

OBTAINING PARTS FOR YOUR WINNEBAGO INDUSTRIES RV

This edition of Service Tips was submitted by our Part Sales team to outline the systems your dealership has at their disposal. All parts purchases are handled by our network of authorized dealers. The following examples summarize how part needs can be met.

Imagine you and your spouse are in your Winnebago Industries motor home heading south for the winter. Two deer pop out of the ditch and head directly into the path of your vehicle. Neither of you are hurt but your coach is in need of repairs. It is still drivable so you travel on to the nearest dealership - which, by the way, you found using the Dealer Locator on www.winnebagoind.com.

Once there, the dealer's service technician inspects your coach and finds that you have a broken headlight and a small crack in the lower front fiberglass panel. Since you are expected at your southern destination, you do not wait for the fiberglass panel to be manufactured, but do ask the technician to order the headlight for next day delivery.

The parts employee places a Special Handling Order for the headlight with the Winnebago Industries parts department and tells you that the part will be at the dealership the very next day.

The headlight arrives the next morning. It is installed and the coach is brought around for you. You and your spouse are now back on the road heading for your southern destination and have decided that you will have your local dealer order parts to repair the lower front end panel upon your return home in the springtime.

Dealer Order Options

Your authorized Winnebago or Itasca dealer is your source for parts. When ordering parts from Winnebago Industries your dealer has the following options available.

- **Stock Order** Stock orders are used to replenish inventories that are not time sensitive in nature. Your dealer is assigned a certain day of the week as their stock order day. Stock orders can be placed at any time until 12:00 p.m. CST on the assigned stock order day. Parts will be shipped via ground carrier and the freight is paid by the dealer.

- **Daily Order** A daily order can be placed at any time. If a daily order is placed before Noon CST, the order will be shipped the next day for all in-stock parts. Additional items will be sent as they become available.

- **Drop Ship Order** Drop ship orders work in the same manner as a daily order. However, the shipment will come directly to you. You pay the dealer directly for the parts and freight.

- **Special Handling Order** Special handling and rush orders are shipped the same day for all in-stock parts if the order is placed before Noon CST. A special handling fee, as well as the freight cost, will be incurred.

- **Trip Saver Fast Track Parts Order** Fast track orders may be used to order parts during the new vehicle warranty period. Your dealer places the order entering the serial number and mileage of the coach*. The order is shipped via ground freight within 24 hours for all in-stock items, and manufactured parts will be shipped as soon as they become available. Winnebago Industries will pay the freight charges.

- **Fast Track Rush Order** The fast track rush order may be used when a part is needed to repair a vehicle that is disabled while under warranty. The qualifying in-stock parts will be shipped within 24 hours. A part that is not in stock will be expediently manufactured and shipped via the fastest way, either air freight or expedited motor freight, depending on the size of the part. Winnebago Industries will pay for the freight charges and absorb any special handling fees.

Our Commitment

When you purchased your Winnebago Industries produced vehicle, you also received our commitment to provide you with the highest level of service. Winnebago Industries has received consistently high marks in RVDA's Dealer Satisfaction Index Survey for parts and warranty support. In this survey, the dealer ranks manufacturers on how they feel the company is performing compared to others. Winnebago Industries has received this honored Quality Circle Award since its inception.

Every Winnebago Industries dealer is backed by our commitment to service excellence. Your dealer has the personnel and systems that will enable them to provide the highest level of parts support in the industry.

*Special conditions apply. See your dealer for specifics.