

NEWMAR CORPORATION WARRANTY DEPARTMENT

TECHNICAL SERVICE BULLETIN						
DATE ISSUED	MODEL YEAR(S) AFFECTED	MODEL(S) AFFECTED	TSB #			
11/10/94	All	All	106			
BRAND		TYPE				
All <input checked="" type="checkbox"/>	American Star <input type="checkbox"/>	Kountry Star <input type="checkbox"/>	Dutch Star <input type="checkbox"/>	All <input type="checkbox"/>	T T <input type="checkbox"/>	F W <input type="checkbox"/>
NewAire <input type="checkbox"/>	Mountain Aire <input type="checkbox"/>	Kountry Aire <input type="checkbox"/>	London Aire <input type="checkbox"/>	C A <input checked="" type="checkbox"/>	D P <input checked="" type="checkbox"/>	D B <input type="checkbox"/>
<input type="checkbox"/> Air Conditioning & Heating				<input type="checkbox"/> Electrical Components		
<input type="checkbox"/> Appliances & Accessories				<input type="checkbox"/> Exterior Components		
<input type="checkbox"/> Cabinets & Furniture				<input type="checkbox"/> Interior Components		
<input type="checkbox"/> Chassis Components				<input type="checkbox"/> Plumbing & Bath Components		
<input type="checkbox"/> Construction Components				<input type="checkbox"/> Windows, Awnings, Vents, & Doors		
DESCRIPTION OF PROBLEM						
Repairs that you will be doing on motorhomes and the time that it is sitting in your shop.						
RECOMMENDED SOLUTION						
Information enclosed that may help keep Newmar and your dealership from being involved in a lemon law suit.						

If you have any questions regarding this T.S.B., please contact a Warranty Service Representative at Newmar Corporation.

NEWMAR CORPORATION WARRANTY DEPARTMENT

M E M O R A N D U M

To: ALL NEWMAR DEALERS
From: WAYNE RICHARDSON
Date: October 28, 1994
Subject: LEMON LAW AWARENESS -- MOTORHOMES

Because of the proliferation of lemon law legislation thruout the country, extra precaution must be taken when dealing with repairs on motorhomes. Lemon law legislation can cause a dealer or manufacturer to be forced to repurchase motorhomes for the most minor of warranty problems. The criteria that lemon law arbitration boards or lemon law arbitrators look at is how long the motorhome was out of service and how many times the motorhome was in for the same repair. The seriousness of the repair might not even be considered.

Because of this, repairs on motorhomes must be made quickly and correctly. Unhappy customers who are driven to lemon law litigation by poor or delayed service have been known to sue servicing dealers as well as the manufacturer. Any service delay which is not absolutely necessary must be avoided.

Everyone benefits when problems are corrected quickly. A happy customer reduces the risk of litigation and improves your reputation for service. Customers will remember you and recommend you to others.

It is extremely important to determine whether the customer has had a similar problem with his unit before. If a customer has had a similar problem before, and the repair was not successful, let us know right away so we can help you to correctly diagnose the problem and make sure the repair this time is effective.

NEWMAR CORPORATION

WARRANTY DEPARTMENT

It is critical that a motorhome be kept in operation. For example:

1--If a motorhome will be out of operation for more than three days (including weekends), immediately call your service representative here at Newmar for help with parts and service.

2-- If parts are needed and you do not have the parts on hand; make sure the motorhome is safe to drive; and if so let your customer use the motorhome and ask the customer to return on the date the parts are available. If you allow the customer to leave his motorhome at your dealership "until parts come in" or until you can "work it into your schedule", each day you have it in your possession is counted as a day the motorhome is "out of service". The actual repair may only take an hour, but by allowing the customer to leave his unit with you he may accumulate enough "out of service" time to win a lemon law suit. If this happens, your dealership is sure to be named in the lawsuit as one of the defendants.

Also make sure the customer is notified right away when his motorhome is repaired and ready to pick up. If the customer cannot come that day to pick up his unit, then drop him a card notifying him his unit is ready. Keep a copy of this card on file in case the customer later wants to count the time after the repair is complete as days out of service. Protect yourself and the manufacturer by taking these precautions. You may save your dealership and NEWMAR many thousands of dollars in buybacks and legal fees.

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