

IMPORTANT INFORMATION & GUIDELINES



★ GREAT ★  
**AMERICAN RV**  
*SuperStores*

# SERVICE OPERATIONS GUIDE

# WHY DO I NEED SERVICE?

RVs are houses on wheels. In fact, an RV is a house, a car, and many appliances - all working together. An RV has all the systems of a home plus the systems of a car. In the case of a motorhome, all the systems of an automobile make up only a quarter (at most) of the vehicle's systems. With complexity comes challenges and we will be here when concerns arise.

Keep in mind there is a 30-40 day "break-in", or as they say in the RV Industry a "shake down" period, where minor concerns may occur. We recommend you keep a running list of concerns that crop up. This list is to prevent you from bringing your RV back and forth to the service department. If a major issue arises, immediately contact us and speak to a service advisor to schedule an appointment for service. At that point, we can address your running list of concerns as well.

Additionally, maintenance is required, and things will go wrong from time to time. J.D. Power & Associates notes, in its annual quality studies of autos, that the very BEST of the best car companies' products require an average of 3 full service days per year. RVs are much more complex and demanding. Most will require at least the same, and in most cases more, service time each year.

## REGULAR MAINTENANCE

We suggest you have your RV serviced according to the manufacturer's suggested schedule found in the Maintenance Guide or Owner's Information Guide materials. Plan on no less than about every 6 months. Sealant Maintenance and Adjustments

are the owner's responsibility. We suggest completing a detailed sealant inspection every 6-months and repairing or replacing sealants as needed. Other regular RV items include winterizing & de-winterizing, brakes & wheel-bearing service, and LP gas system checks. Another major source of RV concerns is low 12-volt power. Make regular battery maintenance part of your service routine. Keep them clean and maintained according to instructions in your owner's information guide materials. Battery maintenance for units stored with constant shore power or used as a "full-time" residence are situations that require a shorter time between service intervals. The batteries should have maintenance on an average of every 30 days. Only distilled water should be used to replenish fluid levels. Do not replace "maintenance" batteries with "maintenance-free" batteries. See your RV's owner's information guide for more detailed instructions.

## GREATAMERICANRV.COM

Visit Great American RV SuperStores online to learn more about service, schedule a service appointment, or shop our inventory.



# PRIORITY OF CUSTOMER SERVICE

Great American RV Customers are always our first priority, followed by other service customers that purchased their RV elsewhere. Service on RVs purchased elsewhere is always on an "as available" scheduling basis. The following is our triage for service:



- 1. Emergency service for Great American RV customer in-transit\* , on vacation or with a potentially dangerous concern(s)**
- 2. Emergency service for someone in-transit\* , on vacation or with a potentially dangerous concern(s)**
- 3. Great American RV customers in warranty**
- 4. Great American RV customers out of warranty**
- 5. Previous service customers with RVs purchased elsewhere**
- 6. Major bodywork**
- 7. Warranty service customers with RVs purchased elsewhere**
- 8. New service customers with RVs purchased elsewhere**

*\*In'Transit Customer - a customer more than 100 miles from home traveling in their RV. In-transit customers are eligible for emergency service on any concerns affecting the safe operation of the RV as on RV. If less than 100 miles from home, customers are expected to have their selling dealer service the concerns unless it makes traveling to their selling dealer unsafe. \*\*Great American RV Superstores is a Priority RV Network Dealer\**

We understand that you may have developed a relationship with various team members here at Great American RV. However, when your RV requires service work, please visit our website and complete the Schedule Service form found under Service & Parts. You can also call and ask for the Service Department. If a form is submitted an advisor will reach out to get your service scheduled as quickly as possible. If you call the Service Department and for some reason, a service advisor is not available to take your call our customer support specialists will take a message and your call will be returned as quickly as possible. We may be unable to fit in items we are unaware of, we recommend making a detailed list of ALL the concerns you want addressed so that we can schedule the appropriate amount of time.



## WE'RE HERE TO HELP

No matter how frustrating or disappointing your concern or situation may be – we have only one goal – to address that concern or situation as quickly and competently as possible and get you back out having fun. We are here to help. We will do our best to correct any and all concerns to the best of our ability. We will advocate on your behalf with the manufacturer when needed. We want you to be having fun, not dealing with concerns. The process goes much smoother and gets better results when all parties show respect and understanding. Concerns arise and when they do - we're here to help.

