



Customer Reference Handbook

CampingWorld.com/RV



Customer Reference Handbook

MISSION STATEMENT

Satisfied customers are the most important aspect of our dealership. Our mission is to understand the customer's needs and goals, offer the best product at competitive prices and respect the dignity, integrity and uniqueness of each family.

ASSOCIATES

We value and depend on the partnership with each associate, which enables us to be committed to a never-ending process of continuous improvement of ourselves, our products and our services.

CUSTOMERS

We must learn to see through their eyes. If we serve our customers with creativity, compassion and competence, the competition may catch on... but they will never catch up!



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COMPANY BELIEFS

TITLE WORK

It may take up to 4 weeks for the transfer of title. You will be supplied with a temporary tag to carry you through that period. At times, there may be delays with the county's title department, each case will be handled individually.

WARRANTY

Your new RV is covered by a manufacturer warranty. The warranty does not cover road trips to a customer's house or campsite for warranty repairs. The shop labor rate plus mileage will be charged for any road call trips. This is no different from the policies of automotive businesses. Your new car warranty does not provide for service work to be done at your personal residence. You must take your vehicle to the service department for warranty repairs.

REFERRALS

We gladly welcome referrals! You will receive referral cards by mail approximately 1-2 weeks after delivery. Gift certificates to our accessories store are available for those referral's who purchase an RV and present the referral card prior to taking delivery. More details listed on referral card.

CHASSIS WORK

We primarily service the "coach" portion of your RV. Please check with your local Camping World Service Center regarding any chassis service and maintenance that they can provide you with. It may be determined that certain warranty repairs be done by the chassis manufacturer's dealer network. Your local Camping World Service Center will be able to provide you with this information

ORDERING PARTS FOR SERVICE REPAIRS

In some cases, with certain manufacturer's, there are considerable time delays in receiving parts because they are often supplied by subcontractors and other suppliers. We will ensure that your order is processed quickly and efficiently. Any significant delays will be communicated to you by your servicing dealer.

SERVICE WORK PERFORMED

If your entire list of repairs can not be completed, due to parts that need ordered, we request that you make arrangements to pick up your RV after the majority of the repairs have been made. We do not want you to miss out on valuable camping time if required repair parts take several weeks to arrive. Also our facility does not allow us space to store RVs. Please see the service manager if you have any questions.

INSURANCE ON YOUR RV

It is important to remember that your insurance follows your RV.



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HELPFUL HINTS FROM THE MANAGEMENT

The following are some helpful hints for our first time buyers as well as the experienced RVers concerning problems that may arise.

WINTERIZING

Fresh water systems must be winterized in the late fall so that the plumbing system does not freeze and result in damage. This applies to the drinking water and drainage systems. This should be done by a reputable RV dealer. RV antifreeze must be used, DO NOT USE AUTOMOTIVE ANTIFREEZE.

TOILET AND DRAINAGE SYSTEMS

Toilets should hold water in order to prevent odors from entering the living areas. Special RV type toilet paper and chemicals MUST be used to prevent clogged slide valves, false readings and odor problems. Improperly maintained black and gray tanks can build up a coating that must be cleaned for control of odor and monitor panel reading. Black tank dump valves must be closed while using the waste system, even when hooked to a campground dump site. Solids must be broken up with chemicals and water in the black tank to allow sewage to flow out through the sewer hose when the dump valve is open.

RV REFRIGERATORS

Refrigerator door must be propped open when storing in order to prevent mildew and odor build-up. Some have a built-in device for this purpose. Whether gas or electric, it needs to be level to work at maximum efficiency. If operated in an un-level capacity for a prolonged period of time the unit may stop cooling and could cause unit failure, which could result in costly cooling unit repairs. This repair is very expensive and is not just a matter of adding coolant to unit because there is no coolant in the unit. It has an ammonia mixture that circulates through the tubing. If you notice an ammonia smell in or around the unit it may require repairs.

Note: LP gas operation of your unit uses a very small amount of LP gas. Please empty your unit of all food and items before bringing it in for service. Our lot is not level and batteries will run down causing many problems. It will take 8-10 hours for your unit to reach proper operating temperature when it is in for diagnostics and repairs; and, in some cases, it will need to run overnight for this to be done.

FRESH WATER

Fresh water tanks must be drained to prevent drinking water from becoming stale. Stored water can become stale and cause odor problems. This can occur with even short periods of storage, i.e. a weekend. If you have a water filtration system in your RV, you will need to remove the filter and drain the canister, as well.

