  
For motor homes only, the odometer reading at the time of the repair.
13. **DATE OF PURCHASE**  
The date the unit was retailed. Use month/day/year format (mm/dd/yy).
14. **CLAIM NUMBER**  
The pre-printed form control number.
15. **AUTHORIZATION NUMBER**  
If the claim lists repairs requiring prior authorization, you must write the authorization number obtained from the plant service department in this space.
16. **DATE CUSTOMER NOTIFIED**  
The date when the customer was notified that the repairs were completed. Use month/day/year format (mm/dd/yy). NOTE: This date indicates when the unit was available for the customer, not when the customer took possession.
17. **DATE SERVICE COMPLETED**  
The date when the repairs were completed. Use month/day/year format (mm/dd/yy). In certain situations a repair order should be closed even though all repairs have not been completed. For example: If the unit is in useable condition but there will be more than a 3 day delay for parts, the claim should be closed and the customer notified of the availability of the unit. A new work order including all the related labor should be started when the part is ready for installation.
18. **DATE SERVICE STARTED**  
The date the repairs were started. Use month/day/year format (mm/dd/yy). NOTE: This date indicates when the repair was actually started, not the date the parts were ordered or the unit arrived for service.
19. **DATE UNIT RECEIVED**  
The date the customer brought the unit to the dealership for the repairs listed on the claim.
20. **DATE**  
The date the Repair Order was signed by the dealer or dealership representative.
21. **DEALER SIGNATURE**  
The signature of the dealer or authorized dealership representative.

**How To Complete The Fleetwood Repair Order Form – Paper (cont)**

**22. DEALER RO NUMBER**

If repairs are originally written up on dealership repair order forms and then transferred to a Fleetwood Repair Order form, please write in the reference number of the dealership repair order form.

**23. WRITTEN BY**

Name of the person writing the claim.

**24. DATE**

The date the Repair Order was signed by the customer.

**25. CUSTOMER SIGNATURE**

When repairs to the unit have been completed, inspected and found satisfactory by the owner, have the owner sign in this space.

**26. LINE**

A new line number is required for each root cause code entered. Line 1 is preprinted on the form. Parts used and described in the "PARTS" column will be referenced to the line number to which they belong.

**27. PROBLEM DESCRIPTION**

Give a complete, but concise description of the problem, the cause or why the problem occurred and the remedy of how the repair was completed. You may use as many lines as necessary to describe the problem. Each separate problem must be listed as a separate line item and numbered as such. A separate flat rate code must be entered for each problem described. See the example. You may use "same as above" to reference the same problem description for a different line number.

**28. ROOT CAUSE CODE**

Enter the Root Cause Code (RCC) for each line item problem. These codes can be found in the Flat Rate Manual and are listed both numerically and alphabetically. Use the code that best describes the condition causing the initial failure or which makes any resulting repairs necessary. Example: For a roof leak, the required repair may be to seal the roof and replace a curtain that was damaged from the leak. Flat rate codes and the root cause code for this repair would be entered on the claim form as follows:

Line	FRC	RCC
1	0137-04 Seal roof	045
	0203-08 R&R Curtain	*

A second root cause code is not required, as 045 was the cause for both repairs.

**29. FLAT RATE CODE**

These codes can be found in the Flat Rate Manual. A code must be provided for each repair line item to indicate the repair service performed.

**30. LABOR HOURS**

The time used for this flat rate repair. Please state time in hours and tenths of hours as shown in the Flat Rate Manual. The flat rate code listed in line 29 must match the hours listed in this box. Labor hours must be listed for each repair operation on the claim.

**31. LABOR AMOUNT**

Multiply labor hours (line # 30) by the dealer's certified labor rate (item # 3). Labor amount must be listed for each repair operation or flat rate code.

**32. SUBLET**

Write in the amount of sublet labor for this line item if appropriate. Use a separate line item to list parts used in a sublet repair.

**33. LINE**

Write in the corresponding line number for parts. This line number reference is meant to identify which parts belong with which repair line item. Parts must match the repairs done under each line item root cause code.

**How To Complete The Fleetwood Repair Order Form – Paper (cont)**

**34. PART NUMBER**

Parts used in the repair must be listed by part number. **YOU MUST LIST ALL PART NUMBERS USED IN THE REPAIR** by line item to be reimbursed.

Please note: The universal part number for "shop supplies" is 001. Use this part number for all reimbursable shop supplies used in the repair. Describe shop supplies used on the part description line.

**35. PART DESCRIPTION**

Use the *Parts Catalog* description of the part. Be sure the description is complete and legible.

**36. U/M**

Write in the unit of measure of parts used in this column. EX: "Each", "Fl.", "Yds.", etc.

**37. QTY USED**

The quantity of this part number used for this line item repair.

**38. QTY RCD**

For factory use only. **DO NOT** write in this column.

**39. PART REIMBURSEMENT COST  
(U.S. DEALERS ONLY)**

Obtain the cost figure from the reimbursement cost column of the *Warranty Parts Price List* included with the *Parts Catalog* for the product involved. Alternatively, calculate the parts cost by adding 30% to the parts invoice amount for the part(s) involved in the repair. Do not include freight charged to you.

**40. DEALER PARTS TOTAL**

Total dollar amount of the "Part Reimbursement Cost" column.

**41. DEALER LABOR TOTAL**

Bring over the figure in item 45.

**42. SUBLET TOTAL**

Total dollar amount of the "Sublet" column.

**43. FREIGHT**

Total freight reimbursement claimed.

**44. CLAIM TOTAL**

The total of items 40, 41, 42 and 43.

**45. DEALER LABOR TOTAL**

Total dollar amount of the "Labor Amount" column.

**46. DEALER SUBLET TOTAL**

Total amount of the "Sublet" column.

**47. APPLIANCE INFORMATION**

If appliance repairs are listed on the form, write in the brand, model, and serial number of each defective appliance.

**48. CUSTOMER AUTHORIZATION**

The owner of the unit should sign in this space when the unit is left at the dealership for repairs.

**49. SPECIAL ARRANGEMENTS FOR STORAGE**

Describe any arrangements made with the owner to store the unit on the dealer's lot either before or after repairs are made. If the dealer makes special arrangements for storing a customer's unit, the time the unit is in storage is not considered "repair time" in terms of warranty coverage.

### **What to do with The Completed Repair Order Form**

When the warranty repairs have been finished, complete the paper claim form. After it has been signed by the dealer representative and customer:

1. Return the **original (white)** copy to the Fleetwood Service Facility. If parts are being returned, place this copy in an envelope and return it **with** the parts.
2. Give the **yellow** copy to the customer when the unit is brought in for repairs.
3. Give the **pink** copy to the customer when repairs are completed.
4. Keep the **blue** copy and place it in the dealership customer unit file for reference.

### **Fleetwood Electronic Warranty Claim Form**

In order for the FDN system to work properly, the Repair Order screen must be filled out completely and contain all required information. Warranty claim processing controls have been designed into the warranty claim application software. These processing controls can be found in your FDN User Manual that was provided at the time of FDN installation. A copy of the User Manual is also available electronically through the Empart Parts Catalog. This will increase the probability that claims will be successfully submitted and not returned as complete.

When the warranty repairs have been finished, complete the electronic Warranty Claim form. This should be done only after a dealership representative and the customer have signed an internal repair order indicating the repairs have been completed to the customer's satisfaction. Enter the claim information into the FDN system per the instructions in the FDN User's Manual. All claims submitted electronically for reimbursement of labor, parts, and freight must be submitted over the FDN system using the Warranty Claim document supplied with the application software. Submit the claim to Fleetwood for consideration. While the dealer is not required to print a copy of the electronic claim to place in the dealership's file, it is recommended. All supporting documentation (internal work order with customer signature, sublet bills, parts invoices, freight invoices, customer generated repair lists, etc.) must be retained. Each visit will require the customer's signature on an internal work order listing the repairs performed. It is not sufficient to have one customer signature on file for all subsequent visits.

**Electronic (FDN) Warranty Claim Form**

<b>Claim Information</b> Claim Number: [000000] Stock Unit: <input type="checkbox"/> <input type="checkbox"/> Retail Delivery Date: [000000] Stock Unit: <input type="checkbox"/> <input type="checkbox"/> Week Number: [1] Created By: [2]		<b>Product Information</b> Fleetwood Model Number: [000000] Retail Delivery Date: [000000] Stock Unit: <input type="checkbox"/> <input type="checkbox"/> Week Number: [1] Created By: [2]		<b>Dealer Information</b> Number: [000000] Name: [000000] State: [000000]	
<b>Fleetwood Identification</b> Fleetwood Identification Number: [000000] Retail Delivery Date: [000000]		<b>Product</b> Product: [000000] Model: [000000]		<b>Unit Received</b> Unit Received: [000000] Service Began: [000000] Service Ended: [000000] Customer Notified: [000000]	
<b>Owner Information</b> Last Name: [6] First Name: [7] Address: [7] City, State, Postal Code: [8] Country: [8]		Name Prefix: [9] ZIP Code: [9] Customer Signature On File: <input type="checkbox"/>		Unit Received: [000000] Service Began: [000000] Service Ended: [000000] Customer Notified: [000000]	
<b>Comments</b> [12]		<b>Remarks Description</b> [ ]			

1. Stock Number: List the unit's stock number, optional.
2. Created By: List the name of the associate creating the document.
3. Fleetwood Identification Number: List the Fleetwood serial number from the customer's unit.
4. Retail Delivery Date: List the customer's date of purchase.
5. Stock Unit: Check the box if the unit is a stock unit. If not proceed to owner information section.
6. Name: List the customer's last name and then first name.
7. Address: List the customer's street address, city, state and zip code.
8. Country: Choose the customer's country.
9. Telephone Number: List the customer's home and work telephone numbers.
10. Customer Signature on File: Check the box if the customer's signature is on file at your dealership for this repair.
11. Unit Received, Service Began, Service Ended, Customer notified: List the date the unit arrived for service, the date service began and ended and the date the customer was notified the repairs were completed. See the paper claim completion instructions for further details.
12. Comments: Make any comments you would like the service plant to view while processing the claim.

**Electronic (FDN) Warranty Claim Form (cont.)**

Repair Report Number	Repair Description																																														
Repair (Alt-7)   Dates (Alt-4)   You may enter a maximum of 3 repair records.																																															
<table border="1"> <tr><td>Repair Number:</td><td></td></tr> <tr><td>Dealer Repair Order Number:</td><td></td></tr> <tr><td>Date of Last Response:</td><td></td></tr> <tr><td>Dealer Repair Order Number:</td><td>1</td></tr> <tr><td>Authorization Number:</td><td>2</td></tr> <tr><td>Problem / Cause:</td><td></td></tr> <tr><td>Remedy Description:</td><td>3</td></tr> <tr><td>Root Cause:</td><td>4</td></tr> <tr><td>Response Description:</td><td></td></tr> </table>	Repair Number:		Dealer Repair Order Number:		Date of Last Response:		Dealer Repair Order Number:	1	Authorization Number:	2	Problem / Cause:		Remedy Description:	3	Root Cause:	4	Response Description:		<table border="1"> <tr><td colspan="3">Totals:</td></tr> <tr><td></td><td>Estimated</td><td>Adjusted</td></tr> <tr><td>Total Labor:</td><td>\$1100</td><td>\$0.00</td></tr> <tr><td>Total Parts:</td><td>\$1000</td><td>\$0.00</td></tr> <tr><td>Total Profit:</td><td>\$1100</td><td>\$0.00</td></tr> <tr><td>Total of Repair:</td><td>\$2100</td><td>\$0.00</td></tr> </table> <table border="1"> <tr><td colspan="2">Component Information:</td></tr> <tr><td>Appliance Type:</td><td>5</td></tr> <tr><td>Make Name:</td><td></td></tr> <tr><td>Serial Number:</td><td></td></tr> <tr><td>Part Number:</td><td></td></tr> </table>	Totals:				Estimated	Adjusted	Total Labor:	\$1100	\$0.00	Total Parts:	\$1000	\$0.00	Total Profit:	\$1100	\$0.00	Total of Repair:	\$2100	\$0.00	Component Information:		Appliance Type:	5	Make Name:		Serial Number:		Part Number:	
Repair Number:																																															
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Totals:																																															
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Component Information:																																															
Appliance Type:	5																																														
Make Name:																																															
Serial Number:																																															
Part Number:																																															

1. Dealer Repair Order Number: List the number from your internal work order.
2. Authorization Number: List the authorization number if one was provided.
3. Problem/Cause/Remedy: Describe the problem, the cause and the remedy to repair the line item.
4. Root Cause: Choose the best root cause code for the problem described on line 3.
5. Component Information: Choose the appliance type, if applicable. List the make, model and serial number.

**Electronic (FDN) Warranty Claim Form (cont.)**

FDN Warranty Claim Form (cont.)

Line (FDN): [ ] Rate (FDN): [ ]

Make (FDN): [ ] Model (FDN): [ ]

Year (FDN): [ ] Mileage (FDN): [ ]

Problem (FDN): [ ]

Enter Sublet Info [ ]

Line Number	Flat Rate Code	Enter Sublet Info	Description	Hours Worked	Rate Change	Daily Rate	Filter Work

1. Flat Rate Code: Choose the flat rate code that best describes the problem.
2. Enter Sublet Information: If a sublet was used during the repair choose the "enter sublet info" button and enter the sublet's information as requested.
3. Hours Worked: Enter the labor hours required to repair the problem.

All other fields are automatically completed.

**Electronic (FDN) Warranty Claim Form (cont.)**

Repair (A-3)     Details (A-4)  
 Labor (B-2)     Parts (B-3)    You may enter a maximum of 25 separate labor lines.

Line Number	Fleetwood Part Number	Quantity	Freight	Description	List Price	Part Discount
1						
2						
3		2.00	3	EA		30.00%

List Price:    Freight:    Standard Part Discount:

1. Fleetwood Part Number: Enter the Fleetwood part number, if parts were required.
2. Quantity: Enter the quantity of the part used for the repair.
3. Freight: Enter the part shipping expense billed to your dealership.

All other fields are automatically completed.

If the claim has been completed with the required information, it can now be sent. The system will inform you of any submission errors. Corrections must be made in order to submit the claim.

**FOR MORE SPECIFIC INSTRUCTIONS, PLEASE REFER TO THE FDN USER'S MANUAL THAT WAS SUPPLIED WITH THE FDN SOFTWARE.**

## **Special Situation Claims**

You may occasionally need to complete a Fleetwood Repair Order to claim reimbursement for warranty parts only or freight on warranty parts only.

### **Parts Only Claims**

A claim for warranty parts only would be needed in situations where a retail customer purchases a part that is still under warranty, but for various reasons may choose to install the part or perform other required labor himself. In this case, the claim form would list only parts and no warranty labor. Use the following codes:

For Parts Only claims:

Use Flat Rate Code 9999-00

### **Freight Only Claims**

Fleetwood reimburses for freight on warranty parts. Freight only claims may be completed for reimbursement of these freight charges on warranty parts. Since the dealership may not know the total of freight charges when a claim is prepared, these charges may be submitted on a separate Repair Order form. Please reference the work order number and unit aerial number of the original work order when submitting a freight only claim.

In freight only situations, special flat rate codes, failure codes, and part numbers are required.

For Freight Only claims:

Use Flat Rate Code 9999-99

Use Root Cause Code 999

Use Part Number 002

## **What Can You Expect From the System**

The Warranty Claims Processing System is designed to help you perform and administer your warranty repair business with Fleetwood.

### **Reports**

As part of this system, you will periodically receive reports that will provide useful information about claims your dealership has submitted.

You will receive a Dealer Statement monthly. This statement will include parts invoices, your account balance(s) and your "Warranty Claim Recap" report. The Dealer is expected to reconcile this statement.

The "Warranty Claim Recap" will show the claims your dealership has submitted and the action taken at the Fleetwood Service Facility for each claim. Claims that have been adjusted or denied will be identified and the reason for the action will be explained on the Claim Adjustment and Denial report.

### **FDN Responses**

After you have submitted your warranty claims electronically to Fleetwood, you will receive updates and responses. These responses include, but are not limited to, overall claim status, adjustments and denials, payment updates, and part(s) status.

### **Returned, Adjusted or Denied Claims**

The FDN system has built-in controls to prevent the submission of warranty claims that may contain inaccurate or missing information. Once a warranty claim is complete and submitted on the FDN system, the claim will go through a review process. Any inaccurate or missing information will be identified by a series of explanation windows and prompts. If you do not have the required information, the warranty claim can be closed, and can be resubmitted, once the information has been corrected. Warranty claims cannot and should not be submitted, if any of the following information is not listed or is inaccurate on the respective electronic or paper warranty claim.

- Unknown plant/serial number for unit. Fleetwood was unable to identify the serial number.
- Unknown dealer number. Fleetwood was unable to identify the dealer number.
- Missing mileage value (Motor Home only). The mileage as indicated on the odometer was not entered on the claim form.
- Missing customer signature (paper claim only). For FDN claims, the customer signature must remain on file at the dealership for each repair visit.
- RO must contain at least one line item. One service repair (i.e., flat rate operation) must be listed on the form.
- Missing flat rate code. Each line item must have a flat rate code to match the labor operation performed. Flat rate codes are found in the Flat Rate Manual.
- Missing problem description. Each repair line item must have a brief, but concise description of the problem, the cause, or why the problem occurred and the remedy or how the repair was completed.
- The warranty claim is being submitted over 60 days past the completion of the repair dates and does not have an authorization number listed.
- A flat rate labor operation that requires prior authorization is listed on the claim and a valid authorization number is not listed on the warranty claim.

Claims that are returned through FDN will be listed on the "Claim Returns" report. The reasons for the return will be listed under each claim on the report. These claims can be re-submitted after you have corrected or completed the information required. The Fleetwood Service Facility will then process the claim.

### **Appeals**

A dealer may appeal a denied or adjusted claim, if a valid reason can be provided supporting the dealer's position. The claim under appeal must be resubmitted on a NEW CLAIM FORM with the corrected/additional information provided. The resubmitted claim must be clearly labeled "APPEAL." All appeals or statement reconciliation's must be received within 60 days of the statement date.

After a decision has been reached on the appeal, the claim will be considered closed and may not be re-appealed.

### **Record Retention**

All documentation used in connection with warranty repairs submitted to Fleetwood for processing must be available, for review, for a minimum of seven years after the claim(s) has been paid.

These documents and records include, but are not limited to:

- a) The original dealer file copy of each repair order with the customer signature.
- b) Related repair orders. Dealer copies of each dealer repair order showing operation performed, parts replaced, hours worked, signature or ID number of the technician(s) performing the work, and unit identification for each repair order that resulted in the submission of a repair order.
- c) Clock time tickets showing the date, identity of the technician, starting and ending time for the warranty work performed.
- d) Dealership accounting journals, ledgers and records.
- e) Payroll and employment records.
- f) Parts inventory records.
- g) Sublet Repair Invoices.
- h) Supplier Invoices.
- i) Fleetwood Product Delivery Receipt.
- j) Fleetwood Ownercare Delivery Checkout form.
- k) Motor home chassis manufacturer Chassis Pre-delivery form.
- l) Battery, LPG, and Water test forms (located in the Introduction section of the Flat Rate Manual) must be completed and attached to the copy of the dealer work order.