# COMMUNICATING YOUR CONCERNS

Document every concern to be addressed to the best of your ability. Include any information about when, where, and how the areas of concern occur so that we can better understand and communicate the circumstances of the concern to the technician. This will help cut down on diagnostic time and incomplete repairs which often lead to repeat visits and frustration. The more you can tell us about the concern the better able we are to address it the first time. This will also be a good time to update your contact information and preference of communication with the service advisors.

Document every concern to be addressed to the best of your ability. Include any information about when, where, and how the areas of concern occur so that we can better understand and communicate the

# SCHEDULE EARLY TO AVOID DISAPPOINTMENT

We have many bays in our shop to handle your coach. However, RVs are used seasonally so please remember that our busy time in the Service Department starts in March and ends in October. During these months please allow 4 to 6 weeks for routine appointments. A little forethought and preventative maintenance will avoid disappointment while on your trip.

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# DROPPING OFF YOUR RV

During the check-in process, we will walk through your RV with you to receive a better understanding of the concerns you may have. Units are not to be left in the parking lot. No work will be started until a walk-through and the proper paperwork have been completed. This process usually takes between 30 to 45 minutes. Your appointment date and time are very important to ensure that repairs are started as soon as possible. An appointment for drop-off holds your place in line, it doesn't guarantee that your work will begin that day.

# COMMUNICATION THROUGHOUT THE SERVICE PROCESS

We realize how important it is for you to know the repair status of your coach while it is at Great American RV. We have a process to accomplish this for you. Our first commitment to you is to establish when we can realistically have your coach back to you. Second, we will contact you a minimum of weekly or when the status of your coach's visit changes. Status changes may be as simple as letting you know that parts are required or received, extending or shortening your coach's visit or our estimate of charges has changed due to unforeseen circumstances.



# PARTS PROCUREMENT

We do everything possible to procure the required parts in order to expedite the repairs to your RV. However, parts are subject to availability by the manufacturer. In an ideal situation, the average time for parts to be received is 7 to 14 days and varies by manufacturer. Should the manufacturer not stock the particular part, it will be ordered from the appropriate vendor by the manufacturer, which can cause further delay. Additionally, there are some instances when an ordered part arrives here at the dealership incorrectly or damaged during the shipping process requiring that part to be reordered.

Soft goods, typically furniture, curtains, and cabinetry are not stocked by manufacturer's parts departments and can require up to 8 weeks to receive. We will make every effort to expedite all repairs and encourage you to pick up your coach and continue to enjoy it while waiting for non-essential items to be received. Most manufacturers typically cover regular shipping of their ordered parts. If by request of the customer, the part is shipped "next day" or some other form of "expedited" shipping, that additional freight cost is incurred by the customer.

# PICKING UP YOUR RV

Scheduling an appointment to pick up your RV will allow a smoother delivery process. By priority, we assist the customer who has the 'pick up' appointment first, then the walk-in customer. We will review the bill and the repairs with you during the walkthrough of your RV. This process usually takes approximately 30 minutes. Please allow time for us to brief you on the service we performed for you.

# CHASSIS WORK

Important: Great American RV specializes in coach-related work. We perform only minor motorized chassis services. Chassis service centers are available that specialize in chassis work. Great American RV is not authorized to transport your RV to these chassis service centers. We will gladly provide you with a phone number or driving directions to facilitate your travel to these service centers. We have no relationship whatsoever with any of them, financial or otherwise.



# CHASSIS REGISTRATION INFORMATION

Please use the information below to assist you in registering your motor home chassis with the manufacturer. This will allow you to receive up-to-date information from the manufacturer, and also, notify you of any recalls associated with your chassis. Registering the chassis is the customer's responsibility but we are happy to help if you require any assistance along the way! Chassis dealers near our stores can be found on the Helpful Resources page of our website.