WATER HEATERS

Do not use LP gas water heaters while traveling. Engine assisted heaters are available in some units and will continue to heat while driving. LP gas water heaters heat very quickly once you park for the day or evening. LP gas water heaters are for parked operation only.



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MORE HELPFUL HINTS

CHECK YOUR OIL

Check the oil level every time you get gas. It is not uncommon to use 1 quart every 500 to 1000 miles due to the extreme load these engines run under. Your RV is built on a truck chassis and is much heavier than your automobile.

TIRES

Proper tire pressure is essential for safety and life of your tires. The pressure stamped on the sidewall of tire is the tire manufacturer's **maximum inflated pressure** specification. The proper inflation specification determined by your coach builder is printed on a label. This label is usually found: **Towables**, front roadside - outside wall waist high. **Motorized**, Class C: inside driver's door jamb. Class A: inside on outer wall or in cabinet near driver's seat.

ROOF AIR CONDITIONERS

Mounting bolts need to be checked at least once a year to ensure tightness and prevent leaks. Filters should be changed or cleaned regularly for optimum efficiency. There is a 20 degree temperature difference on roof air conditioner operation. Air conditioning units do not instantly start circulating cold air. Therefore if the outside temperature is 95 degrees, the output of the air conditioning unit will be 75 degrees.

110-VOLT APPLIANCES

Air conditioners, microwaves, televisions, VCR's, etc. should be turned off before plugging into the campground power or starting the generator. Also, turn off all appliances before unplugging or turning off the generator. Do you know where the 110v breakers and 12v fuses are located in your RV?

30-AMP SERVICE

A 30 amp service is 110 volt, **NOT 220 VOLT**. It will not allow you to run multiple roof air conditioners at the same time. You can not reduce your 50 amp to 30 amp and run multiple roof air conditioners without tripping circuit breakers, usually in the campgrounds.

EXTENSION CORDS

Long lightweight extension cords are the type to be used only for small power tools, light bulbs, weed eaters, etc. They are not designed to supply 110 volt to RVs; the roof air conditioners will not work properly, as well as other items. Low voltage can cause a variety of problems with 110 volt devices, or may damage your converter in your RV.

PAPERWORK AND MANUALS

Operation manuals vary from each manufacturer. Some may provide detailed manuals while others do not offer manuals with their units. The appliance manuals may be the only manuals offered with a new unit. If you purchased a used unit, only manuals provided by the previous owner would be included. We have no way of locating previous year manuals for used RVs. In many cases, these manuals can be found online.



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MORE HELPFUL HINTS

12-VOLT BATTERIES

Auxiliary and engine batteries are not always maintenance free batteries, as in the newer type automobile. Water levels and state of charge are critical in freezing conditions. A discharged battery will freeze, resulting in splitting of the case and rendering the battery unrepairable. Poorly maintained, defective and poorly charged auxiliary batteries can and will cause many problems including but not limited to: improper functioning of furnace, LP leak detector will not allow LP to flow to appliances on certain models and refrigerator may cool poorly or not at all. There are several precautions that can be taken to avoid battery drainage: turn off LP leak detector and steps when storing, turn off the "high humidity" switch on your refrigerator if you have it and the light in the refrigerator if you leave the door open. The LP and CO detectors will sound continuously if the battery is low. Use the battery disconnect switch if your RV has one, if not see our service department if you would like one. It will take an external battery charger to charge both dead batteries. If your batteries are badly discharged or completely dead your disconnects will not engage until charged up.

STORAGE COMPARTMENTS

Storage compartments are not waterproof, keep that in mind when storing personal items. Do not ruin your items by improper storage.

LP TANKS

LP tanks are full at 80% capacity, varying with outside temperature, but never actually 100% full.

WATER PRESSURE

Water pressure regulator must be used to prevent high water pressure. Higher pressure than designed can damage your lines plus cause needless, expensive repairs in leaks.

RECREATIONAL VEHICLES ARE NOT AUTOMOBILES

A RV is built on a truck chassis, which is heavier, taller, longer and takes more to stop than an automobile. RVs are generally harder to maneuver than the family automobile, such as the rear swinging out when making a turn. We suggest finding an open parking lot to practice maneuvering the unit.

LP LEAK DETECTORS

Some LP leak detectors will not allow LP gas to flow to any appliances if not set properly. One helpful hint is to light your stove burners first; if it will not light, then none of your other appliances will light. Do not turn off power to your LP leak detector or turn off the valve at the LP tank when appliances are on. It will burn all the gas out of the lines and make appliances difficult to light the next time.

CHASSIS

RV's are built on numerous chassis such as Spartan, Workhorse, Mercedes Benz/Sprinter, Freightliner and Roadmaster. Please contact your local Camping World service professional to discuss different levels of chassis repairs and maintenance depending on the brand of chassis you have.