State and federal rules may require retention of these records for a longer period of time than Fleetwood policy requires. Local regulations should be researched prior to destroying any business documents.

### **Claim Information**

All information submitted on a Fleetwood Repair Order must be accurate and supported by substantiating dealer records.

Inaccurate or incomplete repair operation description, serial number, date of repair, mileage, customer signature, etc., may result in denial of warranty repair orders or initiate a Warranty Compliance Review.

**PAYMENTS MADE TO DEALERS FOR WARRANTY REPAIRS ARE TENTATIVE PAYMENTS ONLY AND CAN BE DISALLOWED AND DEBITED IF CAUSE IS FOUND DURING A WARRANTY COMPLIANCE REVIEW.**

### **Dealer Warranty Compliance Review**

Fleetwood Enterprises, Inc. or its manufacturing subsidiaries reserve the right to inspect dealer records pertaining to the performance of warranty repair service and the accuracy of the dealer's warranty submission practices. All claims for reimbursement, under the terms of the Ownercare Warranty, are expected to be reasonable and may be subject to review at Fleetwood's discretion and at any reasonable time.

Records subject to review include but are not limited to:

- Fleetwood Warranty Claims
- Dealership Repair Orders
- Technician Time Records
- Accounting Journals/Ledgers/Records
- Payroll/Employment Records
- Parts Inventory & Invoicing Records
- Sublet Repair Documents
- Supplier Invoices
- Fleetwood Product Delivery Receipt
- Fleetwood Ownercare Delivery Checklist
- Freight Records

As indicated in the Flat Rate Manual, the technician's time must be recorded by a mechanical time clock for all straight time (ST) repair operations performed. We recommend that all repairs be clocked. If it is found during a warranty review that no time clock entries were made on repair orders and technician's time tickets, the warranty claims being reviewed will be debited.

Dealers are chosen for Compliance Review based on criteria including but not limited to: size of dealership, volume of warranty, repetitive concerns, and statistical justification. The dealer will receive written notification prior to a Compliance Review. The review process normally requires 2-5 days to complete. A written report detailing the findings will be provided within thirty days of the completion of the Compliance Review. The dealer then has thirty days to respond.

If a Warranty Compliance Review reveals that the dealer's records are inadequate to support the claim for reimbursement, the dealer may be required to submit a Corrective Action Plan and/or be debited for any unsupported claims. Fleetwood may implement other programs to approve, supervise, or verify the performance of warranty service and the preparation of warranty claims.

#### **Dealer Warranty Compliance Review (Con't)**

Refusal of a Warranty Compliance Review may result in Fleetwood holding further claim payment until the Review is allowed.

The goal of the Warranty Compliance Group is to ensure policy adherence while maintaining strong relationships with our dealers. Training will be made available when necessary. Feedback from the dealer regarding warranty is always encouraged.

## WARRANTY PARTS REIMBURSEMENT

The dealer will be reimbursed for parts and labor. To be reimbursed, the dealer must submit a properly completed Warranty Repair Order form to the Fleetwood Service Facility.

Required parts (see the Fleetwood RV Flat Rate Manual) must be returned to the Fleetwood Service Facility within 60 days of repair completion, with the paper Warranty Repair Order. For FDN claim submittal, the Fleetwood plant will determine which parts will be returned. Parts requested for return on an FDN claim must be returned within 30 days from the Fleetwood processing date.

### Parts Reimbursement Cost

Parts utilized for all warranty repairs claimed to Fleetwood must be purchased directly from Fleetwood. Reimbursement will be at dealer cost plus 30% (excluding shop supplies). Freight charged for the part(s) shipment is not included. The \$5.00 minimum order fee that applies to orders totaling less than \$25.00 is not eligible for reimbursement.

### Shop Supplies

Shop supplies are any material that is consumed during a repair or can be reused for another repair. Generally these materials do not have Fleetwood part numbers. Shop supplies are not eligible for the warranty parts reimbursement cost mark-up. However, shop supplies will be reimbursed at dealer cost only, but not to exceed Fleetwood's dealer net cost.

Shop supplies are:

- Masking tape/duct tape, masking paper, etc.
- All cleaning supplies, i.e. Windex, Simple Green, etc.
- Shop rags/drop cloths
- Paper towels
- Dust mask/respirators
- Gasoline
- Gloves
- Solvents
- Oils
- Sanding Discs
- Sandpaper/scuff pads
- Staples/brads

**This is not an all-inclusive list and will be modified as required.**

### **Defective Parts Handling (paper claim)**

Parts being returned:

- a) Must be tagged with the orange Parts Return Tag (X-SR-036) (See sample tag below), with all required information provided. The appropriate copies of the Warranty Repair Order form should be placed in an envelope and packed with the parts. A single envelope may be used for all Warranty Repair Order copies for a total shipment.
- b) Must be sent to Fleetwood's Service Facility within 60 days of the repair date. The shipment should be clearly marked with the green Fleetwood Warranty Parts Sticker (X-S-34) attached to the top of the box to avoid delays in processing. See the following instructions for "UPS, Motor Freight Reimbursement."
- c) Must be complete assemblies (where appropriate), with no parts missing and not disassembled.
- d) Must be properly packed to prevent shipping damage. Drain any fluids from parts. Parts damaged during shipment, due to improper packing by the dealer, will be returned to the dealer and the claim denied.

<b>FLEETWOOD PARTS RETURN TAG</b>	
<b>DEALER NUMBER</b>	1
<b>DEALER NAME</b>	2
<b>FLEETWOOD CLAIM #</b>	3
<b>PART #</b>	4
<b>PART DESCRIPTION</b>	5
<b>CLAIM LINE #</b>	6
<b>FLEETWOOD SER #</b>	7

### **How To Complete A Defective Return Parts Tag (Orange Tag)**

1. List the dealer number
2. List the dealer name
3. List the Fleetwood claim #

4. List the Fleetwood part number for the defective part
5. Write a brief description of the part
6. List the line number of the repair that the part correlates to on the warranty claim
7. List the Fleetwood unit serial number

### **Defective Parts Handling (FDN)**

Certain parts replaced under warranty must be returned to the appropriate Fleetwood Service Facility. After your warranty claim has been submitted to the Fleetwood Service Facility, it will be determined if the part will be returned to Fleetwood or discarded at the dealership.

The dealership will routinely print a parts "Pick and Scrap" report. For instructions on printing these reports refer to the "FDN User's Guide" under the Fleetwood Quick Reference section in the Empart Catalog. Since the dealership may be doing business with more than one Fleetwood Service Facility, one or more of these reports may be generated. Parts on the "Pick" report must be packaged and returned by the dealership to the address listed on the report. This report contains the necessary information to process your parts returns. All parts must be tagged with the orange Fleetwood parts return tag. A copy of the "Pick" report list must be placed in the box with the parts. If not all parts on the list are being returned in this shipment, indicate on the "Pick" report list which parts are enclosed in the box.

Parts received without the orange Fleetwood parts tag or the "Pick" report may be returned to the dealer freight collect.

Warranty claims that require return parts from the dealership will not be paid until the parts are received at the appropriate Fleetwood Service Facility. Once receipt is confirmed, the warranty claim will be released for payment. If parts are not received within 30 days from the Fleetwood processing date, the warranty claim may be denied and returned for resubmission.

### **Parts Returned That Test Good**

Certain part failures can be tested at the Fleetwood Service Facility prior to shipment to the supplier. Parts that the Fleetwood Service Facility tests as not defective will be returned back to the dealer, and the dealer charged for the shipping cost. The repair that correlates with the non-defective part will be denied.

Parts that are unable to be tested at the Fleetwood Service Facility will be returned to the appropriate supplier. If the supplier tests the part as not defective, the dealer will be invoiced for the cost of the part, labor and freight charges. The non-defective part will be returned to the dealer.

### **Incorrect Parts Received**

Parts received at the incorrect service facility or parts that cannot be correlated with a warranty claim, due to lack of documentation, will be returned to the dealer. An administrative fee may apply.

**UPS, Motor Freight Reimbursement**

Regular parts orders within the contiguous United States and Canada will be shipped prepaid per the rate schedule below and charged to the dealer. Orders to Alaska and Hawaii will be shipped at actual freight charges. The recommended carrier and method is UPS Ground. Items that require motor freight will be sent freight collect. Requests for airfreight will be sent freight prepaid and freight billed to the dealer.

Standard ground transportation costs to the dealer are reimbursable under most circumstances; however, Fleetwood will not reimburse any return shipping charges. All applicable parts should be returned via the UPS "Bill Receiver Program." If a part is unable to be shipped via UPS, contact the Fleetwood Service Facility for part return verification. If part return is required, an authorization will be provided for freight collect via Roadway. Fleetwood will not reimburse any overnight or rapid delivery charges without prior approval from the Fleetwood Service Facility.

Special handling orders will be shipped via the method specified by the dealer. Choices are UPS Ground or Air, Emery Air (where order meets Emery specifications) or comparable carrier. Motor freight and airfreight will be sent freight collect per the carrier's freight fee schedule. Freight charges to the dealer will be reimbursed if they are reasonable and customary, however, Fleetwood reserves the right to request a freight invoice if a charge seems excessive.

**Fleetwood Shipping Rate Schedule**

(for Continental United States and Canada Only)

Alaska and Hawaii at Actual Charges

(UPS/FedEx Ground Only, excludes motor freight and air freight)

<b>Invoices Totalling</b>	<b>U.S.</b>	<b>Canada</b>
\$0.00-20.00	\$5.00	\$14.00
\$20.01-40.00	\$7.00	\$15.00
\$40.01-60.00	\$9.00	\$16.00
\$60.01-80.00	\$11.00	\$17.00
\$80.01-100.00	\$13.00	\$19.00
\$100.01-150.00	\$15.00	\$20.00
\$150.01-200.00	\$20.00	\$25.00
\$200.01-300.00	\$25.00	\$30.00
\$300.01-500.00	\$30.00	\$35.00
\$500.01-1,000.00	\$35.00	\$40.00
Over \$1000.00	\$40.00	\$45.00

**SUPPLEMENT  
FOR  
CANADIAN DEALERS OF U.S. PLANTS ONLY**

**REQUEST FOR REIMBURSEMENT**

Fleetwood recognizes that parts shipped from U.S. plants to Canadian dealers are processed by Customs at the U.S.—Canadian border creating additional expense.

Dealers will be reimbursed for parts used for warranty repairs on the basis of dealer net cost plus 60%. This "dealer net cost" will be the current price of the part from the Fleetwood Service Facility. Customs, Duty and Brokerage Fees are not specifically reimbursed; however, the 60% mark-up is intended to assist with the recovery of these expenses.

Parts used for warranty repair, but not purchased from a Fleetwood Service Facility, will be reimbursed at an amount not to exceed Fleetwood's dealer net cost plus 60%. This "dealer net cost" will be the current price of the part from the Fleetwood Service Facility.

The Fleetwood Service Facility will certify Canadian labor rates. Warranty labor must be submitted in Canadian Funds. On the day of claim processing, Fleetwood will convert the labor amount to U.S. Funds at that week's exchange rate.

## Definitions

Common terms are explained in this alphabetical list. The definitions listed apply to all references in the Ownercare Manual.

**Backordered Part** – Part that is stocked, but is currently out of stock.

**Bill of Lading** – A document, issued by a common carrier, lists and acknowledges receipt of goods and specifies terms of delivery.

**Billing Period** – Period of time that covers a billing cycle.

**C.O.D. Terms** – Terms used to determine whether shipments will be sent open account or cash on delivery (C.O.D.).

\*Accounts changed to C.O.D. by Fleetwood Dealer Parts Support shall agree to accept these terms. Refusal of any C.O.D. shipment for reasons other than obvious shipping damage will result in the dealer account being placed on hold along with the dealer being charged for all shipping fees.

**Common Carrier** – A company that is in the business of transporting goods via truck freight (for a fee).

See Fleetwood Shipping Methods chart for specific measurements/carrier requirements.

**Concealed Damage** – Damage caused by insufficient packing, etc. when the exterior of the shipping container does not show signs of damage.

**Dealer Statement** – Document that lists parts invoices/credits, warranty recaps and FDN charges.

**Drop Ship Order (direct ship)** – An order shipped directly to the dealer by a 3<sup>rd</sup> party (supplier/vendor).

**Empart Catalog** – The CD-Rom catalog provided within FDN that is to be used for parts identification.

**Express Shipping** – Shipment methods that include one-day, two-day and three-day delivery terms.

**Fleetwood Authorized RV Dealer** – An active dealership currently stocking, selling and servicing Fleetwood motorized and/or towable recreational vehicles.

**Fleetwood Dealer Network (FDN)** – The computer software program that enables an authorized Fleetwood dealer to be on-line with Fleetwood to research, order and/or inquire about parts information.

**Freight Collect** – Freight charges billed direct to a consignee by a carrier.

**Freight Prepaid** – Freight charges that are paid by Fleetwood and may be passed on to the dealer.

**Non-Stocked Part** – A part that is not stocked by Fleetwood.

**Pick Ticket/Invoice** – Fleetwood packing slip that references part number and pricing information, this document will be sent with parts shipments and should be used for payment purposes.

**Restocking Fee** – A fee assessed for the return of new parts.

**Returned Goods Authorization (RGA)** – An authorization number required by Fleetwood Dealer Parts Support for the return of parts.

**Special Order Part (SPO)** – A part that does not have a Fleetwood Service part number and is non-stocked.

**Standard Ground Shipping** – Ground shipping service provided by carriers such as UPS, FedEx, etc.

See Fleetwood Shipping Methods chart for specific measurements/carrier requirements.

**Supplier Lead-time** – Length of time required by a supplier to produce and ship a replacement part.

**Traderoute** – Software program within FDN that enables dealers to place parts orders and/or verify parts pricing and availability on-line.

**UPT (Unit Part Tracking)** – Data file that records unit specific parts information for each unit manufactured by Fleetwood.

**Will Call** – Dealer specified parts order that will be picked up at the Parts Distribution Center/Travel Trailer plant.

\*Denotes policy within definition

## Order (Sub-Type) Options

### Regular Order

- Orders that are placed on a regular basis throughout the week.
- Dealer pays all shipping and handling charges.
- All in-stock parts will ship within 24 hours; special orders and back-orders will ship within 24 hours of receipt at the Parts Distribution Center/Travel Trailer Plant.
- Orders that total less than \$25 will be assessed a \$5 fee.
- Regular orders sent priority require special handling and will be assessed a \$25 per order fee.

### Stock Order

- Any order over \$400 that is placed by the dealer on FDN.
- Fleetwood pays standard ground shipping charges. Dealer pays common carrier truck freight.
- Qualifying orders will receive a 2% discount off of the invoice price.

### Unit Down Order

- This order type is to be strictly used for emergency "unit down" situations that impair the use and/or safety of a Fleetwood customer-owned and/or stock unit.
- Applies only to units that are still within the Fleetwood warranty period.
- Fleetwood pays express shipping charges.

Additional information on each option is provided in the following pages.

## 1. Regular Order

### What are Regular Orders?

- Orders that are placed on a regular basis throughout the week. Regular orders can be used to supplement your stock orders.

### How does It work?

- The dealer may enter orders via FDN, or manually via phone/fax.

### What are the benefits?

- Orders can be placed on an as needed basis.

### How quickly will my order ship?

- All in-stock parts will be picked, packed and shipped within 24 hours from the time we receive your order (during regular business hours).
- Back-ordered parts will be shipped within 24 hours of receipt at the Parts Distribution Center.
- Non-stocked parts can be direct shipped from our suppliers to dealers whose Fleetwood account status is current and in good standing.

Regular orders that are shipped priority will be assessed a \$25 special handling fee.

### What are the requirements?

- Place your Regular order on FDN or complete a Fleetwood Regular Order Form (see Section 8—Fleetwood Parts Forms) on all regular orders sent via fax/phone.
- With proper notification, the dealer may choose to have back-orders cancelled rather than ship automatically. Using the Parts Order Cancellation form (see Section 8—Fleetwood Parts Forms), a dealer may request the cancellation of a part(s).
- Parts orders totaling less than \$25 will be assessed a \$6 fee.
- Dealer will be billed standard ground shipping based on the shipping rate chart found in Section 8. Dealer will be charged all other applicable fees associated with oversize and hazardous shipments.
- A crating charge will be added to orders requiring special packaging (crate, special boxes, etc.).

### What are the Requirements? (cont.)

- Orders that exceed ground-shipping measurement requirements will be sent via common carrier truck freight at the dealer's expense.

## **2. Stock Order**

### What are Stock Orders?

- Inventory Replenishment orders over \$400 that are placed by the dealer on FDN.

### How does it work?

- It's simple! Place your stock order, with part numbers, via FDN, and you will qualify for additional benefits.

### What are the benefits?

- Orders may be placed multiple times per week.
- Qualifying orders will receive a 2% discount off of the invoice price.
- Dealers will receive standard ground shipments (UPS, FedEx) freight prepaid, back-ordered parts included.
- Stock orders allow you to better manage inventory levels, shop scheduling, efficiency of parts personnel and can assist in reducing shipping charges.

### How quickly will my order ship?

- All in-stock parts will be picked, packed and shipped within 24 hours from the time we receive your order.
- Back-ordered parts will be shipped within 24 hours of receipt from our supplier.

### What are the Stock Order program requirements?

- Stock orders must be placed via FDN and must meet a per order minimum of \$400.
- A crating charge will be added to orders requiring special packaging (crate, special boxes, etc.).
- The dealership will be charged for common carrier freight charges on stock order items (i.e. front caps, entry doors, windshields, etc.) that exceed ground-shipping measurement requirements.

### 3. Unit Down Order

#### What are Unit Down Orders?

- The Unit Down Order option is designed to accommodate "HOT" parts orders. These orders can be placed in critical or "unit-down" situations in which parts are needed immediately to repair a unit.

#### How does it work?

- Unit Down Orders may be placed on FDN or via phone/fax using the Fleetwood Unit Down Order Form (See Section 8—Fleetwood Parts Forms).

#### What are the benefits?

- Fleetwood pays express shipping and all special handling charges on qualified orders.
- Prompt and immediate attention when time is a critical factor in repairing a unit.

#### How quickly will my order ship?

- In-stock parts will be picked, packed and shipped using expedited methods, always within 24 hours sometimes less!
- Back ordered parts will be expediently manufactured and shipped air freight.
- Call your regional Fleetwood Parts Distribution Center for order cutoff times.

#### What are the requirements for Unit Down Orders?

- The part(s) required must be used to perform a Fleetwood authorized warranty repair that impacts the USE or SAFETY of the unit.
- Unit down orders require a prior authorization number from the Fleetwood Dealer Technical Support group. A warranty authorization number must be obtained before your order can be completed and shipped.
- Dealer Parts Support will review all Unit Down Orders for compliance. Orders that do not meet the requirements will not be shipped. The dealer will be contacted immediately for disposition.
- The dealership will be billed for the part and must submit for reimbursement through the normal warranty claim process.

## **Dealer Pick Ups (Will Call)**

### **How does it work?**

- Place your order via FDN, phone or fax, specifying that the order will be picked up (shipping method of Will Call) by your dealership from the Travel Trailer plant or Parts Distribution Center.