## Chevy Chassis Registration Online

- Customer Service: 800-222-1020
- Customers can register their chassis online [www.chevrolet.com/performance-parts/registration](http://www.chevrolet.com/performance-parts/registration)

## Freightliner Chassis Registration Online

- Customer Service: 800-385-4357
- Customers can register their chassis online - you will need the VIN & address they have on file for you [www.fccrv.com](http://www.fccrv.com)

## Tiffin Powerglide Chassis Registration

- Customer Service: 256-356-0261
- Customers do not need to register their chassis, as Tiffin Motorhomes manufactures the Powerglide chassis & it will be registered at the same time as the coach

## Spartan Chassis Registration Online

- Customer Service: 800-543-4277
- Customers can register their chassis online [http://www.spartanchassis.com/cps/warranty/online\\_registration.aspx](http://www.spartanchassis.com/cps/warranty/online_registration.aspx)

## Ford Chassis Registration Online

- Customer Service: 800-343-5338
- Customers can register their chassis online [www.fleet.ford.com/showroom/specialty-vehicles/motorhome-chassis/](http://www.fleet.ford.com/showroom/specialty-vehicles/motorhome-chassis/)

## Mercedes Chassis Registration by Phone

- Customer Service: 800-367-6372
- Customers can register their chassis & create an account [www.mbusa.com](http://www.mbusa.com)

## Dodge Ram Chassis Registration by Phone

- Customer Service: 800-992-1997
- Customers can register their chassis & create an account [www.dodge.com](http://www.dodge.com)

# GENERATOR WARRANTY SERVICE

We are not an authorized ONAN service center. For this type of service, please contact Cummins ONAN at 1-800-286-6467 and follow the prompts to be automatically connected to the nearest Cummins and Cummins ONAN sales/service center.

We are not an authorized Aqua-hot warranty center. For all AquaHot inquiries, please contact the AquaHot Technical service department.

Phone: 1-800-685-4298

Email: [servicedept@aquahot.com](mailto:servicedept@aquahot.com)

Hours: 7:00 a.m. to 4:00 p.m. MST



## PAYMENT OPTIONS

We accept cash, checks (verified by issuing bank), Master Card, Visa, and Discover. All service charges are due in full at the time of delivery. Vehicles will not be released without payment. There is a \$25 service charge for returned checks. Despite our large facilities, our storage space for RVs is limited. Please contact us if you cannot pick up your RV within 10 days after the completion of repairs. Any RV left on the premises for more than 10 days after repairs are complete will be charged a storage fee of \$20.00 per day unless prior arrangements were made.

## FLAT-RATE BILLING

Flat-rate billing allows Great American RV to bill repairs on a consistent basis. We use established RV flat rate guides to figure out the time it should take to perform typical repairs. You are always billed for the time a competent technician should take to do the job no matter how much time it actually takes.

## WHAT YOU SHOULD EXPECT IN OUR BILLING

We quote the job using flat-rate billing. You will know what your repair invoice will be before you leave the dealership. We use flat diagnostic fees on all appliance repairs and some major components. Often times it is difficult to estimate a repair job due to the complexity of the work. You may want to put a dollar limit on the repair. We will continue on the job unless we see we will be exceeding the limit you set. At this time we will contact you for further instructions.



## OUR SERVICE WORK IS GUARANTEED FOR 90 DAYS FROM DATE OF REPAIR COMPLETION

### WHILE YOUR RV IS IN OUR CARE

We do our best to protect your RV and the contents while in our care. We strongly suggest you remove any valuables from your RV Prior to your service visit. We also ask that you remove all perishable food items. Great American RV's insurance company provides