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AIR BAGS

Suspension air bags can leak air over a period of time. This slow leakage is normal, just like a tire will do if not used.

GENERATORS

Most generators on RVs will not start if they are more than 1 quart low on oil or have less than 1/4 tank of motor home fuel. Some generators will not supply power to your unit until a time delay has passed. This delay is to allow the generator to warm up and build up speed to supply proper voltage. Units that do not have this delay have to be plugged in manually with the 30 amp service plug. Make sure all 110 volt appliances are turned off, especially the roof air conditioners, until warm up and proper speed has been reached (approx. 60 sec.). All generators should have overload breakers. If a breaker is tripped it is possible for the generator to run and have power to one roof air conditioner but not the other. After turning off a roof air conditioner wait 15-20 minutes before turning it back on. If you turn it on immediately, instead of waiting, it may trip circuit breakers. Properly sized generators will run both roof air conditioners at the same time, while parked or driving, for an extended period of time. Please follow maintenance schedule for changing oil, filters, tune-ups and other recommended service for the generator. During storage, it is recommended to run your generator several hours every month to reduce the chance of fuel deterioration in the generator fuel system, and helps maintain battery charge levels.

CONDENSATION

Provided From RV Manufacturer Publication

Your RV was designed primarily for recreational use and short term occupancy. If you plan to stay in it for more than a couple of days, you need to understand how to properly manage and control the humid condition and condensation that you may encounter. Modern RVs are much smaller than a house and are tightly built. This causes the interior air to become saturated with moisture quickly. The routine activities of a few people can put a lot of water into the air. In cold weather this moisture may become visible as condensation. Just as water collects on the outside of a glass of cold water during humid weather, moisture can condense on the interior surfaces of your RV when the humidity of the air inside is high. There are some things you can do to decrease the moisture inside your RV such as: use kitchen and bathroom exhaust fans during and after cooking or bathing, open vents and windows to help with circulation, leave closet and cabinet doors partially open to allow air in, stock kitchen and bath cabinets to allow free air circulation, and open drapes over windows as often as possible. During prolonged, continuous use, a dehumidifier may be more comfortable and effective in removing excess moisture from interior air.

ROOF & SEAM SEALANTS

Water entry due to deteriorated sealants can be devastating to the structure of a coach of any age. It is important to have these sealants inspected and resealed as necessary, every six months. We recommend Spring and Fall during normal maintenance intervals. Please be aware that all manufacturers consider this maintenance and is not covered under any Manufacturer Warranty or Extended Service contracts

MISCELLANEOUS HELPFUL HINTS

- *Make sure you know the clearance of your RV.*
- *Make sure your TV antenna is down before leaving.*
- *Make sure steps are in up position before leaving.*
- *Visually check leveling jacks to make sure they are in proper position.*
- *Make sure you unplug the unit before leaving.*
- *Power converters will hum and get hot, this is normal.*
- *The dash air conditioner will not cool entire unit, use with roof air conditioners to cool unit.*



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WHO TO CONTACT AT THE DEALERSHIP IN THE EVENT OF A PROBLEM:

We have gone to great lengths to ensure proper staffing and levels of management. Each team manager has the ability to assist you with a concern in their department. Please ask for the manager of the department you are working with if you are not completely satisfied.

If you are experiencing service concerns...please ask for a **SERVICE ADVISOR**

If you have inquiries for RV parts and accessories... please ask for the **ACCESSORIES DEPARTMENT**

If there are delays with your title...please ask for the **TITLE CLERK**

If you have a referral of a friend...please ask for the **SALES MANAGER**

If you have concerns regarding paper work or insurance... please ask for the **BUSINESS MANAGER**

MAINTENANCE SCHEDULE:

We recommend the following services to be performed on your RV...
Regularly scheduled maintenance is critical to the life of your RV!

EVERY TRIP AND/OR 1,000 MILES

- ☐ Wash Exterior
- ☐ Inspect Tires, Check and Adjust Pressure
- ☐ Torque Lug Nuts (see Chassis Manual)

EVERY 3 MONTHS

- ☐ Clean Battery Cables and Terminals,
Check Water Level
- ☐ Sanitize Water Tank
- ☐ Flush and Sanitize Gray and Black Holding Tanks
- ☐ Flush Water Heater

EVERY 6 MONTHS

- ☐ Service Chassis (Refer to Chassis Manual)
- ☐ Inspect Suspension
- ☐ Lubricate Locks and Hinges
- ☐ Check all Exterior Seams: Roof, Window, Sidewall
- ☐ Re-seal Roof, Windows, Sidewalls, Doors, Sealants
as Needed

ANNUALLY

- ☐ Repack Wheel Bearings
- ☐ Service Water Heater
- ☐ Service Furnace
- ☐ Service Air Conditioners
- ☐ Service Refrigerator
- ☐ Perform LP Inspection/Leak Check
- ☐ Rubber Roof Maintenance
- ☐ Service Generator



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IMPORTANT INFORMATION:

Please take the time to complete this information. It will be very helpful to have in case of warranty repairs.