### **What are the requirements?**

- Submit the parts order as far ahead of the pick up date/time as possible, a minimum of 24 hours is expected, exceptions may be made by your regional Fleetwood facility.
- Provide the Plant/Distribution Center a specific date when the parts are to be picked up. If parts are not picked up at the specified date/time, and unless other instructions are received, the parts will be shipped to the dealer and billed as a Regular order.
- **You must inspect all parts for damage prior to departure from the Fleetwood facility.** Fleetwood will not honor shipping damage claims or shortage claims against parts picked up and inspected by dealer representatives. However, if Fleetwood elects to prepackage your order, we will honor claims that are submitted within three (3) working days from the time of pick up.
- Will call orders that do not meet a \$25 minimum will be assessed a \$5 fee at the time of invoicing.

### **What are the benefits?**

- Saves shipping costs.
- Critical parts may be picked up same day.

## **Parts Purchases and Payment Terms**

### **Who can purchase parts from Fleetwood?**

- Fleetwood RV dealers may purchase parts on open account from any Fleetwood Motor Home or Travel Trailer Service Center providing the dealer is a current Fleetwood Authorized RV dealer in good standing.
- Fleetwood maintains the right to ship and sell parts to non-authorized (service-only) RV dealers and retail customers where prevailing circumstances exist.

### **How does it work?**

- Enter your order via FDN, phone or fax using your Fleetwood Authorized RV dealer number.
- Dealers will be invoiced for parts at the Fleetwood RV "dealer net cost" price as shown in FDN Traderoute.
- All invoices will be accrued during the month. On the 15<sup>th</sup> of each month, a statement will be prepared and mailed to the dealer. Warranty credits will be applied towards parts invoices. At the end of each billing period, statements will be reconciled. If credit is due the dealer, a check for that amount will accompany the statement. If the difference leaves a balance due Fleetwood from the dealer, the amount is to be paid upon receipt of the statement. A delay in payment will cause a delay in obtaining future parts shipments and will jeopardize the dealer's good standing.

### **What are the requirements?**

- Parts may be purchased on open account if the dealers account(s) with other Fleetwood facilities is (are) current.
- Outstanding unpaid statements over 60 days old from the statement date will place the dealers account on a C.O.D. only basis.

## Parts Returns and Credits

- All parts returns must have prior approval from the Dealer Parts Support group.
- You may either complete the Fleetwood Returned Goods Authorization (RGA) form (See Section 8—Fleetwood Parts Forms) and fax to the appropriate number or complete the RGA screen in FDN and forward electronically to the appropriate Fleetwood facility.
- A Returned Goods Authorization (RGA) number will be given by Fleetwood and must be referenced on the outside of every return shipment.
- A restocking fee will be charged on all returns with the exception of parts shipped in error by Fleetwood.
  - Parts returns requested within 90 days of invoice date will be charged a restocking fee of 15%
  - Parts returns beyond 90 days must be held for authorized Year-end returns
- Parts that are requested to be returned to Fleetwood must arrive freight prepaid within 30 days of the RGA issue date.
- Credits will not be authorized for less than \$25 (unless parts were shipped in error by Fleetwood), the dealer will be required to accumulate parts returns to meet this \$25 credit return minimum or parts may be held at the dealership to be included with the authorized Year-end return.
- Special order parts are not returnable.
- Parts damaged during shipment due to improper packaging or concealed damage may be requested for credit within three (3) working days directly with Fleetwood, no restocking fee will be assessed.
- Parts with obvious shipping damage must be noted on the delivering carrier's bill of lading. The plant will not pay claims for freight carrier damage.
- Parts returned without prior authorization will be sent back to the dealership freight collect.
- Parts orders must be checked and counted at time of delivery.

Claims for shortages must be made within three (3) working days of receipt.

## Year End Inventory Return Program

Once each year, during the months of December thru January, dealers will be allowed to return parts which:

- Were ordered in error
- Are slow moving or excess inventory
- Are unwanted parts in inventory
- Are no older than two (2) model years

The dealership will be allowed to return 5% of their total parts purchases for the previous year (12 month total).

Using the Fleetwood Year End Return Request Form (See Section 8—Fleetwood Parts Forms), the dealership must prepare a list of the parts they wish to return and fax it to the Fleetwood Parts Dealer Support Department. The list will be reviewed and each part labeled either **YES** (meaning the part is returnable under the guidelines of the year end return) or **NO** (meaning the part is not returnable). Once the list is reviewed, it will be faxed back to the dealership along with an RGA (returned goods authorization) number. **This number must be marked on the outside of each box being returned to Fleetwood. Unauthorized parts will be returned to the dealer freight collect.**

Parts returned under this program:

- Must be unused, undamaged, and in sellable condition
- Must be packaged to prevent freight or handling damage
- Must be shipped freight prepaid. Fleetwood will not reimburse freight costs. Fleetwood will not accept any parts returned COD or freight collect. These shipments will be returned to the dealer.
- Must arrive at the plant by the date specified on the Year End Inventory Return letter.

Certain parts cannot be accepted under the Year End Inventory Return:

- Parts older than two (2) model years
- Parts that were special built when ordered
- Cabinetry and cabinet doors
- Curtains, sheers, drapes, woven woods
- Fabric wrapped parts, cushions, mattresses, seat covers, bedspreads, vinyl tire covers
- Graphics, decals, accent tapes
- Paint, sealants, adhesives or any other volatiles
- Exterior sidewall fiberglass skin or rubber roof material
- Exterior or interior moldings

In the event that a part is returned damaged or not in sellable condition, the Parts Department will notify the dealer. These parts will either be returned to the dealer or disposed of (depending on the dealer's request).

## **Fleetwood/Supplier New Part Warranty Return Policy**

Fleetwood will extend to our dealers a 90-day new part warranty return policy or honor the Supplier/manufacturer return policy, whichever is greater. The 90-day period will be calculated based upon the date of purchase from Fleetwood, or in some instances from the date of installation if the dealer can provide documentation. Complete the Fleetwood Parts Return Goods Authorization (RGA) Form (See Section 8—Fleetwood Parts Forms), marking the new part/defective box, and we will assist you in obtaining a new replacement part. A copy of the original parts Invoice must be submitted with the RGA request. Reimbursement, if applicable, will be for the expense of the part only. **No labor fees will be reimbursed.**

Suppliers/manufacturers supply their own guarantees and warranties and do not allow adjustments, replacements, or accept for return or exchange any defective or unsatisfactory items without their written permission.

## **Fleetwood Parts Education Program**

The Fleetwood Motor homes Parts Dealer Support Department conducts a thorough Parts Education Program for dealer personnel.

This program includes extensive hands-on FDN (Fleetwood Dealer Network) training, comprehensive discussions on accurate parts identification, and an in-depth review of parts policies and procedures. Both in-house and regional classes are available. Please contact the Fleetwood Motor Home Parts Dealer Support Department for scheduling information. **Annual attendance at FPEP is recommended. Participation in this program is taken into account during the warranty labor rate increase consideration process.**

## Fleetwood Shipping Methods

1. **UPS Ground**

UPS ground is the standard ground freight offered by the United Parcel Service. This method of shipment will accept freight up to 150 lbs. The package must not exceed 130" total dimension (length and girth) and cannot exceed 108" in length. UPS charges are based on the invoice total of the parts purchase and will be billed on the Fleetwood parts invoice (see Section 8, page 17 for UPS Shipping Rate Schedule).
2. **UPS Next Day Air**

Also known as "Red Label". For size and weight restrictions, see UPS Ground. Guaranteed to be delivered before 10:30 a.m. the next business day (where available). UPS Next Day Air shipping charges will be recorded on the picking ticket and billed to the dealer on the Fleetwood parts invoice.
3. **UPS 2<sup>nd</sup> Day Air**

Also known as "Blue Label". For size and weight restrictions, see UPS Ground. Guaranteed delivery by end of second business day (where available). UPS 2<sup>nd</sup> Day Air shipping charges will be recorded on the picking ticket and billed to the dealer on the Fleetwood parts invoice.
4. **UPS 3-Day Select**

Also known as "Orange Label". For size and weight restrictions, see UPS Ground. Guaranteed delivery by end of third business day (where available). UPS 3-Day Select shipping charges will be recorded on the picking ticket and billed to the dealer on the Fleetwood parts invoice.
5. **UPS Next Day Air (Saturday Delivery)**

This shipping method allows for Saturday delivery of parts. There is an additional fee of \$10.00 for Saturday delivery. Guaranteed delivery where available. For size and weight restrictions, see UPS Ground. Next Day Air shipping charges and additional fees will be recorded on the picking ticket and billed to the dealer on the Fleetwood parts invoice.
6. **Emery Air Freight**

Air freight requests will be accepted and may be shipped via Emery. Air freight shipments will be quoted by the carrier and shipped freight collect.
7. **Roadway Air Freight**

Air freight requests will be accepted and may be shipped via Roadway Air. Air freight shipments will be quoted by the carrier and shipped freight collect.
8. **International Pkgs.**

International shipments (including Canadian shipments) may be delayed for Customs inspection. This delay is beyond the control of Fleetwood and the freight companies. Therefore, freight charges will not be reimbursed due to late delivery. Freight for international shipments will be sent prepaid and charges will be billed to the dealer on the Fleetwood parts invoice.
9. **Common Carrier (Truck Freight)**

Recommended for shipments over 130" girth and/or 150 (lbs) in weight. Freight shipments will be sent prepaid, and the dealer will be billed for common carrier freight charges on the Fleetwood parts invoice. Dealers are given the Fleetwood discounted rate.

## **Fleetwood Parts Forms**

The following forms are being provided for your review and reference.

**Dealer Statement Form**  
**Empart Catalog Correction Form**  
**Furniture Order Form**  
**Order Cancellation Form**  
**Order Confirmation Form**  
**Order Requirements Form**  
**Order Status/Price Inquiry Form**  
**Parts Invoice Form**  
**Picking Ticket/Invoice Form**  
**Regular Order Form**  
**Fleetwood Research Request Form**  
**Returned Goods Authorization (RGA) Form**  
**Suggested Stock List—Conventional**  
**Suggested Stock List—American Coach**  
**Suggested Stock List—Travel Trailer**  
**Unit Down Order Form**  
**Fleetwood Year End Inventory Return Request Form**

Contact your Regional Parts Distribution Center or Travel Trailer Plant for original copies of these forms.

**Dealer Statement Form**

FLEETWOOD MOTOR HOMES OF INDIANA, INC.  
 1010 COMMERCE DRIVE  
 P. O. BOX 1007  
 DECATUR, IN. 46733  
 (219) 728-7844

**S T A T E M E N T**

**Dealer Name**  
**Address**  
**City, State Zip**

**Dealer #**

**PAGE 1**  
**DATE 07/19/01**  
**[1311PT]**

**FOR PERIOD ENDING: JULY 16, 2001**

INVOICE #	INVOICE DATE		AMOUNT DUE
<b>PARTS INVOICES</b>			
584765	06/06/01		226.99
586746	06/06/01		74.65
589758	06/15/01		62.45
590834	06/15/01		11.33
590970	06/20/01		181.68
CK0303100	06/25/01	CREDIT MEMO	213.96 CR
592718	06/26/01		12.72
592744	06/26/01		20.24
593761	06/26/01		158.35
FM0002951	07/01/01	FMN MONTHLY FEE	30.00
597099	07/11/01	CREDIT MEMO	12.72 CR
	<b>TOTAL</b>		<b>555.53</b>
<b>WARRANTY CLAIMS</b>			
53708	06/22/01	CREDIT MEMO	29.50 CR
	<b>TOTAL</b>		<b>29.50 CR</b>
<b>TOTAL AMOUNT DUE</b>			<b>525.03</b>

\* INVOICE AMOUNT HAS BEEN ADJUSTED

\*\*\*\*\*  
 \* PAYMENT IS DUE AND PAYABLE UPON RECEIPT \*  
 \* OF THIS STATEMENT. FAILURE TO PAY ON A \*  
 \* TIMELY BASIS MAY RESULT IN YOUR ACCOUNT \*  
 \* BEING PLACED ON A C.O.D. BASIS. \*  
 \*\*\*\*\*

**Empart Catalog Correction Form**

Date: \_\_\_\_\_  
Dealer Name/Number: \_\_\_\_\_  
Dealer Contact: \_\_\_\_\_  
Year/Model: \_\_\_\_\_  
Part Description: \_\_\_\_\_  
Details: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**FOR FLEETWOOD USE ONLY:**

Researched by: \_\_\_\_\_

Was the information in the Empart Catalog incorrect? Yes or No

If yes, what is the correct part number? \_\_\_\_\_

Where did you find this information? \_\_\_\_\_

If Empart Catalog information is confirmed to be incorrect, please fax the attached form to:

Date Faxed to Catalog Group: \_\_\_\_\_

Response:  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Correction made in newest software release? Yes or No

Was a follow-up call made to the dealer?

When: \_\_\_\_\_

Please fax to: 1-800-774-5247

**Furniture Order Form**

Dealer Name \_\_\_\_\_ Dealer Number \_\_\_\_\_

Dealer Contact \_\_\_\_\_ Dealer Purchase Order Number \_\_\_\_\_

Complete Fleetwood Serial Number \_\_\_\_\_

**(NOTE: If part being requested was seen on another Fleetwood unit, please include both serial numbers specifying which unit had the furniture as original equipment and which unit the furniture is being added to.)**

Supplier Part Number \_\_\_\_\_

**(NOTE: This number will begin with a "U" and can be found tucked under the seat cushion or tucked into the springs under the chair.)**

Type of fabric desired for furniture (or cover) – Please Circle One → Fabric / Leather

**(NOTE: Leather is not available for all furniture)**

Is this the original fabric used on this furniture? – Please Circle One → Original / Adding

Is this a warranty replacement? Please Circle One → Yes / No

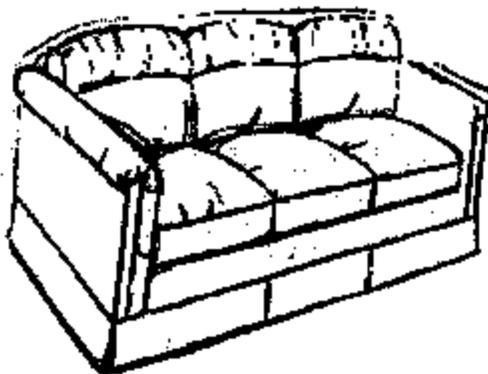
If yes, what is the warranty authorization number? \_\_\_\_\_

Please check which type of furniture you are working with.

\_\_\_\_ Barrel Chair  
(Cocktail Seat,  
Behind Passenger,  
Seat)

\_\_\_\_ Sofa  
(Magic Bed,  
Easy Bed,  
etc.)

\_\_\_\_ Bucket Recliner  
(Captains Chair)  
\_\_\_\_ Swivel Recliner  
(Has Foot Rest)



\*\*\*If ordering a cover only, please circle which piece of the cover is needed\*\*\*

### Order Cancellation Form

Date \_\_\_\_\_ Dealer Contact \_\_\_\_\_

Dealer Name \_\_\_\_\_ Dealer Number \_\_\_\_\_

Phone Number \_\_\_\_\_ Fax Number \_\_\_\_\_

Dealer Purchase Order Number \_\_\_\_\_

Fleetwood Order Number \_\_\_\_\_

\_\_\_\_\_ Please cancel the entire parts order  
or  
\_\_\_\_\_ Please cancel the following part(s):

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

### Fleetwood Use Only

\_\_\_\_\_ Approved – this part/order has been cancelled.

\_\_\_\_\_ Denied – we were unable to process this request.

Please feel free to contact \_\_\_\_\_ for additional information  
by phone: \_\_\_\_\_  
by fax: \_\_\_\_\_

**Order Confirmation Form (Fax Orders)**

Date \_\_\_\_\_ Dealership Contact \_\_\_\_\_  
Dealership Name & Number \_\_\_\_\_  
Phone Number \_\_\_\_\_ Fax Number \_\_\_\_\_  
Dealer Purchase Order Number \_\_\_\_\_

This is a confirmation of your fax order placed on \_\_\_\_\_ Parts leaving from our  
\_\_\_\_\_ Parts Distribution Center on order # \_\_\_\_\_ are expected to ship on  
\_\_\_\_\_ via \_\_\_\_\_. Your common carrier order will ship via \_\_\_\_\_ on \_\_\_\_\_  
from our \_\_\_\_\_ Distribution Center on order # \_\_\_\_\_.

**The following parts are currently on back order status and are expected to ship from our  
\_\_\_\_\_ Distribution Center as indicated below:**

	<u>Part #/Description</u>	<u>Order #</u>	<u>Est. Ship Date</u>
1.			
2.			
3.			
4.			
5.			

**The following parts will be shipping direct from our suppliers and are expected to ship as indicated  
below:**

	<u>Part #/Description</u>	<u>Order #</u>	<u>Est. Ship Date</u>
1.			
2.			
3.			
4.			
5.			

**The following parts requested have been superceded by another part:**

	<u>Part #/Description</u>	<u>Substitute #</u>	<u>Price</u>
1.			
2.			
3.			
4.			
5.			

**Additional Comments:**

Faxed by: \_\_\_\_\_ Thank you for your order!!

## Order Requirements Form

The following information is necessary for proper parts identification and must be provided on all parts requests placed via phone, fax, or FDN (Fleetwood Dealer Network):

- Fleetwood Dealer Number
- Fleetwood Identification Number (FIN) of unit needing parts
- Dealer Purchase Order Number
- Preferred Shipping Method
- Ship to address (if different than sold to address)
- Part number and quantity of part required
- Complete part description, including color, location, etc.
- In some situations, exact measurements may be required (i.e. sidewalls, rearwalls, cabinet shop items, windows, luggage doors, window treatments). NOTE: This applies to units built prior to FDN.
- If you are ordering furniture replacement pieces (i.e. covers), you will be required to complete a Furniture Order Form (see page 67).
- If the part requested is a piece of molding or paneling, you will need to specify if the part can be cut to ship UPS/FedEx. These parts will generally have order multiple requirements (i.e. paneling is sold in a 32 sq. ft. sheet).
- Please note if parts request is a re-order due to damage or prior receipt of an incorrect part.
- For cabinet shop and furniture orders, you may be required to obtain information from the unit décor sheet. This sheet will be located in either the bedroom wardrobe cabinet or under the galley sink.

**NOTE:** Please see the Parts FDN User's Guide for additional information regarding FDN requirements.

Your Regional Parts Distribution Center or Travel Trailer Plant may contact you if additional information is needed to process your order.



