

# American Coach Chapter of FMCA Santa Fe (Pojoaque Pueblo) ACC Pre-Rally

## American Coach Service Request

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

**Please check in with the service representative scheduler upon arrival.** He may need to coordinate your appearance while service is performed.

**Please limit problems to 2 American Coach and 1 Spartan items per coach.** . . functional items only. Painting and items that are not functional will not be addressed at rallies. This is a long-standing policy of the Service Facility. Any additional items will be on a time permitted basis.

**Please explain each item in detail** so we can determine whether parts are needed.

**Submit this list promptly!** Fleetwood must have your list at least 2 weeks before the Rally to obtain parts, and transport them to the Rally.

**Repairs will be scheduled in the order received.**

**“Add-on” items (items added at a later date) will be added to the end of the schedule as time permits.**

**Chassis problems-** Please note your coach type of chassis. List only the two problems. Some chassis repairs cannot be repaired at the rally. Some chassis repairs may be subject to charges to the customer.

**Note... Coaches not registered, as part of the rally will not be worked upon until all rally registered coaches have been serviced.**

### Here are some of the changes:

- Parts and labor will be provided at no charge for in-warranty repairs. Labor will be provided at no charge for out of warranty repairs and owner will be notified of charges for parts.
- Because we are not equipped with required fall-protection at rallies, no Fleetwood associate will be allowed to get on top of a motor home roof at any time.
- No Fleetwood associate will be allowed to work under a unit at a rally.
- Repairs requiring lifting/jacking of motor home will not be performed at a rally.
- Certain repairs of doors or windows or windshields cannot be performed at a rally.
- Awning tension adjustments must be done by the awning manufacturer. This includes the replacement of awning fabric.
- Chassis repairs must be done by the chassis manufacturer.

### As has always been our policy, the following are some other items we cannot address at rallies:

- Paint body repairs.
- Installing accessories
- Cosmetic/Appearance repairs.
- Water filters and maintenance services.

***Please remember that not every problem can be resolved at the Rally. Should additional work be required at a shop facility, the Service Department will assist you in determining your needs and schedule.***

**Fax the repair request form to: 260-728-2951 or mail to the address on the request sheet.**

AMERICAN COACH CHAPTER OF FMCA - SERVICE REQUEST

For American Coach Service Use Only

Group \_\_\_\_\_ Day/ Time \_\_\_\_\_ Control \_\_\_\_\_ Site # \_\_\_\_\_

Santa Fe (Pojoaque Pueblo) ACC Pre-Rally March 16 - 19, 2010

**Deadline For Submittal to American Coach is: March 2, 2010**

*Please read the instructions before completing form and fill in with complete numbers where indicated*

Name \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Home phone # \_\_\_\_\_ Cell # \_\_\_\_\_

Model/Year \_\_\_\_\_ Chassis VIN # \_\_\_\_\_

Coach serial # \_\_\_\_\_

I will arrive on the rally site on \_\_\_\_\_ by \_\_\_\_\_ AM \_\_\_\_\_ PM \_\_\_\_\_

I will be going to the FMCA Rally at Albuquerque, NM YES / NO

(We need this information for our scheduling of work.)

American Coach

1 \_\_\_\_\_

\_\_\_\_\_

2 \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Spartan

1 \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**DO NOT SEND THIS FORM TO THE RALLY MASTER! SEND OR FAX TO THE FOLLOWING!**

Mail to: Fleetwood RV  
1420 W. Patterson St.  
Decatur, IN 46733

Or fax to: 260-728-2951

Any questions about repairs call Service Center Phone # 877-735-6303