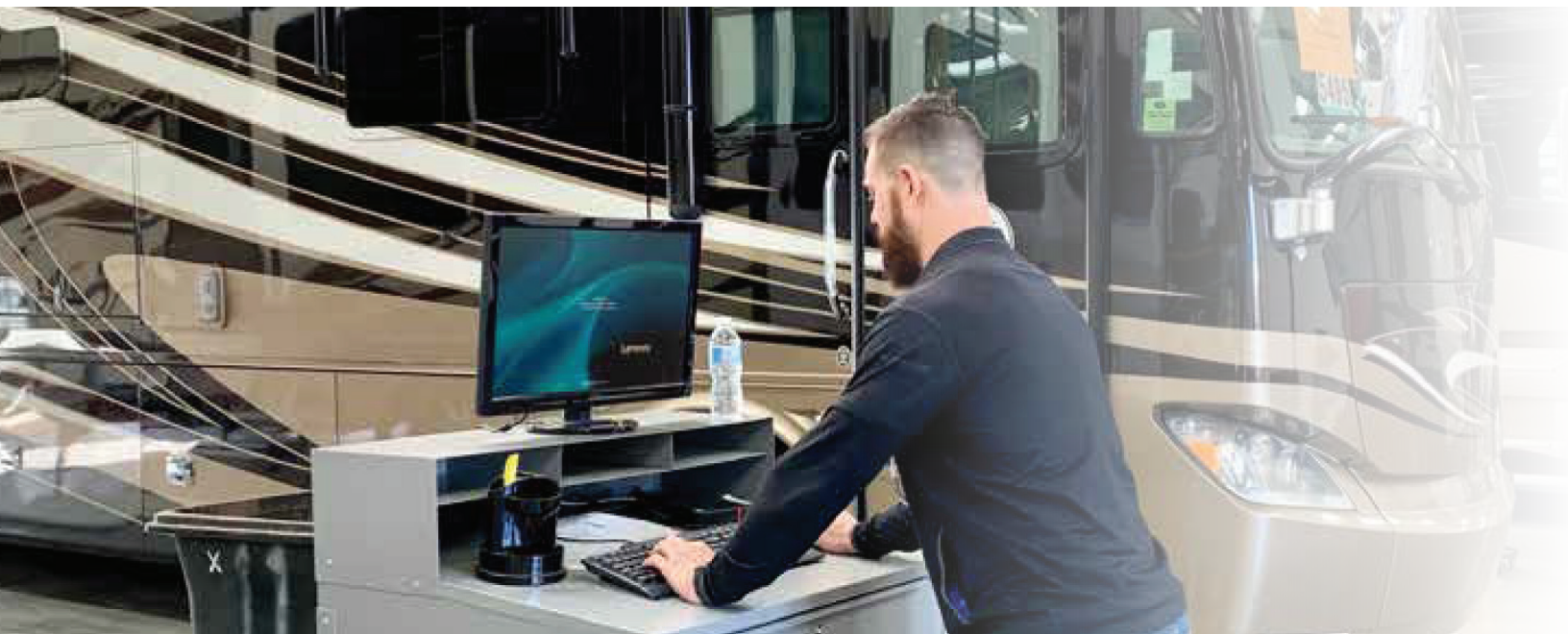
coverage if Great American RV is legally responsible for physical damage to your RV, or if the damage name perils in Great American RV's policy, i.e. fire, lightning, explosion, theft or vandalism. Otherwise, while our RV is in our care, any personal comprehensive insurance that you carry on your RV would be potentially applicable for other types of damage, e.g. hail, windstorms, water, etc. Finally, we ask that you inspect your RV before you leave the facility and notify us of any concerns or issues before leaving. Once you've picked up your RV, Great American RV SuperStores will not be responsible for any unidentified claims.

### WARRANTY

Warranty coverage is measured by the mileage and the amount of time since the date of purchase. It is your responsibility to report warrantable items within the warranty period as quickly as possible and to make every effort to get covered items corrected in a timely manner.

Warranty coverage may be contingent on regular maintenance. Just as the proof of oil changes on your engine is required for warranty coverage if your engine fails, you may be asked to show proof of performance for certain warranty coverages. We hate saying no. Help us say yes to warranty coverage. Perform the required maintenance and have proof of performance.

Please familiarize yourself with the items your extended warranty will cover for repair. Items that are NOT typically covered by any extended warranty are freight, fuses, silicone, shop, and cleaning supplies to repair your unit. Please also be aware that there is one deductible per claim on your extended warranty.





# INSURANCE REPAIRS & ESTIMATES

We charge an estimate fee, which is credited back to you when we do the repair job. Payment for all insurance jobs is your responsibility. Payment in full is expected upon completion and all repair parts require a 100% deposit paid up-front before we order.

# SERVICE ON THE ROAD

Great American RV does NOT provide mobile RV repair services. We can often help you with locating service centers for your RV on the road. We will do our best to help you get service while you are away from home. You may also contact your manufacturer to get service while on the road.

# YOUR SATISFACTION IS OUR GOAL

We want to know if we have failed to meet your expectations in any way. Please drop us a note, give us a call or send us an email (support@garv.net) to let us know what went wrong and what we need to do to resolve it to your satisfaction. We're

not perfect. We make mistakes. Please let us know when we fall short of meeting your expectations. This information is vital to our growth and to improve our customers' service experience.

Our Customer Support Center may call or email you to ask some questions about our recent experience here at Great American RV. We ask for your candid and honest comments. This feedback helps us serve you, our valued customer, better.



**CONGRATULATIONS  
on your new RV purchase!**

**Welcome to the  
Great American RV  
Family!**

**Making Memories  
One Weekend At A Time**

Gregory Lala, Chief Executive Officer

Stephen Guidry, President

**BEFORE YOUR APPOINTMENT:**

- Remove all items from the fridge.
- Remove any personal/valuable items.
- Remove the power cord if you would like. We have designated shop cords.
- Remove items that could make it difficult for work to be performed in areas you would like addressed.