**Parts Invoice Form**

Fleetwood Service #91  
 1010 Commerce St.  
 P.O. Box 1007  
 Decatur, IN 46733

123456	1
00/00/00	

SOLD TO Your Dealership Name Here

SHIP TO Your Ship-To Address Here

257912	00/00/00	Dir. #	91	12	Dir. P.O. #	UPS	Prepaid	
063662			\$116.00		1 1	EA	\$116.00 .00	\$116.00 .00
Paral, Solar, GW								
		P90-1010						
COMMENTS		Tax		Tax		Tax		
		Tax		Tax		Tax		
TERMS		Open Account or C.O.D.				SALE AMOUNT		\$116.00
DUE DATE		00/00/00				MISC. CHARGES		.00
						SALES TAX		.00
						FREIGHT		6.74
						TOTAL		122.74
						AMOUNT RECEIVED		.00
						DISC ALLOWED		.00
						BALANCE DUE		122.74

**Picking Ticket/Invoice Form**

AUG 02, 2001 12:31 FLEETWOOD SERVICE #91

**PICKING TICKET**

FOR ITEMS REQUESTED ON OR BEFORE 08/02/2001  
 FOR ITEMS AT LOCATION 91

ORDER	ORD-DATE	CUST-NO	CUST-PO-NO	JOB-NO	LOC	LOC-DESCRIPTION
287912	08/02/01	000091	YOUR P.O. NUMBER		91	DECATUR - P&S

**SOLD TO: YOUR BILLING ADDRESS**

**SHIP TO: YOUR SHIP-TO ADDRESS**

SHIP-VIA	-FRT-CDE-	SHIP-DATE	TERMS
UPS	PREPAID	A.S.A.P	OPEN ACCOUNT

QTY-ORDERED	ITEM-NO	LINE	LOC	STORAGE	U/M	QTY	QTY
REQUEST-DATE	DESCRIPTION		AREA			TO-SHIP	PICKED
1.000	083852	1	91	J107-D03	EA	1.000	
08/02/01	PANEL, SOLAR, SW						
		FBS-1010		PRICE	\$116.00	TOTAL	\$116.00

**TOTAL PARTS COST \$116.00**

**FREIGHT CHARGES**

**\*\* COMPLETE ORDER \*\***

**Regular Order Form**

Date \_\_\_\_\_ Dealer Contact \_\_\_\_\_ P.O. # \_\_\_\_\_ Price & Availability Only \_\_\_\_\_

Dealer Name \_\_\_\_\_ Dir Number \_\_\_\_\_ Dir Fax # \_\_\_\_\_ Dir Phone # \_\_\_\_\_

**Ship Via**  
(Please  One)

Best Way  
 Next Day Air  
 Second Day Air  
 3-day Select  
 Will Call

**Special Instructions**

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**Fleetwood Use Only**

Fleetwood Order Number: \_\_\_\_\_  
 Place Request in Dealers Hold File: \_\_\_\_\_  
 CSR Name: \_\_\_\_\_

**Part(s) needed:**  
\*Fleetwood Use Only

Fleet. Part #	Qty.	Fleet. Serial #	Detailed Part Description	*Resource	*Status	*Dir. Price	*Order #

**Order form must be completed in its entirety to avoid delays in processing.**

**Fleetwood Research Request Form**

Date \_\_\_\_\_

Dealer Number \_\_\_\_\_

Dealer Contact \_\_\_\_\_

Dealer Name \_\_\_\_\_

Dir Fax # \_\_\_\_\_

Dir Phone # \_\_\_\_\_

**Part(s) Needed:**  
**\*Fleetwood Use Only**

Fitwd. Serial Number	Detailed Part Description	*Fitwd. Part Number	*UOM	*Resource	*Status	*Dir Price

**Form must be completed in its entirety to avoid delays in processing.**

### Returned Goods Authorization (RGA) Form

NOTE: In order to process your authorization, the top portion of this form must be filled out completely.

Date: _____	Requested By: _____
Dealer Name: _____	Dealer Number: _____
Phone Number: _____	Fax Number: _____
Dealer P.O. Number: _____	Order Date: _____
Order Number: _____	Invoice Number: _____

<u>Part Number</u>	<u>Description</u>	<u>Qty.</u>

Reason for Return: \_\_\_\_\_ Part Not Needed  
\_\_\_\_\_ Dealer Ordered In Error  
\_\_\_\_\_ Fleetwood Ordered In Error  
\_\_\_\_\_ Duplicate Order  
\_\_\_\_\_ Empart Catalog Error  
\_\_\_\_\_ New Part/Defective  
\_\_\_\_\_ Other \_\_\_\_\_

#### For Fleetwood Use Only:

Credit Issued As Follows: \_\_\_\_\_ Full  
\_\_\_\_\_ Re-stocking Fee \_\_\_\_\_ %  
\_\_\_\_\_ No Freight Reimbursement  
\_\_\_\_\_ Denied

Return Goods Authorization Number (RGA): \_\_\_\_\_  
Date Issued (parts must be returned within 30 days of authorization date): \_\_\_\_\_  
Credit Only Number (no return part required) \_\_\_\_\_  
If Denied, Reason: \_\_\_\_\_

#### Please Return Parts To:

Fleetwood Service & Training Center  
1010 Commerce Drive  
Decatur, IN 46733

or

Fleetwood Parts Distribution Center  
3050 Myers St.  
Riverside, CA 92513-7638

**Fleetwood Motor Homes Conventional Product Suggested Stocking List**

<b>Service Part Number</b>	<b>Part Description</b>	<b>Unit of Measure</b>	<b>Suggested Stk. Qty.</b>
<b><u>Leveling Jacks</u></b>			
073677	Jack Assembly, 9000 lb., Power Gear	ea.	1
224116	Jack Assembly, 12000 lb., Power Gear	ea.	1
223631	Jack Assembly, 6000 lb., Power Gear	ea.	1
088594	Assembly, Float Switch	ea.	1
084178	Dual Poppet Valve Solenoid	ea.	1
<b><u>Slide-Out Components</u></b>			
355066	Flat Floor Slide-Out Motor	ea.	1
246063	Slide-Out Relay Control	ea.	1
<b><u>Slide-Out Seals</u></b>			
217714	Seal (D) 1 x .88 Black	lf.	50
221728	Seal (D) 1 x .88	lf.	50
110323	Seal 3/8" x 3/8", white	lf.	50
097275	Seal 3/8" x 3/8", white	lf.	50
089199	Seal, Slide-Out, 2 3/8" (50' roll)	lf.	50
<b><u>Sealants</u></b>			
149088	White Self-Leveling Rubber Roof Sealant	tb.	30
019713	Black Sikaflex Sealant	tb.	24
063458	Clear Silicone Sealant (Geocol 2300)	tb.	24
<b><u>Exterior Mirrors</u></b>			
111871	Heated/Remote Exterior Mirror, Passenger Side, Black	ea.	1
111872	Heated/Remote Exterior Mirror, Drivers Side, Black	ea.	1
111873	Heated/Remote Ext. Mirror w/ Light, Drivers Side, Black	ea.	1
111874	Heated/Remote Ext. Mirror w/ Light, Passenger Side, Black	ea.	1
<b><u>A/C Components</u></b>			
292465	Thermostat, AC/Furnace (Digital Style)	ea.	1
107990	Thermostat, ECC, Dual Furnace	ea.	1
107997	Thermostat, ECC, Single Furnace	ea.	1
287424	Control Unit - AC/Furnace Thermostat	ea.	1
063662	Solar Panel, 6W	ea.	1
<b><u>LPG</u></b>			
001924	LP Detector 7719	ea.	1
124903	LP Detector 7773.201	ea.	1
218386	LP Detector 7773.071	ea.	1
109763	LP Leak Detector Solenoid	ea.	1

**Fleetwood Motor Homes Conventional Product Suggested Stocking List (Con't)****Windshield Wiper Components**

047143	Nozzle, Windshield Wiper (Nippondenso)	ea.	2
011330	Windshield Washer Bottle	ea.	2
055245	Squeegee (Blade Refill)	pr.	2
055246	Blade, Wiper, With Squeegee	ea.	2
006482	Squeegee (Blade Refill)	pr.	2
003898	Wet Arm Adapter	ea.	2

**Interior Hardware**

065408	Adjustable Drawer Guide Bracket	pr.	10
097227	LH Adjustable Drawer Guide Bracket	ea.	10
097228	RH Adjustable Drawer Guide Bracket	ea.	10
104965	LH Adjustable Drawer Guide Bracket	ea.	10
104968	RH Adjustable Drawer Guide Bracket	ea.	10

**Entry Door Components (Hardware & Seals)**

022508	Screen Door Latch, 3 piece, Black, Philips Entry Door (Old Style)	ea.	1
354852	Screen Door Latch, Creation Entry Door	ea.	1
133489	Screen Door Latch (Lever), Philips Entry Door (New Style)	ea.	1
073125	Ribbed Screen Door Seal	lf.	30
284423	Screen Door Seal	lf.	30

**Solenoids**

011041	12V /Continuous Duty Solenoid	ea.	1
002733	Battery Disconnect Solenoid (Intellitec)	ea.	2
075746	Battery Disconnect Solenoid (RV Customs)	ea.	1

**Misc. Parts**

113669	Carbon Monoxide Detector	ea.	1
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## American Coach Products Suggested Stocking List

Service Part Number	Part Description	Unit of Measure	Suggested Stk. Qty.
<b><u>Bulb Assortment</u></b>			
005313	Bulb, 12V, Vanity Light	ea.	2
015008	Bulb, 12V, Grab Bar	ea.	1
040593	Bulb, Light, Fluorescent, 12"	ea.	2
058471	Bulb - 12V #1141-1.44A	ea.	1
072810	Bulb, 120 Volt, Fluorescent x 18"	ea.	2
074630	Bulb, Spotlight, Interior Halogen	ea.	10
081318	Bulb, 12V, Cosmetic Clear/RGB #71-8019 1.08A	ea.	8
<b><u>Interior Hardware</u></b>			
104410	Hinge, Flush Mount, Cab., Self-Closing	ea.	10
301071	Hinge - Cab. 1/2 Overlay / Grease 860VS822	ea.	2
303798	Back Socket Sleeves (for drawer guide brackets)	ea.	12
104965	Bracket, Adjustable, Drawer Guide (LH)	ea.	12
104968	Bracket, Adjustable, Drawer Guide (RH)	ea.	12
<b><u>Roof A/C Components</u></b>			
287424	Control Unit - AC/Furn. Thermostat	ea.	1
292455	Thermostat - AC/Furn. RVP Digital Style	ea.	1
<b><u>Entry Door Components</u></b>			
276361	Screen Door Slider - Eagle, Dream, Tradition 2001-2003	ea.	1
276361	Panel, Slider w/ Hole (for entry door)	ea.	1
349614	Entry Door Wire Harness	ea.	1
283830	Screen Door Latch - Eagle, Dream, Tradition 2001-2003	ea.	2
326631	Seal, Laminated Hinge (p/o Entry Door)	ea.	1
<b><u>Windshields/Windshield Components</u></b>			
081905	Pass. Windshield - fits 1995-2000 Tradition	ea.	1
081908	Drivers Windshield - fits 1995-2000 Tradition	ea.	1
128650	Pass. Windshield - fitsw 2001 Dream, Eagle, Tradition	ea.	1
128651	Drivers Windshield - fits 2001 Dream, Eagle, Tradition	ea.	1
139322	Drivers Windshield - fits 1996-2000 Eagle & Dream	ea.	1
139323	Pass. Windshield - fits 1995-2000 Eagle & Dream	ea.	1
315368	Pass. Windshield - fits 2002-2003 Dream, Eagle, Tradition	ea.	1
315367	Drivers Windshield - fits 2002-2003 Dream, Eagle, Tradition	ea.	1
074002	Gasket, Windshield - fits 1995-2000 Dream, Eagle	ea.	1
081998	Gasket, Windshield - fits 1995-2000 Tradition	ea.	1
132477	Gasket, Bonded Windshield - fits 2001-2003 Dream, Eagle, Tradition	lf.	40

**American Coach Products Suggested Stocking List (Con't)****Key Assortment**

100362	Key - Hood, Southco E3-28-819-15	ea.	2
090089	Key - Luggage Door / Tri-Mark RH028	ea.	2
056207	Key Blank, Lock, E/D Pass Lock 81312-02 or KS200	ea.	2
055165	Key, Blank, Deadbolt, Tri-Mark 81205-03	ea.	2
006077	Key, Compartment Door CH751	ea.	6
052474	Key, Luggage Door, 785B	ea.	6
056529	Key, Luggage Door, TM500/Tri-Mark 81030-03	ea.	6

**Leveling Jacks**

125623	Kit, Fuses, 3.15 amp & 1.6 amp, Jack Solenoid #500281	kt.	1
073694	Control Unit, Leveling Jacks	ea.	1
088507	Jack Leg, P/O L10-5091, Manual System, 500145	ea.	1
137199	Kit, Touch Pad, Control Box, and Harness Del #500455	ea.	1

**Slide-out Components/Seals**

113887	Controller, Slide-out, #610116	ea.	1
089189	Seal, Slide-Out, 2 3/8 (wiper seal) - sold in 50 ft. rolls	lf.	50
221728	Seal - (D) 1 x .88 / CS 2828W-HAT-5C (50' roll)	lf.	50
355086	Motor, Slide-out, Flat Floor #522176/521976	ea.	1
366485	Motor, Slide-out, Bedroom #521286	ea.	1
110323	Seal, Slide-Out, 3/8 x 3/8	lf.	50

**Rear Vision Systems**

308285	Camera, Rear Vision WLDX WDRV3057-DIN	ea.	1
306298	Monitor, Rear Vision WLDX WDRV-3007M	ea.	1
306308	Cable, Rear Vision WLDX WDRV2225	ea.	1
366582	Camera, Rear Vision WLDX WDRV3057-LK	ea.	1
366583	Monitor, Rear Vision WLDX WDRV3007M-LK	ea.	1
366584	Cable, Rear Vision WLDX WDRV22-25LK	ea.	1

**Keyless Entry**

133694	Control Unit, Keyless Entry	ea.	1
251838	Control, Remote (key fob for keyless entry)	ea.	2
256609	Solenoid - 12V Keyless Actuator	ea.	1

**Monitor Panels**

216788	Monitor Panel, Water Levels/Solar	ea.	1
216789	Monitor Panel, Water Levels/Heart	ea.	1

### American Coach Products Suggested Stocking List (Con't)

#### Strut Asst.

128808	Strut - Gas 100# x 20 (SL-34-100)	ea.	2
284843	Strut - Gas 110# x 20 (SL-20-110-1)	ea.	2
035209	Strut - Gas 30# (SL-34-30)	ea.	2
050519	Strut - Gas 40# x 20 (SL-34-40)	ea.	2
044890	Strut - Gas 60# (SL-34-60)	ea.	2
063098	Strut - Gas 80# x 20 (SL-34-80)	ea.	2

#### Sealants

149068	Sealant - Rubber Roof Self-Leveling White	tb.	30
122150	Sealant, Corian Silicone, Cameo White	tb.	2
019713	Sealant, Sikaflex, Black	tb.	24
043617	Sealant, Silicone, Corian Bone	tb.	2
063458	Sealant, Silicone, Geocel 2300, Tripolymer-Clear	tb.	24
098905	Sealant, Geocel 2300, Bright White	tb.	12
106831	Sealant, Geocel 2300, Black	tb.	6
124092	Sealant, Bonded Windshield, Black	tb.	10
135862	Sealant, Sur-Bond, White	tb.	6

#### Wooden Plugs (Mushroom Plugs)

080818	Plug, Wooden 3/8" Diameter (Walnut)	ea.	12
102540	Plug, Wooden, 3/8" Dia., Alpine Oak	ea.	12
128311	Plug, Wooden, 3/8" Dia., Clear White Maple	ea.	12
275404	Plug, Wooden, 3/8" Dia., Regency Cherry	ea.	12

#### Switches

101718	Switch - 12V Sgl. SPST On/Off	ea.	2
138985	Switch, 12V Power Windows/Mirror 3-HD	ea.	1
043408	Switch, 12V, Headlight	ea.	1
104401	Switch, 12V, Single, DPDT (for chassis air dump)	ea.	2
046891	Switch, 12V Red Light @ Entry Door	ea.	2

### American Coach Products Suggested Stocking List (Con't)

**Misc. Items**

343069	Amplifier, Ultra Gain (booster for Concord Antenna)	ea.	1
132154	Brkr Box, Dual Charging-2 (Power Gear)	ea.	1
238643	Control Unit, Step, Entry (Black) #908506003	ea.	1
265312	Control Unit, Water Pump	ea.	2
115286	Cord Set Cover - 50A Cord Set w/ Connector	ea.	1
083548	Dowel, Nylon 3/4" Oil Infused (for pop-up step)	lf.	8
318888	Fuse - 12V 100 A (PDC) / BUSE ANN10	ea.	1
088640	Fuse, 12V, Inverter, 300 Amps	ea.	2
112780	Harness, Wire-Trailer Hitch	ea.	1
248617	Mirror - Ext. Rear View, Drivers Side, Chrome (mirror head only)	ea.	1
248616	Mirror - Ext. Rear View, Pass. Side, Chrome (mirror head only)	ea.	1
303009	Mux Box, Inside Dash P/O K01-0859,0858,0860 IC1101A-005	ea.	1
010656	Pump - Water, Shur-Flo	ea.	1
261430	Pump - Water 12V / Aquatech 5503-4V15-B636	ea.	1
063101	Shim - Lug. Compt. Striker AME	ea.	12
247344	Valve - Brs. 1/2 FPT Inline Ball (black blade handle)	ea.	2
261712	Power TV Antenna (Concord)	ea.	1
006482	Windshield Wiper Blades	pr.	6
253616	Aque-Hot Fuel Nozzle	ea.	1
025423	Water Heater Bypass Valve	ea.	1
061376	PC Board, Water Heater	ea.	1
261453	Heart Auto-Gen-Start Controller	ea.	1
111094	Lighted Entry Door Handle, 2001-2003 Eagle	ea.	1
079343	Lighted Entry Door Handle - 2001-2003 Dream	ea.	1
307295	Generator Slide-Out Ram - Eagle	ea.	1
101668	Sony DSS Satellite Receiver	ea.	1
247658	Nu-Heat Floor Heat Thermostat	ea.	1
326019	12V Bedroom Ceiling Fan, Eagle, Dream, Tradition 2003	ea.	1
311948	Remote Panel for Source Manager, (Stinger Remote)	ea.	1

Effective: 06/2003

## Suggested Stock List



Fleetwood Service Section	Part Description	Minimum Stocking Quantity
Exterior	City Water Fill/Gravity Fill	1 ea.
	Exterior Range Vent	1 ea.
	Entry Door Lock Assembly/Key Blanks	1 ea.
	Fresh Water Fill Exterior Assembly	1 ea.
	Entry Door Exterior Catch	3 ea.
	Luggage Door Exterior Catch	3 ea.
	Roof Vent Replacement Lid	2 ea.
	Alpha Rubber Roof Sealant	10 lb.
	Slide-Out Motor (Main-Bedroom)	1 ea.
	Slide-Out Controller	2 ea.
	Slide-Out Slo Blo Fuse (15-20 amp)	6 ea.
	Slide-Out Wall Control Switch	2 ea.
	Slide-Out Rubber Seals (Assorted)	50 lf.
	12 Volt Landing Gear Motor (5 <sup>th</sup> Wheel)	1 ea.
	Landing Leg Gear Kit (5 <sup>th</sup> Wheel)	2 ea.
	Landing Gear Control Switch	2 ea.
	Landing Gear Jack Set (Complete)	1 ea.
	Scissor Leveling Jack	2 ea.
Interior	Hydraulic Bed Struts	2 ea.
	Non/Adjustable Floor Heat Registers	4 ea.
	Venetian Blind Clips/Holder	10 ea.
Electrical	Drawer Hardware/Cabinet Latches	12 ea.
	Monitor Panel 3-4 Tank (Klb)	1 ea.
	35/45 Amp Power Converter (WFCO)	2 ea.
	Thermostat Heat/Cool (Coleman)	2 ea.
	Dbl Ceiling-Porch-Clearance Light Fixture	3 ea.
	12 Volt Single-Double-Triple Wall Switch	6 ea.
	120 Volt 30 Ft Power Cord	1 ea.
	12 Volt Car Cord (7-Way)	1 ea.
	120 Volt GFI Receptacle Outlet	1 ea.
	120 Volt Wall Receptacle Outlet	2 ea.
Plumbing	Water Pump, Shurflo	1 ea.
	Filter, Inline Type, Shurflo	2 ea.
	Faucet, Galley, Lavatory	2 ea.
	Shower Hose/Head	2 ea.
	Toilet Ball Valve Kit (Thetford)	1 ea.
	LPG Regulator, Dual	1 ea.
	LPG Pigtail High Pressure Hose	2 ea.
	LPG Detector, 12 Volt	1 ea.
	Smoke Detector	1 ea.
	CO Detector	1 ea.