Year of RV _____ Make of RV _____
Coach Serial # _____
VIN #(if motorized) _____
Purchase Date _____ Beginning Mileage _____

IMPORTANT ADDRESSES

RV Manufacturer _____
Chassis Manufacturer _____
Lender _____

POLICY NUMBERS

Extended Service Contract _____
Roadside Assistance _____

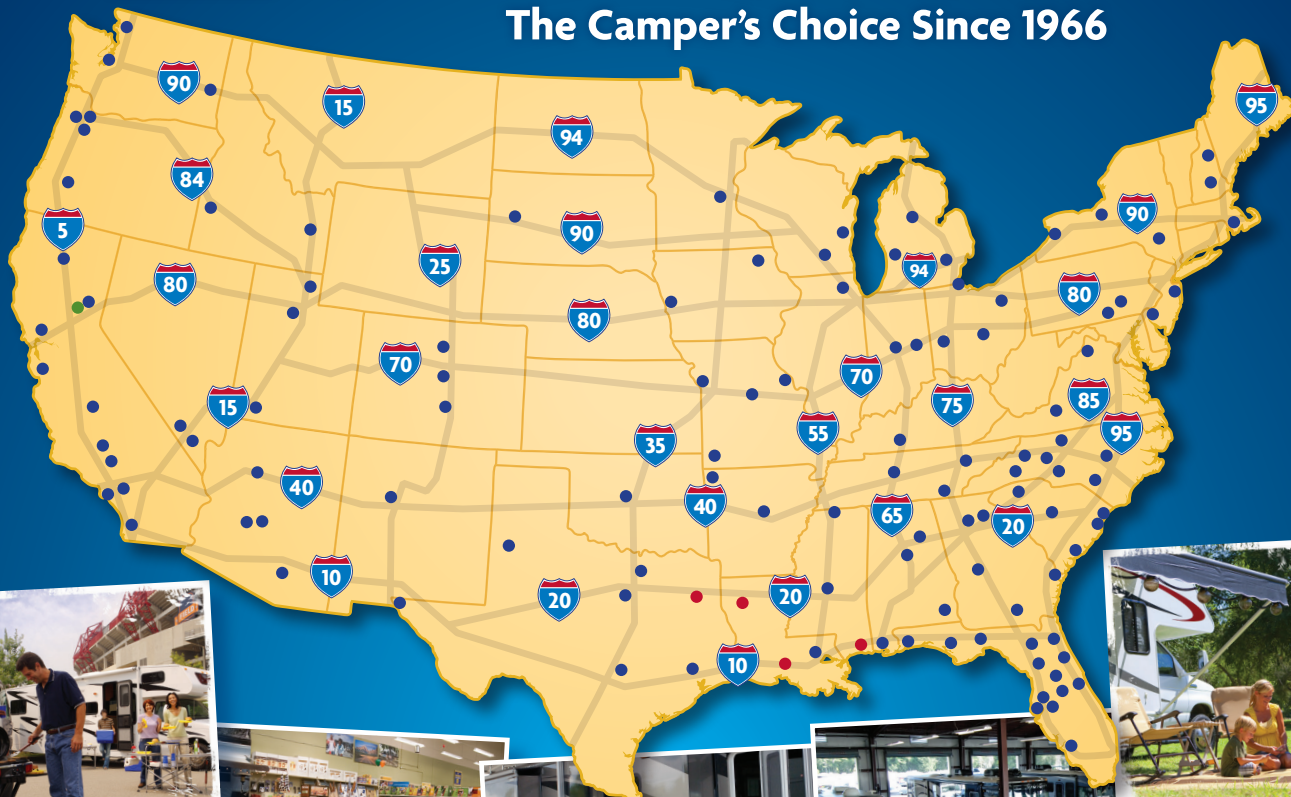
APPLIANCE SERIAL AND MODEL NUMBERS

Refrigerator _____
Hot Water Heater _____
Furnace _____
Generator _____
Convertor _____
Microwave _____
Roof Air Conditioner _____
Motor Air Conditioner _____
Awnings _____
Key Numbers _____



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