**ON YOUR APPOINTMENT DAY:**

- Please be on time. If you are unable to make your set date and time, please let us know and we will be happy to reschedule you.
- Park in designated "Big Rig Parking". Here, you can disconnect from your tow vehicle and make your way to our service desk to check in with your advisor.
- We will walk through each item you would like addressed during the check-in of your RV.

**WHILE YOUR RV IS IN OUR CARE:**

- We will communicate with you regularly via your preferred contact method (call, text or email).
- All repairs within warranty must be approved by the manufacturer before the work can be completed.
- While we wait on parts, if your RV is usable, you're welcome to pick it up and schedule an appointment with your Service Advisor to bring it back.
- Once parts are ordered, it typically takes 3-8 weeks for parts to arrive depending on the repair work necessary.
- When all repairs are complete, your Service Advisor will schedule a pick up time to walk through the repairs.

Get Back To  
**Making Memories**  
**One Weekend At A Time!**

7

SCHEDULE YOUR  
RV PICK UP DATE

6

SERVICE  
ADVISOR  
UPDATES  
PROGRESS

5

NECESSARY  
PARTS ARE  
ORDERED

4

DIAGNOSIS  
BEGINS WITH  
ASSIGNED  
RV TECHNICIAN

3

MEET YOUR  
SERVICE ADVISOR

2

ARRIVE AT  
GREAT AMERICAN  
RV SERVICE

1

SCHEDULE YOUR  
SERVICE APPOINTMENT

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**AMERICAN RV**  
*SuperStores*

**CUSTOMER SUPPORT CENTER**

844-334-0441  
 SUPPORT@GARV.NET

**RV HELPFUL HACKS**

## MUST HAVES

- Premium Sewer  Hose/Water Hose
- RV Toilet Paper  RV Toilet Chemicals
- Water Pressure Regulator  Dump Gloves
- Electrical Adaptors  Hitch Lock
- Wheel Lock  Mud Dauber Screen
- Tank Rinser  Sewer Hose Support
- Vent Covers  Surge Guard 30AMP / 50AMP
- 5th Wheel Stabilizer

## Eating/Cooking

- Water bottles  Cups/mugs
- Plates/bowls  Spatulas and utensils
- Napkins/paper towels  Pots/pans
- Dutch oven and pie iron  Potholders
- Tablecloth  Airtight containers Freezer bags
- Foil  Can opener/scissors
- Knife/cutting board  Roasting sticks/fire poker
- S'mores ingredients  Coffee/coffee pot
- Condiments  Cooking oil/butter
- Seasoning and spices  Portable grill
- BBQ tools  Extra propane
- Firewood (purchase at site)  Matches/lighter
- Fire extinguisher  Cooler and ice

## Cleaning

- Broom/dustpan/mop  Garbage bags
- Laundry basket  Detergent  Wet wipes
- Soap and sponge  Wash brush  RV cleaners

## Relaxing/Outdoor Activities

- Cards/games  Books/magazines
- Paper/pens  Movies/tablet/computer
- Satellite system  Camera
- Charging cables  Batteries/battery packs
- Activity shoes  Swimsuits  Sunglasses
- Sunscreen/aloë  Bug repellent
- Citronella candles  Warm jackets/windbreaker
- Umbrella/rain gear  Backpack  Outdoor rug
- Step rug  Camping chairs/hammocks
- Party lights  Card table  Life jackets
- Bicycles  Fishing/hunting gear
- Portable radio  Walkie talkies
- Lantern/flashlights  Balls/frisbees

## Sleeping

- Sheets  Pillows and pillow cases
- Sleeping bags/blankets  Extra blankets
- Sleeping pad/pump  Tent
- Alarm clock  Eye mask/earplugs
- CPAP machine

## Bathing

- Toothbrush/toothpaste  Soap
- Shampoo/conditioner  Shaving kit
- Deodorant  Hair brush/hair dryer
- Toilet paper/facial tissue  Towels
- Hand sanitizer  Roll of quarters
- Flip flops or water shoes

## Medical

- First aid kit  Water purification tablets
- Antibiotic cream  Ear drops
- Eye drops  Allergy medicine
- EpiPen  Emergency whistle
- Pain relief medication  Prescription medication
- Emergency contact list