**Unit Down Order Form**

Date \_\_\_\_\_ Dealer Contact \_\_\_\_\_ P.O. # \_\_\_\_\_ Price &amp; Availability Only \_\_\_\_\_

Dealer Name \_\_\_\_\_ Dir Number \_\_\_\_\_ Dir Fax # \_\_\_\_\_ Dir Phone # \_\_\_\_\_

**Dealer Use Only**

Fleetwood Serial Number: \_\_\_\_\_

Warranty Authorization Number: \_\_\_\_\_

\*\*The information requested above must be completed in order to process your unit down request

**Fleetwood Use Only**

Fleetwood Order Number: \_\_\_\_\_

Specialist Name: \_\_\_\_\_

Tracking Number: \_\_\_\_\_

**Parts Needed:**

\*Fleetwood Use Only

Fleetwood Part #	Qty.	Fleetwood Serial #	Detailed Part Description	*Resource	*Status	*Dir. Price

**Order form must be completed in its entirety to avoid delays in processing.**

Parts Customer Service Supervisor Approval \_\_\_\_\_



**Fleetwood  
Standard Ground  
Shipping Rate Schedule**

<b>Invoices Totalling</b>	<b>U.S.</b>	<b>Canada</b>
\$0.00-20.00	\$5.00	\$14.00
\$20.01-40.00	\$7.00	\$15.00
\$40.01-60.00	\$9.00	\$16.00
\$60.01-80.00	\$11.00	\$17.00
\$80.01-100.00	\$13.00	\$18.00
\$100.01-150.00	\$15.00	\$20.00
\$150.01-200.00	\$20.00	\$25.00
\$200.01-300.00	\$25.00	\$30.00
\$300.01-500.00	\$30.00	\$35.00
\$500.01-1,000.00	\$35.00	\$40.00
Over \$1000.00	\$40.00	\$45.00

Effective January 1, 2004, UPS will be offering a new shipping option—Oversize 3. This will enable Fleetwood to ship parts measuring between 131" girth and 186" girth via UPS. Fleetwood will bill the actual shipping amount on all orders shipped Oversize 3 (the UPS Shipping Rate Schedule will not apply). The shipping charges will be noted on the packing slip.

**Unit of Measure  
Abbreviation List**

Board Foot	BF
Cartridge	CT
Cubic Foot	CF
Diameter	DIA
Each	EA
Foot	FT
Gallon	GL
Inch	IN
Inside Diameter	ID
Kit	KT
Lineal Feet	LF
Lineal Inch	LI
Lineal Yard	LY
Outside Diameter	OD
Pair	PR
Pint	PT
Quart	QT
Radius	R, RAD
Radius Corner	RC
Roll	RL
Set	ST
Square Feet	SF
Square Inch	SI
Square Yard	SY
Thousand	K
Unit of Measure	U/M

**DEALER CLASSIFICATION RATING**

Name \_\_\_\_\_ Date \_\_\_\_\_  
 Address \_\_\_\_\_ Classification/Rating \_\_\_\_\_  
 Dealer Number \_\_\_\_\_ Check If Visited

1 2 3 4 5

**Dealer Service Capability**

- A. Dealer has adequate number of service bays to manage their schedule (includes appearance).
- B. Dealer has proper tools and equipment available to effectively service their customers' needs.
- C. Dealer is willing and able to service transit customers.
- D. Service Department is staffed to handle the warranty repair volume.
- E. Dealer seeks the use of the Technical Support Department when needed.
- F. The level of training for the service personnel is updated annually and compliments the tools and equipment necessary to meet the customers' needs in the first attempt.
- G. Dealer maintains an organized service library (available to all technicians) including FSEP manuals, Bulletins, Recalls.

Total \_\_\_\_\_

**Warranty**

- A. Dealer maintains warranty processing system (FDN).
- B. Warranty claims are submitted timely based upon the Ownercare Guidelines.
- C. Claims are completed with details of repair (includes sublet bills) and customer signature.
- D. Warranty Parts Return area is organized and the orange tags are filled out properly.
- E. Obtains prior authorization when required by the Flat Rate Manual and Ownercare Guidelines

Total \_\_\_\_\_

**Parts**

- A. Dealer's parts ordering system is updated.
- B. Parts orders are organized and timely (follows Ownercare).
- C. Dealer has a system to notify customers of parts received.
- D. The dealer's retail parts store has a professional appearance.
- E. The dealer maintains an inventory of commonly used parts.

Total \_\_\_\_\_

**Other**

- A. Dealer understands and supports Ownercare.
- B. Customer issues are handled promptly and professionally.
- C. Dealer's overall service performance and commitment.
- D. Provides a reasonable maintenance and security for units on the lot.

Total \_\_\_\_\_

- A. 90-ABOVE
  - B. 89-80
  - C. 79-60
  - D. 59-51
  - E. 59-BELOW
- 1. Works on all retailed units.
  - 2. Works on most retailed units.
  - 3. Works only on dealer's sold units.
- TOTAL** \_\_\_\_\_
- Associate Name \_\_\_\_\_ Date \_\_\_\_\_

**SUGGESTED TOOLS AND EQUIPMENT**

Required	Recommended
Air Compressor	Air Chisel
Air Powered 1/4" Crown Stapler	Battery Load Tester
Air Powered 1" Crown Stapler	Carpet Stretcher
Air Powered 1/2" and 1" Impact Gun	D/A Sander
Air Powered Pin Nailer	Diamond Wheel, 2"
Air Screwgun	Fluke 87 Multimeter-For reading "true RMS"
Amp Probe AC/DC Half Effect	Forklift
Basic Mechanic/Construction Hand Tools	Glue Sprayer
Battery Driver	Heat Gun
Battery Charger, Heavy Duty	Hot Glue Gun
Carpet Kicker	Hy-Pot
Caulking Gun for 11oz Tubes	Masking Paper/Tape Dispenser
Computer	Paint Gun
Die Grinder, 1/4"	"PAL"-Refrigerator Test Tool
Drill Motors, 3/8" and 1/2"	Pencil Grinder
Drop Cloths	Port a Power
Extension Cords, 50' min Heavy Duty	Sawsall
Floor Jack-12 Ton	Scaffolding
Framing Staple Gun	Suction Cups for Windshield Glass
Hydrometer	Uponor Tools
Jack Stands, 10 Ton, 4 Required	
Jig Saw	
Lino/Floor Glue Trowel	
Metal Cutoff Saw or Metal Bandsaw	
Manometer	
Portable Cutoff Saw	
Pressure Tester for Plumbing	
Oxy/Acetylene Torch w/ Welding/Cutting Tips	
Right Angle Driver	
Rivet Gun	
Router	
Sanders	
Staple Gun	
Step Ladder-10 Ft.	
Table Saw-10" minimum	
Test Light-12V and 110V	
Trouble Lights	
Voltmeter	
Welder, AC/DC, MIG Preferred	
Wet Vac	

**FLEETWOOD TRAVEL TRAILER PLANTS**

Fleetwood Travel Trailers of California #15-1  
145 S. Larch Avenue  
P.O. Box 810  
Rialto, CA 92376  
(909) 874 2223  
Fax: (909) 874-5570  
SERVICE FACILITY ON SITE

Fleetwood Travel Trailers of Oregon #23  
4640 N.W. Bartach Road  
P.O. Box 1247  
Pendleton, OR 97801  
(541) 276-1244  
Fax: (541) 278-4476

Fleetwood Travel Trailers of Oregon #24  
Pierce Lane  
P.O. Box 1067  
La Grande, OR 97850  
(541) 963-7101  
Fax: (541) 963-2448  
SERVICE FACILITY ON SITE

Fleetwood Travel Trailers of Maryland #28  
35 South Street  
Hancock, MD 21750  
(301) 678-5521  
Fax: (301) 678-7103

Service Facility #28-2  
10233 Governor Lane Blvd.  
Williamsport, MD 21795  
(301) 790-3708  
Fax: (301) 223-6892

Fleetwood Travel Trailers of Ohio #29  
407 W. Railroad Street  
P.O. Box 669  
Edgerton, OH 43517  
(419) 298-2374  
Fax: (419) 298-3484

Fleetwood Travel Trailers of Texas #40  
901 Fisher Road  
P.O. Box 7909  
Longview, TX 75807  
(903) 759-9451  
Fax: (903) 759-8501  
SERVICE FACILITY ON SITE

Fleetwood Travel Trailers of Indiana #42  
1635 Elmore Street  
P.O. Box 665  
Crawfordsville, IN 47933  
(765) 362-5120  
Fax: (765) 364-7137

Fleetwood Travel Trailers of Kentucky #60  
800 Industrial Drive  
P.O. Box 1078  
Campbellsville, KY 42719-1078  
(270) 789-2316  
Fax: (270) 789-3597

Fleetwood Travel Trailers of Canada #65  
70 Mount Hope Street  
Lindsay, ONT, CAN K9V 5G4  
(705) 324-0095  
Fax: (705) 324-3074  
SERVICE FACILITY ON SITE

## FLEETWOOD MOTOR HOME PLANTS

Fleetwood Motor Homes of Indiana, Inc. #44  
1031 US 224 E.  
PO Box 31  
Decatur, IN 46733  
(260) 728-2121  
Fax: (260) 728-9455

Fleetwood Motor Homes of Pennsylvania #71  
Route 487, RFD #1  
PO Drawer 5  
Paxinos, PA 17860  
(570) 644-0817  
Fax: (570) 644-0426

Fleetwood Motor Homes of California, Inc. #47  
5300 Via Ricardo  
PO Box 5726  
Riverside, CA 92517  
(909) 788-2920  
Fax: (909) 788-5298

Fleetwood Service & Training Facility #96  
2350 Fleetwood Drive  
PO Box 59933  
Riverside, CA 92517  
(909) 274-2000  
Fax: (909) 788-9528

Fleetwood Service & Training Facility #91  
1010 Commerce Drive  
PO Box 1007  
Decatur, IN 46733  
(260) 728-9564  
Fax: (260) 724-5988

American Coach Service #90  
1420 Patterson Street  
PO Box 1008  
Decatur, IN 46733  
(260) 728-4773  
Fax: (260) 728-4574

10  
 TION OR DATE RECEIVED AT PLANT



	MO	DAY

ER(S) \_\_\_\_\_

Printed in U.S.A.

**GROUP LEADER INSPECTION AND ACCEPTANCE** LEGIBLE SIGNATURE (NO INITIALS) MO DAY

CHASSIS			
FLOORS			
CAB SET			
PLUMBING			
SIDEWALLS			
HULL			
MANAGEMENT			
ELECTRICAL			
EXTERIOR SIDING			
MOLDING			
FINAL			
FINISH			
REWORK			
MANAGEMENT			

**ELECTRICAL LINE TESTS:** LEGIBLE SIGNATURE (NO INITIALS) MO DAY

120 V Dielectric			
120V Polarity			
120V Operation			
12V Dielectric Interior			
12V Dielectric Exterior			
12V Operation			

**FINAL LINE TESTS:** LEGIBLE SIGNATURE (NO INITIALS) MO DAY

12V Dielectric Exterior			
<b>GAS (USA: 8" WC) (CSA: 10-14" WC)</b>			
Water (30 psi max.)			
120V Dielectric			
120V Polarity			
120V Operation			
12V Dielectric Interior			
12V Operation			
Ground Continuity			
Ground Fault Trip			
12V Break (amperage)			
Break Away Switch			
Lug Nut Torque			
Tire Pressure			
Monitor Panel			
Tank Fill/Vent			
Pump/Cold Water			
Smoke Alarm			
LPG Leak Detector			
TV & Coaxial Cable			
CO Detector			
Exterior Light Operation			
Furnace Vent			
Winterize			

Fold Line





**PRODUCTION ORDER & QUALITY CONTROL CARD**

**CPSC MATTRESS RECORD KEEPING** All mattresses or mattress pads used only for sleeping

ITEM	VENDOR	MATTRESS LOT # OR IDENTIFICATION # OR DATE RECEIVED AT PLANT
BED MATTRESS		
SOFA BED MATTRESS		
BUNK MATTRESS		
BUNK MATTRESS		
COMBO BUNK PAD		

Dealer	MODEL
COLOR	VIN

**QUALITY CONTROL TESTS**

**PLUMBING LINE TESTS:** LEGIBLE SIGNATURE (NO INITIALS)

MO DAY

Gas Test (3 psi min.)		
Water (100 psi)		
Drain Flow		
Flood Level		

TAG NUMBER \_\_\_\_\_

STATE TAG NUMBER(S) \_\_\_\_\_ PLAN APPROVAL NUMBER(S) \_\_\_\_\_

INFORMATION  
BULLETIN  
#SBT0113

The purpose of this bulletin is to inform all Fleetwood dealers about information pertaining to all travel trailer and fifth wheels. If you are contacted by a retail customer regarding this matter, refer to the information listed.

#### IMPORTANT INFORMATION RELATED TO WHEEL LUG NUT TORQUE

This bulletin includes the travel trailer and fifth wheel Owner's Manual Supplement related to wheel lug nut torque, tightening sequence and tightening intervals. The supplement can be referenced on the back page of this bulletin.

Additionally the following information should be referenced during the Product Delivery Process prior to retail delivery.

If you have any questions concerning this bulletin, contact your regional Fleetwood Towable factory service center.



*"It is impossible to know, evaluate and advise the service trade of all conceivable ways in which service might be done or of the possible hazardous consequences of each way. Accordingly anyone who uses a service procedure or tool must first assure that neither personal safety nor vehicle safety will be jeopardized by the selected service methods."*

*This bulletin is supplied for technical information only and is not an authorization for repairs.*

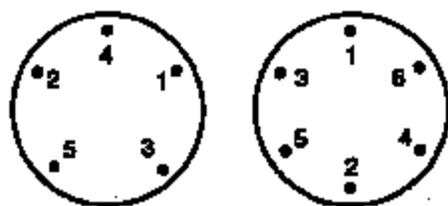
**Wheel Lug Nut Torque Information  
Steel and Aluminum Wheels**

This Owner's Manual Supplement is to be used in conjunction with the Owner's Manual supplied with your travel trailer or fifth wheel.

This Owner's Manual Supplement contains information that was incorrect and or/incomplete in your Owner's Manual.

**Wheel Lug Nut Torque Specifications**

WHEELS	TYPE	SIZE	RECOMMEND TORQUE
Steel Wheel 13 x 4.5 x 545 AW	Spoke	13	80 - 90 Ft./Lbs.
Steel Wheel 14 x 5.5 x 545 AW	Spoke	14	80 - 90 Ft./Lbs.
Steel Wheel 15 x 5 x 545 AW	Spoke	15	80 - 90 Ft./Lbs.
Steel Wheel 15 x 6 x 655 AW	Spoke	15	90 - 100 Ft./Lbs.
Steel Wheel 16 x 6 x 655 AW	Spoke	16	90 - 110 Ft./Lbs.
Aluminum Wheel 15 x 7 x 655	Spoke	15	110 - 120 Ft. Lbs.
Aluminum Wheel 16 x 7 x 655	Spoke	16	110 - 120 Ft./Lbs.
Aluminum Wheel 15 x 6 x 545	Modular	15	110 - 120 Ft./Lbs.
Aluminum Wheel 15 x 6 x 655	Modular	15	110 - 120 Ft./Lbs.
Aluminum Wheel 16 x 6 x 655	Modular	16	110 - 120 Ft./Lbs.

**Wheel Lug Nut Tightening Sequence**

NOTE: USE A TORQUE WRENCH TO TIGHTEN LUG NUTS. TIGHTENING BY HAND OR WITH AN IMPACT WRENCH IS NOT RECOMMENDED

**Wheel Lug Nut Tightening Intervals  
Steel and Aluminum Wheels**

Before each trip, be sure to check and tighten the wheel lug nuts if necessary to the specified torque. If a wheel has been removed or replaced check the torque again at 10, 25, and 50 miles.

**Mounting the Wheel**

Place the wheel on the wheel mounting surface. Replace the wheel lug nuts with rounded end of the nut toward the wheel. Tighten each nut by hand until the wheel is held against the wheel mounting surface. Lower the tire to the ground and tighten the wheel lug nuts to the specified torque.

**WARNING**

If not properly tightened, loose lug nuts can damage the stud and/or wheel. If driven in this condition for any extended period, severe wheel damage or loss could occur affecting the handling of your trailer.

**RECALL  
BULLETIN:  
#31028****YEAR(S)  
AFFECTED:  
2002, 2003,  
2004****PRODUCT(S)  
AFFECTED:  
All Travel Trailers  
and Fifth Wheels****MODEL(S)  
AFFECTED:  
All****SUBJECT:  
Wheel Lug Nut  
Torque****KEYWORDS:  
Lug Nuts,  
Wheels, Steel  
Wheels, Aluminum  
Wheels****ISSUE DATE:  
November 2003**

The purpose of this bulletin is to inform all Fleetwood dealers about information pertaining to all travel trailer and fifth wheels. If you are contacted by a retail customer regarding this matter, refer to the information listed.

**IMPORTANT INFORMATION RELATED TO WHEEL LUG NUT TORQUE**

This bulletin includes the travel trailer and fifth wheel lug nut torque reference guide related to wheel lug nut torque, tightening sequence and tightening intervals. The reference guide can be referenced on the back page of this bulletin.

Additionally the following information should be referenced during the Product Delivery Process prior to retail delivery.

If you have any questions concerning this bulletin, contact your regional Fleetwood towable factory service center.

