

OBTAINING SERVICE

As an owner of a Winnebago Industries produced vehicle, you have access to a service network of trained professionals to keep your motor home looking and running great. The best place to find quality service and parts is from your Winnebago, Itasca, Ultimate or Rialta dealer.

We all have a general idea of how the service department at a dealership is run. However, it is important to remember that dealerships are independent businesses and, as such, will each have their own special methods or policies. We will concentrate on the most common methods of service department operation in this article.

We recommend that an appointment be made prior to taking your vehicle to a dealership for service work. You should talk to the scheduler who is the person responsible for setting appointment times in the shop. The scheduling of the appointment is an important event that will affect your entire service experience. Here are a few tips for setting an appointment:

- Call early in the day if possible. Many dealerships experience their peak times midday and through the afternoon. There are also more openings in the schedules when you call early.

- Have the make and model number of your vehicle ready. Motor homes come in many different shapes and sizes and often times physical size of the coach will determine which service bay the vehicle will be scheduled into.

- Be prepared to give an accurate and detailed description of the condition that necessitates the appointment. Service procedure and repair times vary dramatically. When the dealership determines what procedures are necessary, they can give you a better idea of the time frame required to service your vehicle.

When you arrive for your appointment, you are often greeted by the service writer. This person's responsibility is to make a detailed description of the condition to be serviced and to record the information on a repair order (RO). Service writers are there to ask you questions, so do not be surprised if they seem to always want more details.

The RO with all pertinent information is then passed on to a technician to begin the troubleshooting, diagnosis or service procedure. Many technicians are cross-trained, enabling them to work on any or most of the vehicle's systems; others may specialize in a specific area.

The dealership service manager knows the technicians and the condition that has brought your vehicle into the shop. He will use this information to determine which technician(s) will be assigned to your vehicle.

To keep current with the latest service procedures and techniques, a Winnebago Industries dealer technician has many resources at his/her disposal. These include:

- **Factory Service Training** – Winnebago Industries offers the most complete and extensive factory training programs in the RV industry.

- **Service Literature** – Winnebago Industries offers the largest and most comprehensive selection of manufacture-developed service literature in the RV industry. The published information is designed to keep technicians current on the latest repair procedures and processes.

- **Technical Support** – Service professionals staff telephone hot lines to provide answers to technical questions and issues from our dealers.

We know that vehicle owners occasionally like to go into the shop area to check on the repair progress. However, many shops simply forbid this practice from an insurance standpoint. Your vehicle is in capable hands; the service writer can best keep you apprised of the progress while the vehicle is being serviced. Your presence in the shop is also sure to distract the technician, which means that your vehicle will be in the shop longer.

The technician will obtain any parts that are needed from the dealership parts department. These parts will be recorded on the RO or an attached document. The parts department at the dealership will stock many of the more common RV parts for both the service shop and the retail parts counter. However, we must realize that no one could possibly stock every part that will ever be needed. It is important that your dealer have access to various methods of parts delivery to meet your needs.

When ordering parts from Winnebago Industries, your dealer has the following alternatives.

- **Stock Orders** – Stock orders are used to replenish inventories that are not time sensitive in nature. Your dealer is assigned a certain day of the week as their stock order day. Stock order items can be placed at any time up until 12 p.m. central time on the assigned stock order day. Parts will be sent by ground carrier. Winnebago Industries does not charge your dealer freight on a stock order.

- **Daily Orders** – A daily order can be placed at any time. If a daily order is placed before noon central time, the order will be shipped the next day for all in-stock parts. The dealership pays the freight costs on daily orders.

- **Drop-Ship Orders** – Drop ship orders work in the same manner as a daily order. However, the shipment will come directly to you. You pay the

dealership directly for the parts. Parts will be sent ground freight.

- **Special Handling and Rush Orders** – Special handling and rush orders are shipped the same day if placed before noon central time. A special handling fee as well as the freight cost is charged to the dealer.

- **TripSaver** – During the new vehicle warranty period, Winnebago Industries will expedite the shipment of parts needed to facilitate emergency repairs of a condition that impairs the use or safety of the motor home as it pertains to the Winnebago Industries limited warranty.

To participate in this program, the servicing dealership simply calls a Winnebago Industries Parts Administrator with the serial number, date of purchase, and mileage of the vehicle and identifies the required part.

All qualifying in-stock parts will be air shipped within 24 hours of order placement. A part that is not in stock will be expediently manufactured and shipped air freight. Winnebago Industries will pay for the freight charges and absorb the special handling fees.

This program is intended to expedite EMERGENCY warranty part shipments to vehicle owners who are “stranded.” TripSaver is not intended to be used as a primary shipping system for dealership parts.

When the service is completed, the technician completes the RO. The vehicle is brought around and the service writer will review the repair order with you and explain what was done.

When the vehicle was brought in, a determination was made as to whether the service to be performed was covered under warranty. The dealer can readily check the warranty date by entering the vehicle serial number on the WIN NET system. WIN NET is an enhanced electronic data entry network exclusively for Winnebago Industries dealers. WIN NET is also used to order parts and enter warranty claims.

The person responsible for all of the personnel and activities that have led to the completed service of your vehicle is the service manager. The service manager is responsible for the service shop and the service employees. Service managers also generally serve as the communication link between the dealer’s service department and the factory. If there is a concern with the way a particular service situation has been handled and the service writer is not able to resolve your concern, the service manager is in the best position to help you.

When you purchased your Winnebago Industries produced vehicle, you also received our commitment to provide you with the highest level of service support in the RV industry. That means having access to high caliber service, parts and warranty service for your vehicle available at your local dealer without the need to drive back to the factory. Every Winnebago Industries dealer is

backed by Winnebago Industries’ commitment to service excellence. Your dealer has the personnel and support that will enable them to provide the highest level of service for your investment.