## Tools

- Compass/Maps/GPS  Road flares
- Gas can  Duct tape  Bungee cords
- Sewer hose adaptors  Hose saver
- Rope/twine  Vent pillow  Tarps
- Gloves  Toolkit (hammer, etc.)
- Voltage Meter  Tire covers
- Shovel  Rake  Axe or hatchet
- Hitch lock  Tow mirror  Awning pull rod
- Wheel chockr  Leveling blocks
- Jumper cables  Light bulbs  Extension cord
- Electrical adapters  RV toilet chemicals
- Water pressure regulator  Army knife
- Step ladder  Bucket



**HAP'S**  
**HELPFUL HACKS**

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AMERICAN RV  
SuperStores

PACKING  
CHECKLIST



# SET-UP CAMP CHECKLIST

- When you arrive at the campgrounds, check in at the office and request a map and directions to your campsite. (If the office is closed, look for after-hours instructions.)
- At your site, determine if you need to pull through or back in. Have a lookout help if you need to back into the site while watching for any obstacles. Pull through your campsite to the most level ground. Position the RV so you have access to the water, electrical, and sewage hookups and that slideouts or awnings are not obstructed.
- Disconnect the bars of your equalizer and leave your truck still hooked up to the travel trailer. Next use your leveling system (travel trailers using blocks) to adjust it left and right. Once your trailer is level left and right, then chock the wheels on the other side. Now you are ready to disconnect the hitch from the truck. After doing so, level it up and down, then put the stabilizing jacks down.
- Pull the front entry steps out and deploy the slide-outs while having someone watch to make sure there are no obstructions or people in the way.
- Connect the water pressure regulator to the campground potable water supply and attach one end of the drinking hose to the campground potable supply and the other end to the inlet on the RV. Turn water on and check for leaks and make sure water is coming into the RV.
- Using gloves, connect the sewer hose and make sure both ends are secure at a full hookup to prevent messy mistakes! The black tank needs to remain closed with toilet chemical added and should only be dumped if full and then rinsed with the gray water valve when emptying. (If your site does not have full hook-ups, follow the same steps at your dump site).
- Turn on AC/furnace and set thermostat. Raise TV antenna or connect to the cable hookup.
- Pull out the awning and remove the items that are kept outside (chairs, grills, etc.)
- Enjoy your camping trip!



## PACK UP THE CAMPSITE

- Bring in all outside items and store everything for travel.
- Check the levels of your freshwater, gray, and black tanks and refill/dump if necessary.
- Assure all cabinets/compartments and windows are closed and latched.
- Turn off the fridge, AC/furnace and water heater.
- Discard trash.
- Close awning and secure antenna.
- Retract slide outs.
- Disconnect the electric power cord, water hose, and sewer hose from the campground.
- Raise entry steps.
- Check tires of RV and tow vehicle and check for fluid leaks.
- Raise leveling jacks and then position jack and tongue height. Position the hitch to fit the ball. Connect vehicles and lock safety pin.
- Connect safety chains.
- Test lights, turn signals, and brakes.
- Pull away from the site. Park and walk around the site, making sure you didn't miss anything.







# GREAT AMERICAN RV SUPERSTORES

## SERVICE OPERATIONS GUIDE SIGNATURE PAGE

DEAL #: \_\_\_\_\_ CUSTOMER #: \_\_\_\_\_

\_\_\_\_\_  
PRINT CUSTOMER NAME

\_\_\_\_\_  
DATE

\_\_\_\_\_  
CUSTOMER SIGNATURE

\_\_\_\_\_  
PRINT CUSTOMER NAME

\_\_\_\_\_  
DATE

\_\_\_\_\_  
CUSTOMER SIGNATURE

With my (our) signature(s) above, I (we) acknowledge having received a copy  
of the Great American RV Service Operations Guide

\_\_\_\_\_  
PRINT FINANCE MANAGER NAME

\_\_\_\_\_  
DATE

\_\_\_\_\_  
FINANCE MANAGER SIGNATURE



MEMPHIS

REVISED 2023



HUNTSVILLE



TUPELO



COLUMBUS



HEFLIN



CALERA



HATTIESBURG



DEFUNIAK  
SPRINGS

BREAUX HAMMOND  
BRIDGE



GRAND BAY



# Making Memories One Weekend At A Time

GREATAMERICANRV.COM