Federal Law (Section 154 of the National Traffic and Motor Vehicle Safety Act of 1966) requires that:

*If you have received a notice of recall or failure to comply from Fleetwood or any component manufacturer, you must repair or otherwise correct the defects on vehicles remaining in your inventory, according to the notification, before selling or leasing the vehicles. Any vehicle lessor receiving this recall notice must forward a copy of the notice to the lessee within ten days.*

*"It is impossible to know, evaluate and advise the service trade of all conceivable ways in which service might be done or of the possible hazardous consequences of each way. Accordingly anyone who uses a service procedure or tool must first assure that neither personal safety nor vehicle safety will be jeopardized by the selected service methods." This bulletin is supplied for technical information only and is not an authorization for repairs.*

## FLEETWOOD TRAVEL TRAILER AND FIFTH WHEEL, WHEEL LUG NUT TORQUE REFERENCE GUIDE

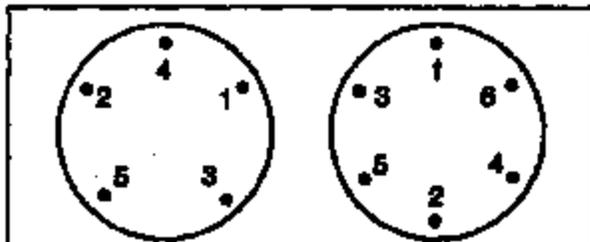
### ⚠ WARNING

Wheel lug nuts must be applied and maintained at the proper torque levels to prevent loose wheels, damaged/broken lugs, and separation of wheels from the axle. Separation of a wheel in transit may create a significant road hazard and may also result in loss of vehicle control. Loss of vehicle control may create a crash resulting in personal injury or death.

#### Steel and Aluminum Wheel Lug Nut Torque Specifications

WHEELS	TYPE	SIZE	RECOMMEND TORQUE
Steel Wheel 13 x 4.5 x 545	Spoke	13	80 - 90 ft-lbs
Steel Wheel 14 x 5.5 x 545	Spoke	14	80 - 90 ft-lbs
Steel Wheel 15 x 5 x 545	Spoke	15	80 - 90 ft-lbs
Steel Wheel 15 x 6 x 655	Spoke	15	90 - 100 ft-lbs
Steel Wheel 16 x 6 x 655	Spoke	16	90 - 110 ft-lbs
Aluminum Wheel 15 x 7 x 655	Spoke	15	110 - 120 ft-lbs
Aluminum Wheel 16 x 7 x 655	Spoke	16	110 - 120 ft-lbs
Aluminum Wheel 15 x 6 x 545	Modular	15	110 - 120 ft-lbs
Aluminum Wheel 15 x 6 x 655	Modular	15	110 - 120 ft-lbs
Aluminum Wheel 16 x 6 x 655	Modular	16	110 - 120 ft-lbs

#### WHEEL LUG NUT TIGHTENING SEQUENCE



**NOTE:** use a torque wrench to tighten lug nuts. Tightening by hand or with an impact wrench **IS NOT** recommended.

#### WHEEL LUG NUT TIGHTENING INTERVALS

##### *Steel and Aluminum Wheels*

Before each trip, be sure to check and tighten the wheel lug nuts if necessary, to the specified torque. If a wheel has been removed or replaced, check the torque again at 10, 25 and 50 miles or until the recommended torque is established. Spare tires/wheels, if equipped, may require different wheel lug nuts.

- 4.9.12 Upon signing the Dealer Sales and Service Agreement, in order to assist Manufacturer in determining the Dealer's labor rate for warranty repairs, Dealer shall provide Manufacturer at rate schedule listing Dealer's labor charges for non-warranty repairs of recreational vehicles. Dealer represents and warrants to Manufacturer that such rate schedule(s) are competitive with those prices prevailing at recreational vehicle dealers in Dealer's market area. Dealer shall provide Manufacturer with a revised schedule if such rate changes during the period of this Agreement.
- 4.9.13 Dealer shall comply with all policies and procedures in the *OwnerCare Manual*, bulletins, announcements, and other documents relating to warranty service then in effect, including those related to the keeping of books and records respecting claims by Dealer for reimbursement for warranty service. Manufacturer shall have the right to inspect Dealer's books and records of warranty service and claims for reimbursement at any time during normal business hours. All payments by Manufacturer of such claims shall be made subject to subsequent audit.
- 4.9.14 Dealer shall be responsible for performing or arranging for retail delivery checkout of the Towable before delivery to the retail customer as set forth in a pre-delivery inspection (PDI) schedule furnished by Manufacturer in the Fleetwood *OwnerCare Manual*. Dealer shall maintain adequate records, by vehicle, of work performed by the Dealership. Retail delivery checkouts can only be performed by authorized Fleetwood retail dealers, authorized to retail and deliver the Product Line.

#### 4.10 BASIC MINIMUM INVENTORY

- 4.10.1 Dealer's basic minimum inventory (BMI) requirements shall be maintained at the levels set forth in the Operating Requirements Addendum of the Dealer Sales and Service Agreement during each quarter. The basic minimum inventory requirements shall be reasonably balanced among models and sufficient to allow Dealer to adequately represent the Product Line to Dealer's Customers and to insure the fulfillment of Dealer's sales goal responsibilities subject to the ability of Manufacturer to supply Products ordered by Dealer.
- 4.10.2 The basic minimum inventory requirements will be reviewed annually by Manufacturer and Dealer. Upon the mutual agreement of the Manufacturer and Dealer, changes may be made to any inventory requirement levels, based on local economic and market conditions affecting the territory. Failure by Dealer to maintain such mutually agreed upon basic minimum inventory requirements shall be grounds for termination of the Agreement by Manufacturer, provided, however, that no default shall be deemed to exist if Dealer orders replacements for Products sold from its inventory within ten (10) days after such sale.
- 4.10.3 Dealer agrees that it shall, at all times, maintain the new and untitled Fleetwood Towables on display in clean and saleable condition.

#### 4.11 CUSTOMER SATISFACTION REQUIREMENTS

- 4.11.1 The goal for Fleetwood and Dealer is to ensure that each customer is completely satisfied with his or her Fleetwood Towable and the Dealer's sales and service practices. To accomplish this goal, the Dealer is responsible for building and maintaining customer confidence in Dealer and in Fleetwood's products. In addition, Dealer will not engage in any practice or method of operation that may impair Fleetwood's reputation.
- 4.11.2 The Circle of Excellence program is a means to quantify customer satisfaction, set improvement targets, solicit complaints, obtain customer feedback and identify and rectify causes of customer dissatisfaction. Dealer is expected to participate in the Circle of Excellence program and shall maintain minimum Customer Satisfaction Index (CSI) ratings of seventy percent (70%). The CSI goal of seventy percent (70%) is a minimum goal. Dealer is expected to achieve the targeted yearly goals established for Dealer by Manufacturer. Manufacturer will make available to Dealer the details of the Circle of

**RQ03-009**

**FLEETWOOD 2/23/04**

**ATTACHMENT  
17E**

**PART 3 OF 4**

**BOOK 2 OF 2**



**▲ WARNING**

**Wheel Lug Nut Torque and Lug Nut Tightening Intervals**

1. The wheel lug nut torque and nut tightening intervals for steel and aluminum wheels are incorrect and incomplete in section 04, titled Wheel Lug Nut Torque of your Owner's Manual.
2. The Wheel Lug Nut Torque Supplement provides current and complete information.
3. Use the information contained within the provided Supplement to reduce the risk of wheel separation from your travel trailer or fifth wheel.
4. If you cannot locate this Wheel Lug Nut Torque Supplement or have any questions call 800-445-3307 and Fleetwood will assist you.

**2004**  
**owner's manual**

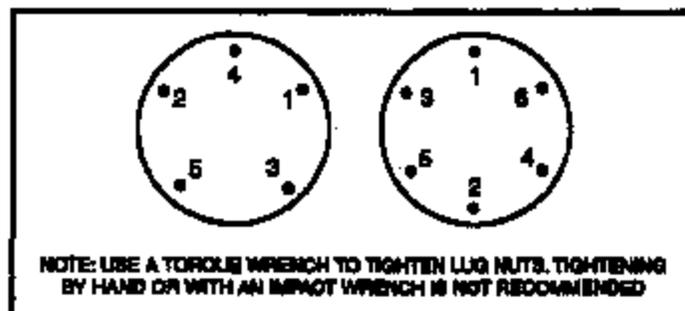
**Wheel Lug Nut Torque Information  
Steel and Aluminum Wheels**

This Owner's Manual Supplement is to be used in conjunction with the Owner's Manual supplied with your travel trailer or fifth wheel.

This Owner's Manual Supplement contains information that was incorrect and/or incomplete in your Owner's Manual.

**Wheel Lug Nut Torque Specifications**

WHEELS	TYPE	SIZE	RECOMMEND TORQUE
Steel Wheel 13 x 4.5 x 545 AW	Spoke	13	80 - 90 Ft./Lbs.
Steel Wheel 14 x 5.5 x 545 AW	Spoke	14	80 - 90 Ft./Lbs.
Steel Wheel 15 x 5 x 545 AW	Spoke	15	80 - 90 Ft./Lbs.
Steel Wheel 15 x 6 x 655 AW	Spoke	15	90 - 100 Ft./Lbs.
Steel Wheel 16 x 6 x 655 AW	Spoke	16	90 - 110 Ft./Lbs.
Aluminum Wheel 15 x 7 x 655	Spoke	15	110 - 120 Ft. Lbs.
Aluminum Wheel 16 x 7 x 655	Spoke	16	110 - 120 Ft./Lbs.
Aluminum Wheel 15 x 6 x 545	Modular	15	110 - 120 Ft./Lbs.
Aluminum Wheel 15 x 6 x 655	Modular	15	110 - 120 Ft./Lbs.
Aluminum Wheel 16 x 6 x 655	Modular	16	110 - 120 Ft./Lbs.

**Wheel Lug Nut Tightening Sequence****Wheel Lug Nut Tightening Intervals  
Steel and Aluminum Wheels**

Before each trip, be sure to check and tighten the wheel lug nuts if necessary to the specified torque. If a wheel has been removed or replaced check the torque again at 10, 25, and 50 miles.

**Mounting the Wheel**

Place the wheel on the wheel mounting surface. Replace the wheel lug nuts with rounded end of the nut toward the wheel. Tighten each nut by hand until the wheel is held against the wheel mounting surface. Lower the tire to the ground and tighten the wheel lug nuts to the specified torque.

**WARNING**

If not properly tightened, loose lug nuts can damage the stud and/or wheel. If driven in this condition for any extended period, severe wheel damage or loss could occur affecting the handling of your trailer.

## On The Road

The maximum cold inflation pressure is stamped on the tire sidewall. Always inflate the tires to this maximum pressure.

Be sure that an accurate tire gauge is part of your tool kit. Check the pressures in the morning before starting out, when the tires are cold. Don't forget the spare! Do not bleed air out of warm tires. Inflation specifications are for cold tires.

### WARNING

Check tire pressures before travelling. Always check pressure when tires are cold. Do not exceed maximum recommended pressure.

### WARNING

Keep tires properly inflated. A tire that is run long distances or at high speeds while seriously under-inflated will overheat to the point where the tire may lose air suddenly and/or catch fire, possibly resulting in damage to the vehicle and its contents and /or personal injury.

### WARNING

All your trailer tires should be the same type, size, and construction — do not mix bias-belted and radial tires.

### **If You Get a Flat Tire**

In case of sudden tire failure,

- *Avoid heavy brake application*
- *Gradually decrease speed*
- *Hold the steering wheel firmly and move slowly to a safe place off the road*
- *Park on a firm, level spot*
- *Turn off the ignition*
- *Turn on the hazard warning flasher system.*

### **Changing a Flat Tire**

Should you experience a flat tire, it is recommended that you summon professional help through your auto club road service, or a local tire service facility.

### WARNING

To avoid personal injury and/or property damage if a blowout or other tire damage occurs, obtain expert tire service help. Do not attempt to change the tire yourself. Do not reinflate a tire that has been flat or is seriously low on air. Have the tire removed from the wheel and checked for damage. Never add air to tires unless an accurate pressure gauge is used.

### WARNING

**DO NOT** crawl under or place any part of your body under an RV that is being lifted.

### **WHEEL NUT TORQUE**

Proper wheel nut torque is very important to safe and dependable trailering. The wheel and axle systems used in trailers are similar in many ways to those used in cars and trucks. But they differ in several important ways. These differences require special attention to wheel nut torque both while the trailer is new and throughout the trailer's life.

Trailer wheels may carry higher loads per wheel than passenger car or truck wheels. Each wheel may carry from 1000 to 2500 pounds. Furthermore, wheels on tandem axle trailers do not steer, and are subjected to high side load stress whenever the trailer makes a tight turn. When you go around corners — especially slow, tight ones — the wheels on your trailer are subjected to these side loads. This tends to flex the wheel and gradually loosen the wheel nuts.

It is critical that the wheels be properly torqued during the first 25 to 50 miles of road operation. Although the wheels have been properly torqued before leaving the manufacturing plant, settling and wearing in of components during the first few miles of operation may cause some loosening of the wheel nuts.

**Steel wheel torque requirements (if equipped):**

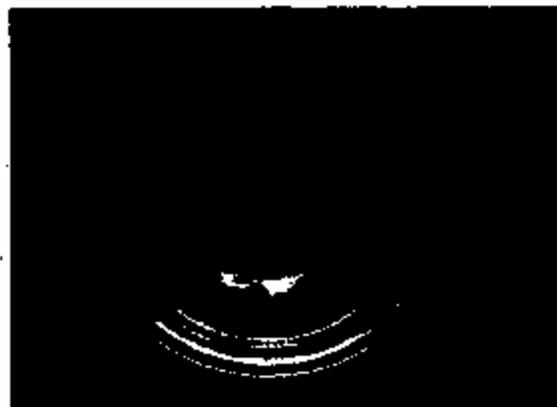
- 13 inch wheel nut torque is 80-90 ft. lbs.
- 14 inch wheel nut torque is 80-90 ft. lbs.
- 15 inch wheel nut torque is 80-100 ft. lbs.
- 16 inch wheel nut torque is 80-100 ft. lbs.

**Aluminum wheel torque requirements (if equipped):**

- 15 inch wheel nut torque is 80-85 ft. lbs.
- 16 inch wheel nut torque is 80-85 ft. lbs.



- 15 inch wheel nut torque is 120-125 ft. lbs.
- 16 inch wheel nut torque is 120-125 ft. lbs.



A torque wrench with adequate accuracy is available for \$20-\$30 at most automotive tool stores. Considering the overall investment in the trailer, this is a very reasonable cost. Use of a torque wrench can also reduce the effort required to tighten the wheel nuts.

Before each trip and any time a wheel is replaced, be sure to tighten the wheel nuts, following the sequence shown in the diagram, to the specified torque. If the wheel was replaced, check the torque again after 25 and 50 miles. If you notice wheel wobbling or hear a rattling sound coming from a wheel, especially at low speeds, a wheel lug nut may have come loose. This problem is usually caused by improper tightening or by faulty or damaged lug bolt threads. If you have reason to believe a lug nut has come loose, safely stop the vehicle at the side of the road as soon as possible. Put up warning devices. Remove the hub caps or wheel covers and check the tightness of all the wheel nuts. Tighten all lug nuts to the specified torque lbs. If lug bolt threads are damaged or faulty, get professional service help. Do not tow the trailer with missing lug nuts or faulty lug bolts.

**⚠ WARNING**

If not properly tightened, loose lug nuts can damage the stud and/or wheel. If driven in this condition for any extended period, severe wheel damage could occur affecting the handling of your trailer.

**RQ03-009**

**FLEETWOOD 2/23/04**

**ATTACHMENT  
17F**

**PART 3 OF 4**

**BOOK 2 OF 2**



Fleetwood Enterprises, Inc.  
Recreational Vehicle Group  
Travel Trailer Division Consumer Affairs  
3030 Myers Street, P.O. Box 7638  
Riverside, California 92513-7638

## IMPORTANT INFORMATION

### 2002 & 2003 Pride & Triumph Travel Trailer & Fifth Wheel Wheel Lug Nut Torque Owner's Manual Supplement

April, 2003

Dear Valued Customer:

Recently it has come to our attention that 2002 and 2003 Pride and Triumph travel trailer and fifth wheel Owner's Manuals do not contain wheel lug nut torque requirements for the optional "Aluminum Wheels." In order to provide you with this important information, we have enclosed an Owner's Manual Supplement insert.

**Reasons for this communication...**

Specifically, 2002 and 2003 Pride and Triumph travel trailer and fifth wheel Owner's Manuals do not contain torque requirements for the optional "Aluminum Wheel" wheel lug nuts. *This matter is very important and requires your attention.* Travel trailer and fifth wheel operation without the proper torque applied to the wheel lug nuts could possibly result in the wheel lug nuts becoming loose. Continued vehicle operation under these conditions may cause fatigue and the potential for a wheel separation from the vehicle. Your wheel lug nuts should be checked and torqued as necessary at 10, 25, and 50 miles of road use or until the recommended torque is maintained. In regular use you should check and torque your wheel lug nuts, as necessary, before each trip.

**What Fleetwood is doing for you...**

With this letter, we're providing an Owner's Manual Supplement and a peel and stick cover label to be added to the cover of your Owner's Manual.

**What we're asking you to do...**

Please locate your Owner's Manual and apply the supplied peel and stick label to the outside front cover and insert the Wheel Lug Nut Torque Information Supplement into your Owner's Manual. This Supplement will replace wheel lug nut torque information in the "On the Road", Section 04, of your manual. If you cannot locate your Owner's Manual, we recommend you store this mailing in a safe place for future reference. Additionally, please refer to the Maintenance Guideline Section in your Owner's Manual that recommends to check wheel lug nut torque before each trip. Use the wheel lug nut torque chart included in the Wheel Lug Nut Torque Owner's Manual Supplement to determine the proper torque for the type of wheel supplied with your travel trailer or fifth wheel.

**Moved? Sold the Travel Trailer?**

If you've changed your address or sold your travel trailer, please notify Fleetwood Owner Relations at (800) 445-3307 with the name, address and telephone number of the party you sold it to. We can update our records, and if necessary, notify the new owner using the information you provide.

**Questions?**

If you have any questions or concerns, simply contact Fleetwood Owner Relations at (800) 445-3307.

We apologize for any inconvenience this may have caused. Thank you for your attention to this important matter.

Sincerely,

FLEETWOOD ENTERPRISES, INC.

Robert Olson  
Service Administrator  
RV Towable Group



Fleetwood Enterprises, Inc.  
Recreational Vehicle Group  
Travel Trailer Division Consumer Affairs  
3030 Myers Street, P.O. Box 7638  
Riverside, California 92513-7638

## IMPORTANT INFORMATION

### 2002 & 2003 Pride & Triumph Travel Trailer & Fifth Wheel Wheel Lug Nut Torque Owner's Manual Supplement

April, 2003

Dear Fleetwood Dealer:

Recently it has come to our attention that 2002 & 2003 Pride and Triumph travel trailer and fifth wheel Owner's Manuals do not contain wheel lug nut torque requirements for the optional "Aluminum Wheels." In order to provide you with this important information, we've enclosed an Owner's Manual insert and peel and stick label to make changes to any unit(s) in your inventory.

**Reasons for this communication...**

Specifically, 2002 and 2003 Pride and Triumph travel trailer and fifth wheel Owner's Manuals do not contain the torque requirements for the optional "Aluminum Wheel" wheel lug nuts. *This matter is very important and requires your attention.* Travel trailer and fifth wheel operation without the proper torque applied to the wheel lug nuts could possibly result in the wheel lug nuts becoming loose. Continued vehicle operation under these conditions may cause fatigue and the potential for a wheel separation from the vehicle. The wheel lug nuts should be checked and torqued, as necessary, during the first 15, 25, and 50 miles of road use or until the recommended torque is maintained. Included with this mailing is a sample letter that was mailed to customers.

