

# **NEWMAR WARRANTY DEPARTMENT**

## **Dealer Policies & Procedures**

### **PLATINUM SERVICE DEALER - STATUS REQUIREMENTS**

**A Platinum Dealer Must:**

- Be in good standing according to Newmar's Dealer Agreement.
- Have a CSI (Customer Satisfaction Index) score of 90% or above with 10 or more responses in the most recent CSI scoring period of January through December.
- Willing to service all Newmar owners.
  - Clearly communicated policy that the dealership performs service for all Newmar owners.
  - Provide customer emergency/safety/use impairment related drop-in service.
- Either chassis certified or a partnership developed with a local certified chassis shop.
  - Newmar and Spartan will assist with all necessary arrangements.
- Agree to Newmar's recommended parts stocking program.
- Five or more service bays.
- Customer waiting lounge.
- PC/Internet access for use of Newmar's flat rate manual, technical service manuals, ComNet2 parts catalog and other electronic services provided by Newmar.
- Have a notebook computer available for diagnostic/troubleshooting for items such as satellite dishes.
- Have a certified paint facility, or ready access to a qualifying paint facility.
  - Newmar must certify off-site facilities.
- Pass tough facility evaluations.
  - Customers expect a clean and pleasant place to have their Newmar coach serviced.
  - Proper equipment must be available on site.
- Understand and participate in the CSI initiatives of Newmar Corporation.
- Have a commitment to training.
  - 20% of technicians RVIA certified.
  - 10% of technicians RVIA master certified.
  - Dealer technicians attend Newmar offered service schools, vendor training, and allow on-site training.
- Have a quality check and provide a clear explanation with every service experience.
- Participate and understand the Newmar Seamless Service concept.
  - No finger pointing.
  - No blame shifting.
  - Service, seamless to the customer.
  - Mutual trust that the Dealership, Manufacturer, and Vendor all work together for the customer's good.
- Use ComNet2 for all parts ordering, unless special assistance is needed.
- Re-qualify each year to guarantee the benefits of the "Platinum" designation.

## **PLATINUM SERVICE DEALER - BENEFITS**

### **A Platinum Dealer Will Receive:**

- Distinction through the use of the “Newmar Platinum Service Dealer” logo.
  - Two banners will be provided to each Platinum Servicing Dealer.
- The benefit from Platinum referrals:
  - Newmar Service Advisors will steer service customers to your dealership.
- A Higher mark up for warranty parts (40% vs. 30%).
- Expedited shipping at the dealers discretion.
- The ability to return parts for credit for up to 150 days from order date with no restock fee for Newmar returnable items.
- The ability to return parts for an additional 7 months (a total of one year from order date) for credit toward a qualifying reorder parts purchase.
- Self warranty authorization up to 6.0 hours, and \$1000.00 in parts for non-supplier issues.
- Priority over all others.
  - Dedicated warranty technical support phone number for “Platinum” dealers.
  - Special designation on the Newmar website.