

REV RECREATION GROUP SERVICE CUSTOMER INFORMATION

- **SAFETY GLASSES WITH SIDE SHIELDS AND BADGES** are required in the shop at all times during working hours.
- **NO SANDALS OR OPEN TOED SHOES** on the shop floor or the factory tour.
- Building 2 - Due to the Paint & Repair Departments being moved to Building 2 (East Building) for insurance reasons we are unable to allow any customers in this building. The customer lounge on the ground floor will be the only location in Building 2 that will be open to customers with pets.
- **INSURANCE WORK - EXTENDED WARRANTY POLICY**
 - Prior to your scheduled service appointment, you are required to contact your extended warranty/insurance provider to ensure coverage on items that will not be covered under REV Recreation Group warranty. Not doing so may cause the repairs to your unit to be delayed or rescheduled.
 - Your extended Warranty/Insurance Coverage plan may require an adjuster to inspect your unit before work can begin.
 - Payments for repairs are required at the completion of service.
- **REV RECREATION GROUP SERVICE CUSTOMER MOTORHOME PARKING** is located on the east end directly adjacent to the service facility. The very limited spaces available at other REV Recreation Group facilities in Decatur are reserved for customers of those facilities. Thank you for your understanding. Overflow parking is to west of the buildings.
- **CUSTOMER LOUNGE** area is available at the front of Service Building 2 (East Building), for your comfort while your unit is being worked on.
- **PETS** are to be always on a leash for their safety and ours; we ask that you clean-up after taking your pets for their daily walks. Pets must be removed or put in their pens while repairs are being made. Pets are allowed in the customer lounge on the ground floor of building 2 (East Building).
- **IF YOUR UNIT IS RESCHEDULED FOR PAINT REPAIRS:** Do not run roof air conditioners. Water from air conditioners will cause delays in repairs. Do not wax or use silicone-based products such as Armor All, which will cause defects in the paint.
- For your Safety we don't allow customers on the roof, ladders, or under any coaches located in our service center. Customers cannot work on their unit while it is in the shop.
- This is a non-smoking facility. Absolutely no smoking is allowed in the shop area, coaches located in the shop, customer lounge, or shop offices.
- Alcoholic beverages are not permitted on REV Recreation Group grounds.
- An adult **MUST** accompany CHILDREN under the age of 18 at all times while in the shop area.

We believe in providing the highest quality service and products. We want our customers to have confidence in our team and the work we do. We believe transparency builds trust, and we strive to create a simple, hassle-free experience for our customers. We understand your RV is home. We value the trust you place in us, and we want you to be a lifetime-loyal REV RV Service and Repair customer.

Easy to schedule on-line at
revrvserviceandrepair.com

Call in advance for appointments
800-322-8216 Decatur

REV's RV Service and Repair Center is on Eastern Time

CUSTOMERS REQUESTING SERVICE WITHOUT A SCHEDULED APPOINTMENT

SIGN UP PROCEDURE

1. All drop-in customers will need to come to the front desk between 7:00am - 3:00 pm Monday thru Friday.
2. All drop-in customers will need to get drop-in forms to fill out, at the front desk. Drop-in sign up will not begin until all scheduled customers have been checked in.
3. As soon as time permits, drop-in customers will be brought in for service. Service priority will be established using the policy below, not in order of sign up. It is helpful to have a cell phone number listed on your drop-in sign up sheet so we can contact you.

DROP-IN POLICY

1. Priority will be based on safety-related items, In-Warranty Units or functional issues that are essential to the operation of the motorhome (LP Gas, Electrical, Water).
2. A Maximum of three items will be addressed during a drop-in visit. Please list your items in order of priority. We would be happy to schedule an appointment for any additional items. (Not all parts are stocked parts, replacement is subject to availability.)
3. Certain items will not be repaired on a drop-in basis. They include: chassis repairs, paint and bodywork, floor tile/floor covering replacement, upgrade/custom work.

MILEAGE CHART TO DECATUR, IN

Anchorage, AK - 4050	Denver, CO - 1191
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Charlotte, MI - 134	St. Louis, MO - 375
Charlotte, NC - 612	Salt Lake City, UT - 1586
Chicago, IL - 198	San Diego, CA - 2229
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Factory Tours Wednesdays only @ 10 AM For reservations please call: (260) 728-2121 ext. 3011

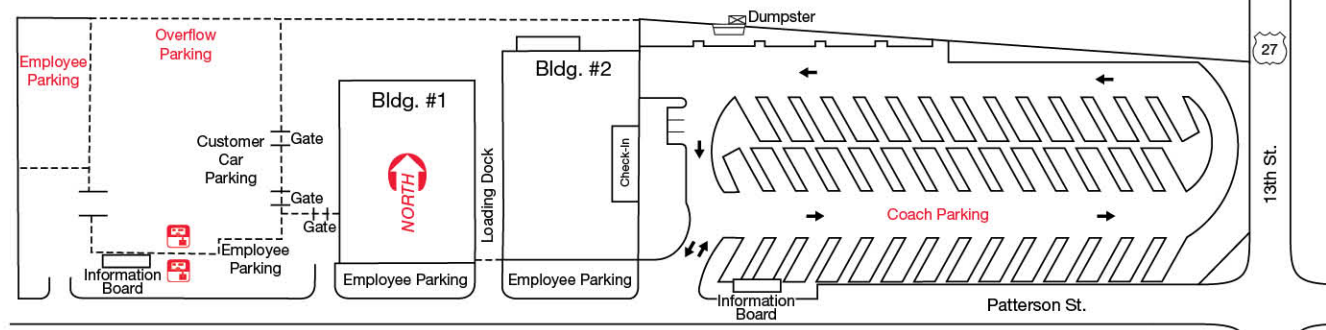
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REV's RV Service and Repair Center is a **complete resource** for RV service and repair – and we have a unique advantage. Our factory-friendly technicians are trusted **service experts** across all REV Recreation Group brands, including American Coach, Fleetwood RV, Holiday Rambler, Monaco Coach, Renegade RV and Midwest Automotive Designs. **However, their RV expertise doesn't end there. No matter the brand, our team is capable of performing complete motorhome services.**

Our experienced and master-certified technicians, many with more than 30 years of experience and factory assembly backgrounds, staff our technical center and our team of reliable diesel chassis technicians perform chassis and generator service. REV's RV Service and Repair Centers are equipped to repair even the most severe motorhome damage. From maintenance needs to complicated body work, our team of technicians are backed by **state-of-the-art equipment** and quality controls, our capabilities are extensive.

**Let our trusted service pros get you ready for your next adventure!
Schedule Your RV Service and Repair Now! Easy to do on-line at
revrvserviceandrepair.com**



With our distribution parts center located next door and the factory a few blocks away, our capabilities are extensive.

For do-it-yourself parts visit: PARTS.REVGROUP.COM and order. More than 30,000 OEM parts are available on-line!

SERVICES PERFORMED INCLUDING:

General RV maintenance

Routine scheduled maintenance
Maintenance inspections

Window, roof and sealant inspection and repair

Factory-grade inspection and repair

Slideouts/storage/jack systems

Expert maintenance and repairs

Exterior and interior upgrades

Exterior finish renewal
Appliance, flooring, cabinet restoration

Furnace and A/C system service

Seasonal check-ups, repairs, maintenance

Plumbing, piping and water

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