**What Fleetwood is doing for you...**

With this letter, we're providing a VIN-specific Wheel Lug Nut Torque Information Supplement and peel and stick cover labels to be added to the cover of 2002 & 2003 Pride and Triumph travel trailer and fifth wheel Owner's Manuals in your inventory.

**What we're asking you to do...**

Please locate the VIN-specific Owner's Manual and apply the supplied peel and stick label to the outside front cover. Insert the Wheel Lug Nut Torque Information Supplement into the Owner's Manual. This Supplement will replace information in the "On the Road", Section 04, of the Owner's Manual. Please reference the Wheel Lug Nut Torque Supplement and use the wheel lug nut sequence and torque chart indicated in the Owner's Manual Supplement to confirm that the proper wheel lug nut torque is applied to travel trailers and fifth wheels in your inventory. This information should also be referenced during the product delivery process.

**Sold the Travel Trailer?**

If the travel trailer or fifth wheel indicated on the insert has been resold, please forward this important information to your customer.

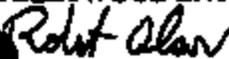
**Questions?**

If you have any questions or concerns, simply contact Fleetwood Owner Relations at (800) 445-3307.

We apologize for any inconvenience this may have caused. Thank you for your attention to this important matter.

Sincerely,

FLEETWOOD ENTERPRISES, INC.

  
Robert Olson  
Service Administrator  
RV Towable Group

**FLEETWOOD**

Fleetwood Enterprises, Inc.  
Recreational Vehicle Group  
Travel Trailer Division Consumer Affairs  
3030 Myers Street, P.O. Box 7538  
Riverside, California 92513-7638

## IMPORTANT INFORMATION

### 2004 Travel Trailer & Fifth Wheel Wheel Lug Nut Torque Owner's Manual Supplement

May, 2003

Dear Valued Customer:

Recently it has come to our attention that 2004 Pride, Triumph, Prowler, Wilderness, and Terry, travel trailer and fifth wheel Owner's Manuals contain incorrect information related to optional "Aluminum Wheel" wheel lug nut torque. In order to correct this information, and to make it as convenient for you as possible, we've included everything with this letter needed to make this important change.

**Reasons for this communication...**

Specifically, 2004 Pride, Triumph, Prowler, Wilderness, and Terry travel trailer and fifth wheel Owner's Manuals do not contain the correct torque requirements for the optional "Aluminum Wheel" wheel lug nuts. *This matter is very important and requires your attention.* Travel trailer and fifth wheel operation without the proper torque applied to the wheel lug nuts could possibly result in the wheel lug nuts becoming loose. Continued vehicle operation under these conditions may cause fatigue and the potential for a wheel separation from the vehicle. Your wheel lug nuts should be checked and as torqued as necessary at 10, 25, and 50 miles of road use or until the recommended torque is maintained. In regular use you should check and torque your wheel lug nuts, as necessary, before each trip.

**What Fleetwood is doing for you...**

With this letter, we're providing an Owner's Manual Supplement and a peel and a stick label to be added to the cover of your Owner's Manual.

**What we're asking you to do...**

Please locate your Owner's Manual and apply the supplied peel and stick label to the outside front cover and insert the Wheel Lug Nut Torque Information Supplement into your Owner's Manual. This Supplement will replace wheel lug nut torque information in the "On the Road", Section 04, of your manual. If you cannot locate your Owner's Manual, we recommend you store this mailing in a safe place for future reference. Additionally, please refer to the Maintenance Guideline Section of your manual that describes check wheel lug nut torque before each trip. Use the wheel lug nut torque chart indicated in the Wheel Lug Nut Torque Owner's Manual Supplement to determine the proper torque for the type of wheel supplied with your travel trailer or fifth wheel.

**Moved? Sold the Travel Trailer?**

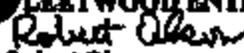
If you've changed your address or sold your travel trailer, please notify Fleetwood Owner Relations at (800) 445-3307 with the name, address and telephone number of the party you sold it to. We can update our records, and if necessary, notify the new owner using the information you provide.

**Questions?**

If you have any questions or concerns, simply contact Fleetwood Owner Relations at (800) 445-3307.

We apologize for any inconvenience this may have caused. Thank you for your attention to this important matter.

Sincerely,

**FLEETWOOD ENTERPRISES INC.**  
  
Robert Olson  
Service Administrator  
RV Towable Group



Fleetwood Enterprises, Inc.  
Recreational Vehicle Group  
Travel Trailer Division Consumer Affairs  
3030 Myers Street, P.O. Box 7638  
Riverside, California 92513-7638

## IMPORTANT INFORMATION

### 2004 Travel Trailer & Fifth Wheel Wheel Lug Nut Torque Owner's Manual Supplement

May, 2003

Dear Fleetwood Dealer:

Recently it has come to our attention that 2004 Pride, Triumph, Prowler, Wilderness, and Terry, travel trailer and fifth wheel Owner's Manuals contain incorrect information. In order to correct this information, and to make it as convenient for you as possible, we've included everything needed to make the change to any unit(s) in your inventory.

**Reasons for this communication...**

Specifically, the 2004 Pride, Triumph, Prowler, Wilderness, and Terry, travel trailer and fifth wheel Owner's Manuals do not contain the correct optional "Aluminum Wheel" wheel lug nut torque. *This matter is very important and requires your attention.* Travel trailer and fifth wheel operation without the proper torque applied to the wheel lug nuts could possibly result in the wheel nuts becoming loose. Continued operation under these conditions may cause fatigue and the potential for a wheel separation from the vehicle. The wheel lug nuts should be checked and torqued, as necessary, during the first 10, 25, and 50 miles of road use or until the recommended torque is maintained. Included with this mailing is a sample letter that was mailed to customers.

**What Fleetwood is doing for you...**

With this letter, we're providing VIN-specific Wheel Lug Nut Torque Information Supplements and peel and stick cover labels to be added to the 2004 travel trailer and fifth wheel Owner's Manuals in your inventory.

**What we're asking you to do...**

Please locate the VIN-specific Owner's Manual and apply the supplied peel and stick label to the outside front cover. Insert the Wheel Lug Nut Torque Information Supplement into the Owner's Manual. This Supplement will replace information in the "On the Road", Section 04, located in manual. Please reference the Wheel Nut Torque Supplement and use the wheel lug nut sequence and torque chart as indicated in the Owner's Manual Supplement to confirm the proper wheel lug nut torque is applied to travel trailers and fifth wheels in your inventory. This information should also be referenced during the product delivery process.

**Sold the Travel Trailer?**

If the travel trailer or fifth wheel indicated on the label has been retailed, please forward this important information to your customer.

**Questions?**

If you have any questions or concerns, simply contact Fleetwood Owner Relations at (800) 443-3307.

We apologize for any inconvenience this may have caused. Thank you for your attention to this important matter.

Sincerely,

FLEETWOOD ENTERPRISES, INC.

*Robert Olson*  
Robert Olson  
Service Administrator  
RV Towable Group

# FLEETWOOD INFORMATION BULLETIN #SBT0113

INFORMATION  
BULLETIN:  
#SBT0113

YEAR  
AFFECTED:  
All

PRODUCT(S)  
AFFECTED:  
All Travel Trailers  
and Fifth Wheels

MODEL(S)  
AFFECTED:  
All

SUBJECT:  
Wheel Lug Nut  
Torque

KEYWORDS:  
Lug Nuts, Wheels,  
Steel Wheel,  
Aluminum Wheels

ISSUE DATE:  
April 2003

The purpose of this bulletin is to inform all Fleetwood dealers about information pertaining to all travel trailer and fifth wheels. If you are contacted by a retail customer regarding this matter, refer to the information listed.

## IMPORTANT INFORMATION RELATED TO WHEEL LUG NUT TORQUE

This bulletin includes the travel trailer and fifth wheel Owner's Manual Supplement related to wheel lug nut torque, tightening sequence and tightening intervals. The supplement can be referenced on the back page of this bulletin.

Additionally the following information should be referenced during the Product Delivery Process prior to retail delivery.

If you have any questions concerning this bulletin, contact your regional Fleetwood Towable factory service center.

*"It is impossible to know, evaluate and advise the service trade of all conceivable ways in which service might be done or of the possible hazardous consequences of each way. Accordingly anyone who uses a service procedure or tool must first assure that neither personal safety nor vehicle safety will be jeopardized by the selected service methods."*

*This bulletin is supplied for technical information only and is not an authorization for repairs.*

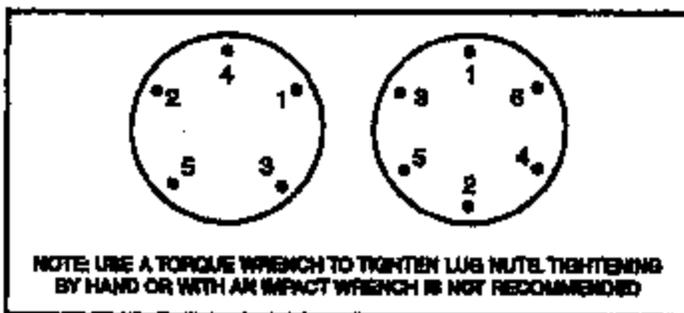
**Wheel Lug Nut Torque Information  
Steel and Aluminum Wheels**

This Owner's Manual Supplement is to be used in conjunction with the Owner's Manual supplied with your travel trailer or fifth wheel.

This Owner's Manual Supplement contains information that was incorrect and or/incomplete in your Owner's Manual.

**Wheel Lug Nut Torque Specifications**

WHEELS	TYPE	SIZE	RECOMMEND TORQUE
Steel Wheel 13 x 4.5 x 545 AW	Spoke	13	80 - 90 Ft./Lbs.
Steel Wheel 14 x 5.5 x 545 AW	Spoke	14	80 - 90 Ft./Lbs.
Steel Wheel 15 x 5 x 545 AW	Spoke	15	80 - 90 Ft./Lbs.
Steel Wheel 15 x 6 x 655 AW	Spoke	15	90 - 100 Ft./Lbs.
Steel Wheel 16 x 6 x 655 AW	Spoke	16	90 - 110 Ft./Lbs.
Aluminum Wheel 15 x 7 x 655	Spoke	15	110 - 120 Ft. Lbs.
Aluminum Wheel 16 x 7 x 655	Spoke	16	110 - 120 Ft./Lbs.
Aluminum Wheel 15 x 6 x 545	Modular	15	110 - 120 Ft./Lbs.
Aluminum Wheel 15 x 6 x 655	Modular	15	110 - 120 Ft./Lbs.
Aluminum Wheel 16 x 6 x 655	Modular	16	110 - 120 Ft./Lbs.

**Wheel Lug Nut Tightening Sequence****Wheel Lug Nut Tightening Intervals  
Steel and Aluminum Wheels**

Before each trip, be sure to check and tighten the wheel lug nuts if necessary to the specified torque. If a wheel has been removed or replaced check the torque again at 10, 25, and 50 miles.

**Mounting the Wheel**

Place the wheel on the wheel mounting surface. Replace the wheel lug nuts with rounded end of the nut toward the wheel. Tighten each nut by hand until the wheel is held against the wheel mounting surface. Lower the tire to the ground and tighten the wheel lug nuts to the specified torque.

**WARNING**

If not properly tightened, loose lug nuts can damage the stud and/or wheel. If driven in this condition for any extended period, severe wheel damage or loss could occur affecting the handling of your trailer.

## **WARNING**

### **Wheel Lug Nut Torque and Lug Nut Tightening Intervals**

1. The wheel lug nut torque and nut tightening intervals for steel and aluminum wheels are incorrect and incomplete in section 04, titled Wheel Lug Nut Torque of your Owner's Manual.
2. The Wheel Lug Nut Torque Supplement provides current and complete information.
3. Use the information contained within the provided Supplement to reduce the risk of wheel separation from your travel trailer or fifth wheel.
4. If you cannot locate this Wheel Lug Nut Torque Supplement or have any questions call 800-445-3307 and Fleetwood will assist you.

**RQ03-009**

**FLEETWOOD 2/23/04**

**ATTACHMENT 18**

**PART 3 OF 4**

**BOOK 2 OF 2**

18. Describe all changes in the wheel mounting and wheel nut torque procedures listed in response to Request #17 for steel wheels, the date that the change was implemented, and the reason for the change.

**RESPONSE #18**

The steel wheel mounting and wheel nut torque procedures are updated as needed. No significant change has occurred with steel wheels.

**RQ03-009**

**FLEETWOOD 2/23/04**

**ATTACHMENT 19**

**PART 3 OF 4**

**BOOK 2 OF 2**

19. Provide a copy of the manufacturing quality control plan, including frequency and method, that Fleetwood uses to assure the correct mounting of the steel wheel to the hub and for validating that the wheel mounting nuts have been correctly installed and torqued.

**RESPONSE #19**

Refer to the Travel Trailer Assembly Manual, pages AMR-01-A39 and AMR-28-A75 attached. See attached copy of the Ready-To-Move (RTM) inspection sheet.

19a. Travel Trailer Assembly Manual pages.

19b. RTM inspection sheet.

**RQ03-009**

**FLEETWOOD 2/23/04**

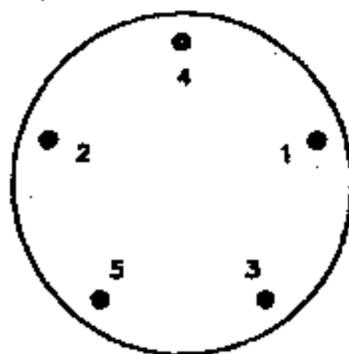
**ATTACHMENT  
19A**

**PART 3 OF 4**

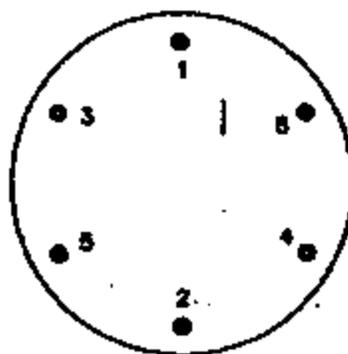
**BOOK 2 OF 2**

REV. RELEASE	DESCRIPTION	DATE	BY	12" = 1'-0"	REV.	<b>FLINTWOOD</b> <b>AMR-01-A39</b>
04-06		03-17-03	RR	DISPLACED 02-14-04		RECREATIONAL VEHICLE GROUP SHEET 1 OF 1
04-07		04-14-03	RR	DRAGON		TT ASSEMBLY MANUAL - CHASSIS
04-09		06-23-03	RR	06/23/03 10:54:13 01/04/04		WHEEL LUG NUT TORQUE PROCEDURE

WHEELS	PART NUMBER	SIZE	LUG NUT PART NUMBER	RECOMMEND TORQUE
STEEL WHEEL-SPoke 13X4.5X14MM		13	M23-1014	80 - 90 FT/LBS
STEEL WHEEL-SPoke 14X5.5X14MM		14	M23-1014	80 - 90 FT/LBS
STEEL WHEEL-SPoke 15X6.5X14 MM	L01-0400	15	M23-1014	80 - 90 FT/LBS
STEEL WHEEL-SPoke 15X8X14 MM	L01-1501	15	M23-1014	90 - 100 FT/LBS
STEEL WHEEL-SPoke 15X8X14 MM	L01-1502	15	M23-1014	90 - 110 FT/LBS
WHEEL- ALUMINUM 15X8X14	L01-1007	15	M23-0052	110 - 120 FT/LBS
WHEEL- ALUMINUM 15X7X14	L01-1004	15	M23-0052	110 - 120 FT/LBS
WHEEL- 15X8X14 CR/CRIBLE	L01-0704	15	M23-0053	85 - 95 FT/LBS
WHEEL- 15X8X14 CR/CRIBLE	L01-1007	15	M23-0053	85 - 95 FT/LBS
WHEEL- 15X8X14 CR/CRIBLE	L01-0817	15	M23-0053	85 - 95 FT/LBS



FIVE LUG WHEEL



SIX LUG WHEEL

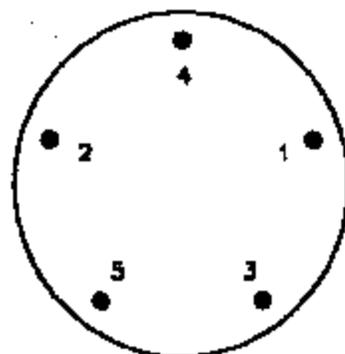
#### LUG TIGHTENING SEQUENCE

#### NOTES

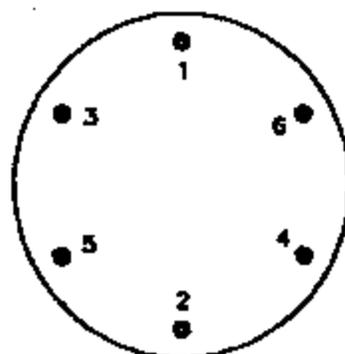
1. PLACE THE WHEEL ON THE WHEEL MOUNTING SURFACE. PLACE THE WHEEL LUG NUTS WITH ROUNDED END OF THE NUT TOWARD THE WHEEL. TIGHTEN EACH NUT BY HAND OR USE AN IMPACT WRENCH UNTIL THE WHEEL IS HELD AGAINST THE WHEEL MOUNTING SURFACE. LOWER THE TIRE TO THE GROUND AND TIGHTEN THE WHEEL LUG NUTS TO THE SPECIFIED TORQUE WITH A TORQUE WRENCH.
2. FOLLOW THE APPROPRIATE SEQUENCE (FIVE OR SIX LUG WHEEL) FOR TIGHTENING THE LUG NUTS.
3. ONCE WHEELS ARE INSTALLED CHECK THE TORQUE AGAIN AT 10, 25 AND 50 MILES.

04-04	02-18-83	RR	01/14/83	AMR-28-A75	<b>FLEETWOOD</b> RECREATIONAL VEHICLE GROUP	AMR-28-A75	SHEET 1 OF 1
04-06	03-17-83	RR	01/14/83	AMR-28-A75	TT ASSEMBLY MANUAL - FINAL FINISH		
04-07	04-14-83	RR	04/14/83 13:27:00	AMR-28-A75	WHEEL LUG NUT TORQUE PROCEDURE		

WHEELS	PART NUMBER	SIZE	LUG NUT PART NUMBER	RECOMMEND TORQUE
STEEL WHEEL-SPoke 13x4.5x545AW		13	M23-1014	80 - 80 FT/LBS
STEEL WHEEL-SPoke 14x5.5x545AW		14	M23-1014	80 - 80 FT/LBS
STEEL WHEEL-SPoke 15x6.5x545 AW	L01-0400	15	M23-1014	80 - 80 FT/LBS
STEEL WHEEL-SPoke 15x6.5x55 AW	L01-0501	15	M23-1014	80 - 100 FT/LBS
STEEL WHEEL-SPoke 16x6.5x55 AW	L01-1635	16	M23-1014	90 - 110 FT/LBS
WHEEL- ALUMINUM 15x6.5x55	L01-4005	15	M23-0052	110 - 120 FT/LBS
WHEEL- ALUMINUM 16x7.5x55	L01-4006	16	M23-0052	110 - 120 FT/LBS
WHEEL- ALUMINUM MOO 15x6.5x55	L01-4008	15	M23-0050	110 - 120 FT/LBS
WHEEL- ALUMINUM MOO 16x7.5x55	L01-4010	15	M23-0050	110 - 120 FT/LBS
WHEEL- ALUMINUM MOO 16x7.5x55	L01-4020	16	M23-0050	110 - 120 FT/LBS



FIVE LUG WHEEL



SIX LUG WHEEL

#### LUG TIGHTENING SEQUENCE

#### NOTES

- ➔ 1. PLACE THE WHEEL ON THE WHEEL MOUNTING SURFACE. PLACE THE WHEEL LUG NUTS WITH BOUNDED END OF THE NUT TOWARD THE WHEEL. TIGHTEN EACH NUT BY HAND OR USE AN IMPACT WRENCH UNTIL THE WHEEL IS HELD AGAINST THE WHEEL MOUNTING SURFACE. LOWER THE TIRE TO THE GROUND AND TIGHTEN THE WHEEL LUG NUTS TO THE SPECIFIED TORQUE WITH A TORQUE WRENCH.
2. FOLLOW THE APPROPRIATE SEQUENCE (FIVE OR SIX LUG WHEEL) FOR TIGHTENING THE LUG NUTS.
- ➔ 3. ONCE WHEELS ARE INSTALLED CHECK THE TORQUE AGAIN AT 10, 25 AND 50 MILES.

**RQ03-009**

**FLEETWOOD 2/23/04**

**ATTACHMENT  
19B**

**PART 3 OF 4**

**BOOK 2 OF 2**



**TOWABLE DIVISION  
READY TO MOVE (RTM) DEPARTMENT INSPECTION**

Serial #: \_\_\_\_\_

**CHASSIS:**

Group Leader: \_\_\_\_\_

Date: \_\_\_\_\_

- | Pass                     | Fail                     |   |
|--------------------------|--------------------------|---|
| <input type="checkbox"/> | <input type="checkbox"/> | Proper slope on drain lines and lines secured at proper intervals |
| <input type="checkbox"/> | <input type="checkbox"/> | Heat shrink connectors on brake wire connection to axle           |
| <input type="checkbox"/> | <input type="checkbox"/> | Brake wires routed and secured properly                           |
| <input type="checkbox"/> | <input type="checkbox"/> | Paint applied properly with good coverage                         |
| <input type="checkbox"/> | <input type="checkbox"/> | Chassis is square   |
| <input type="checkbox"/> | <input type="checkbox"/> | Support over hangers welded properly                              |
| <input type="checkbox"/> | <input type="checkbox"/> | Wheels/tires free of paint overspray                              |
| <input type="checkbox"/> | <input type="checkbox"/> | Knife valves supported and at proper angle                        |
| <input type="checkbox"/> | <input type="checkbox"/> | Slide-out motor bracket secure/square                             |

- | Pass                     | Fail                     |   |
|--------------------------|--------------------------|---|
| <input type="checkbox"/> | <input type="checkbox"/> | Gas manifold line supported every four feet and 6 inches from end |
| <input type="checkbox"/> | <input type="checkbox"/> | Check cambering   |
| <input type="checkbox"/> | <input type="checkbox"/> | Vehicle Identification Number (VIN) is correct                    |
| <input type="checkbox"/> | <input type="checkbox"/> | Correct Lug Nut Installed   |
| <input type="checkbox"/> | <input type="checkbox"/> | Wheel Lug Nut Torque Check  |
|                          |                          | DSF _____ FWLbs Signed: _____                                     |
|                          |                          | DSR _____ FWLbs Signed: _____                                     |
|                          |                          | RDF _____ FWLbs Signed: _____                                     |
|                          |                          | RDR _____ FWLbs Signed: _____                                     |

**FLOORS:**

Group Leader: \_\_\_\_\_

Date: \_\_\_\_\_

- | Pass                     | Fail                     |   |
|--------------------------|--------------------------|---|
| <input type="checkbox"/> | <input type="checkbox"/> | Floor ducts/vents free of debris                                |
| <input type="checkbox"/> | <input type="checkbox"/> | Chassis grounds installed                                       |
| <input type="checkbox"/> | <input type="checkbox"/> | Sealants properly applied                                       |
| <input type="checkbox"/> | <input type="checkbox"/> | Plumbing holes in correct location, proper alignment with tanks |
| <input type="checkbox"/> | <input type="checkbox"/> | Floor protected   |
| <input type="checkbox"/> | <input type="checkbox"/> | 7-way cable correct length and wired properly                   |
| <input type="checkbox"/> | <input type="checkbox"/> | Plumbing routing holes are sealed                               |
| <input type="checkbox"/> | <input type="checkbox"/> | Floor decking is properly attached to floor structure           |

- | Pass                     | Fail                     |                                     |
|--------------------------|--------------------------|-------------------------------------|
| <input type="checkbox"/> | <input type="checkbox"/> | Floor is set to level               |
| <input type="checkbox"/> | <input type="checkbox"/> | Staples/screws flush with decking   |
| <input type="checkbox"/> | <input type="checkbox"/> | Underbody staples set flush         |
| <input type="checkbox"/> | <input type="checkbox"/> | 110FT2wires separated               |
| <input type="checkbox"/> | <input type="checkbox"/> | Uno-taped or glued at regular ducts |
| <input type="checkbox"/> | <input type="checkbox"/> | Brake amp draw test                 |
| <input type="checkbox"/> | <input type="checkbox"/> | Unit Cleaned                        |

**CABINET SET:**

Group Leader: \_\_\_\_\_

Date: \_\_\_\_\_

- | Pass                     | Fail                     |  |
|--------------------------|--------------------------|--|
| <input type="checkbox"/> | <input type="checkbox"/> | All cabinets predrilled correctly and free of broken or split wood |
| <input type="checkbox"/> | <input type="checkbox"/> | All cabinets set square and secured at proper location             |
| <input type="checkbox"/> | <input type="checkbox"/> | All cabinets are tight to one another and the floor                |
| <input type="checkbox"/> | <input type="checkbox"/> | Cabinet staples set and pulled                                     |
| <input type="checkbox"/> | <input type="checkbox"/> | All cabinets free of visible defects                               |
| <input type="checkbox"/> | <input type="checkbox"/> | Interior walls set straight and square                             |
| <input type="checkbox"/> | <input type="checkbox"/> | Both floor header flush with walls                                 |
| <input type="checkbox"/> | <input type="checkbox"/> | Cabinet drawer supports secure                                     |
| <input type="checkbox"/> | <input type="checkbox"/> | Cabinet tops covered   |

- | Pass                     | Fail                     |   |
|--------------------------|--------------------------|---|
| <input type="checkbox"/> | <input type="checkbox"/> | Door and drawers are square to frame, clean and operational |
| <input type="checkbox"/> | <input type="checkbox"/> | All doors and drawers functional                            |
| <input type="checkbox"/> | <input type="checkbox"/> | Shelves are level   |
| <input type="checkbox"/> | <input type="checkbox"/> | Cove moldings fit tight between cabinets                    |
| <input type="checkbox"/> | <input type="checkbox"/> | Plumbing thresholds flush to walls and floors               |
| <input type="checkbox"/> | <input type="checkbox"/> | Unit cleaned  |

Clearly describe corrective action required:

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**TOWABLE DIVISION  
READY TO MOVE (RTM) DEPARTMENT INSPECTION**

Serial #: \_\_\_\_\_

**PLUMBING:**

- |                          |                          |  |
|--------------------------|--------------------------|--|
| <input type="checkbox"/> | <input type="checkbox"/> | Water lines correctly installed and secured at 48" intervals                             |
| <input type="checkbox"/> | <input type="checkbox"/> | Drain plumbing properly installed including grade and support, secured and p-traps tight |
| <input type="checkbox"/> | <input type="checkbox"/> | LPG lines properly routed and secured at 48" intervals                                   |
| <input type="checkbox"/> | <input type="checkbox"/> | Showers properly installed, sealed and supported   |
| <input type="checkbox"/> | <input type="checkbox"/> | Fresh water fill hose/water line free of leaks and routed properly                       |
| <input type="checkbox"/> | <input type="checkbox"/> | Water pump installed in proper location and secured                                      |

**SIDEWALLS**

- |                          |                          |  |
|--------------------------|--------------------------|--|
| <input type="checkbox"/> | <input type="checkbox"/> | Unit level before sidewalls are set                        |
| <input type="checkbox"/> | <input type="checkbox"/> | Sidewalls set in proper location at front and rear of unit |
| <input type="checkbox"/> | <input type="checkbox"/> | Rear section properly installed and tight to all cabinets  |
| <input type="checkbox"/> | <input type="checkbox"/> | Front section properly installed and tight to all cabinets |
| <input type="checkbox"/> | <input type="checkbox"/> | All cabinets are flush to top of sidewall                  |
| <input type="checkbox"/> | <input type="checkbox"/> | All cabinets and interior walls tight to sidewall          |
| <input type="checkbox"/> | <input type="checkbox"/> | Fiberglass free of defects (if applicable)                 |

**HULLS:**

- |                          |                          |                                       |
|--------------------------|--------------------------|---------------------------------------|
| <input type="checkbox"/> | <input type="checkbox"/> | Unit not level                        |
| <input type="checkbox"/> | <input type="checkbox"/> | Ceiling installed square to unit      |
| <input type="checkbox"/> | <input type="checkbox"/> | All cabinets secured tight to ceiling |
| <input type="checkbox"/> | <input type="checkbox"/> | Ceiling cleaned and no debris         |
| <input type="checkbox"/> | <input type="checkbox"/> | Ceiling panels are defect-free        |
| <input type="checkbox"/> | <input type="checkbox"/> | A/C vents rotate freely               |

Group Leader: \_\_\_\_\_  
Date: \_\_\_\_\_

- |                          |                          |  |
|--------------------------|--------------------------|--|
| <input type="checkbox"/> | <input type="checkbox"/> | Water lines tight at rises                                 |
| <input type="checkbox"/> | <input type="checkbox"/> | Toilet is flush to floor, squared to wall, secured & clean |
| <input type="checkbox"/> | <input type="checkbox"/> | No leaked or dented copper gas lines                       |
| <input type="checkbox"/> | <input type="checkbox"/> | Knife valves functional                                    |
| <input type="checkbox"/> | <input type="checkbox"/> | Unit cleaned   |

Group Leader: \_\_\_\_\_  
Date: \_\_\_\_\_

- |                          |                          |   |
|--------------------------|--------------------------|---|
| <input type="checkbox"/> | <input type="checkbox"/> | Walls straight, plumb and aligned           |
| <input type="checkbox"/> | <input type="checkbox"/> | Rear cabinet completely sealed              |
| <input type="checkbox"/> | <input type="checkbox"/> | Slide out opening(s) square                 |
| <input type="checkbox"/> | <input type="checkbox"/> | Cove molding set between walls and cabinets |
| <input type="checkbox"/> | <input type="checkbox"/> | Unit cleaned                                |

Group Leader: \_\_\_\_\_  
Date: \_\_\_\_\_

- |                          |                          |   |
|--------------------------|--------------------------|---|
| <input type="checkbox"/> | <input type="checkbox"/> | No wrinkled edges on paneling             |
| <input type="checkbox"/> | <input type="checkbox"/> | No split wood on overheads                |
| <input type="checkbox"/> | <input type="checkbox"/> | Bath door is square and operates properly |
| <input type="checkbox"/> | <input type="checkbox"/> | Unit cleaned                              |

Clearly describe corrective action required:

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**TOWABLE DIVISION  
READY TO MOVE (RTM) DEPARTMENT INSPECTION**

Serial #: \_\_\_\_\_

**ELECTRICAL:**

- |                          |                          |                          |                          |  |
|--------------------------|--------------------------|--------------------------|--------------------------|--|
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | All wire properly routed and secured                                     |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Thermostat installed at proper height and correct location               |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Polarity is correct for all electrical receptacles                       |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | All grounds properly installed   |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | All J-boxes are accessible   |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | All access panels and wire covers properly and neatly installed          |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Panel box, converter, power cord properly installed to print and secured |

Group Leader: \_\_\_\_\_  
Date: \_\_\_\_\_

- |                          |                          |                          |                          |                                     |
|--------------------------|--------------------------|--------------------------|--------------------------|-------------------------------------|
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Wall plates straight and flush      |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Fixtures are secured and clean      |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | OSS panels are flush with sidewalls |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | OSS joints are flush                |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | OSS staples are set and flush       |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Unit cleaned                        |

**METAL: (if applicable)**

- |                          |                          |                          |                          |   |
|--------------------------|--------------------------|--------------------------|--------------------------|---|
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Clearance light holes drilled in proper locations |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Metal sealed at penetrations                      |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Top yoder is rolled over OSS decking              |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | All openings cleaned of metal shavings            |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Insulation properly installed and locked          |

Group Leader: \_\_\_\_\_  
Date: \_\_\_\_\_

- |                          |                          |                          |                          |                                     |
|--------------------------|--------------------------|--------------------------|--------------------------|-------------------------------------|
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Metal free from defects of any kind |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Unit cleaned                        |

**MOLDING:**

- |                          |                          |                          |                          |   |
|--------------------------|--------------------------|--------------------------|--------------------------|---|
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | All exterior lighting properly sealed and installed                         |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | All screens installed straight in window garnishes                          |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Entry door installed using proper installation method                       |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Exterior graphics applied at correct locations & free of bubbles & wrinkles |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Luggage doors installed straight and adjusted                               |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Window garnish flush to sidewall  |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | TV antenna centered in hole   |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Slide out functions and seals properly                                      |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Exterior of unit cleaned of excess sealer and putty tape                    |

Group Leader: \_\_\_\_\_  
Date: \_\_\_\_\_

- |                          |                          |                          |                          |  |
|--------------------------|--------------------------|--------------------------|--------------------------|--|
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | All molding splices sealed             |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | All molding straight                   |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Windows are square and operational     |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Window screens fit and are not damaged |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Awing location is correct              |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Unit cleaned                           |

Clearly describe corrective action required:

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**TOWABLE DIVISION  
READY TO MOVE (RTM) DEPARTMENT INSPECTION**

Serial #: \_\_\_\_\_

**TOP MOLDING:**

Pass Fail

- Rubber or T.P.O. roof installed correctly - free of debris, no fasteners showing, no bubbles, no wrinkles
- Top molding installed tight to top and side of unit
- Roof properly sealed - water free of air bubbles
- Ladder installed straight and in proper location
- Plumbing vents clear and covered properly
- All excess sealant cleaned from unit

Group Leader: \_\_\_\_\_

Date: \_\_\_\_\_

Pass Fail

- All power vents properly installed - interior garnishes tight to ceiling
- Roof inspected for cuts and sealant voids
- Check refer vent is open and clear
- Unit cleaned

**FINAL:**

Pass Fail

- Exterior refer door and drain tube installed properly
- LPG tanks installed and lines properly routed and secured
- All window treatments installed correctly, in proper location and functional
- Water fill hose installed correctly and with proper slope
- Refer compartment properly sealed
- Tire pressures meet specifications
- Shower/tub sealed properly
- All wood molding properly installed and straight
- Proper warning/information labels installed

Group Leader: \_\_\_\_\_

Date: \_\_\_\_\_

Pass Fail

- Dinette table fits and functions
- Doors and drawers aligned and functional
- Sofa checked for operation
- Monitor panel functional
- All wall seams & border tape free of wrinkles, secured properly and straight
- Unit cleaned

**FRESH:**

Pass Fail

- Hand card checked for correct options and filled out completely
- Underside of unit checked for proper seal
- Interior and exterior of unit clean
- All loose load items in unit (remotes, keys, smoke alarm battery, sink stoppers, etc.)
- Orange warranty packet complete and in unit
- Correct Fleetwood Brand Owners Manual placed in unit
- Lug nut torque checked and documented
- Door colors/pillars properly installed and matched per design spec

Group Leader: \_\_\_\_\_

Date: \_\_\_\_\_

Pass Fail

- Lino and cabinets free from defects from line damage
- Entry door functions
- Screen door functions
- Awning functions
- All squeak tape removed
- Unit clean
- Entry door grab handle secure

Clearly describe corrective action required:

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**RTS READY TO SHIP INSPECTION AND APPROVAL**

FR and Finish

**Exterior Inspections**

Pass  Fail

1. **Roof Covering**  
Installed with no voids, cuts or debris  
loosens or debris underneath. Spotted  
application is allowed.

2. **Graphics**  
Aligned and free of wrinkles, bubbles and  
other imperfections.

3. **Chassis**  
Painted properly and free of debris, rust,  
scratches and dents.

4. **Fiberglass/Sheetmetal**  
Clean and free from dents, scratches,  
cracks, discoloration, bubbles, waves or  
other imperfections.

5. **Windows and Doors**  
Windows, doors and moldings properly  
installed and sealed.

**Interior Inspections**

Pass  Fail

6. **Cabinet doors**  
Aligned, functionally latch and are free from  
defects.

7. **Drawers/doors**  
Aligned, latch, operate smoothly and are free  
from defects.

8. **Carpet, Linoleum, Deck Floor**  
Clean with no stains, discoloration, cuts, tears or  
other damage.

9. **Interior Panels/Wallpaper**  
Installed properly and free from defects.

10. **Furniture**  
Furniture is functional and free from defects.

**MANUFACTURING CENTER DYNAMIC INSPECTIONS**

Pass  Fail

11. \_\_\_\_\_

Pass  Fail

14. \_\_\_\_\_

12. \_\_\_\_\_

15. \_\_\_\_\_

13. \_\_\_\_\_

16. \_\_\_\_\_

Remarks: \_\_\_\_\_

**RTS FUNCTIONAL TESTS**

Functional

Pass  Fail

17. **Slide-out cycle test and component  
inspections**

Pass  Fail

21. **Gas system test**

18. **Fresh Water System Test and  
Operational inspection**

22. **Entry door functional test**

19. **12 volt electrical test and operational  
inspection**

23. **Test equipment is functional and properly calibrated**

20. **Drain, waste and vent system test**

Remarks: \_\_\_\_\_

**DYNAMIC FUNCTIONAL TESTS BY MANUFACTURING CENTER**

Pass  Fail

23. \_\_\_\_\_

24. \_\_\_\_\_

25. \_\_\_\_\_

26. \_\_\_\_\_

Remarks: \_\_\_\_\_

Final approval to Ship: (Legible Signature) \_\_\_\_\_

Date: (MM/DD/YY) \_\_\_\_\_

## RTS SHIP READINESS

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Pass Fail

1. RTM inspections are complete and remarks addressed.

2. RTS FIN/Finish Interior/Exterior inspections completed and remarks addressed

3. Short parts reviewed and completed. (See three-part memo.)

4. All RTS Functional Tests completed and remarks addressed.

5. Hard card is completed.

6. All options verified and match invoice.

7. All windows and vents are closed and latched.

8. All doors, drawers, furniture and "loose load" items secured for travel.

9. Keys are in unit.

10. The unit is clean with no visible damage inside and outside.

Remarks:

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Authorization to Ship: (Legible Signature) \_\_\_\_\_

Date (MM/DD/YR) \_\_\_\_\_