



***Arriva***  
*by Coach House®*

# Section 1

## Introduction

Mercedes-Benz



**3500 SPRINTER CHASSIS**

Rev: 082917



# Introduction

Letter from the Owners	.....	1-5
Master Upfitter	.....	1-7
CHOC Application	.....	1-9
FMCA Application	.....	1-13
Ambassador Program	.....	1-17
Introduction	.....	1-21
Warranty Coverage	.....	1-23



# Letter from the Owners

Dear New Coach House Owner:

On behalf of our entire staff, we would like to say "Thank-You" for purchasing one of our Coach House **ARRIVA** Motor Homes and welcome you to the Coach House Family. As part of our growing family, we encourage you to let us know how your **ARRIVA** is performing and always feel free to contact us regarding any problem, complaint, or suggestion.

The following warranty manual was designed to answer many questions about the operation, service, and warranty of your new **ARRIVA**. We have also included a vendor list to assist as a quick reference guide in the event you need to talk to someone about a specific item on your unit.

As part of our Coach House Family, we will send out complimentary issues of our Coach House Today newsletters giving you an insight as to our company and our employees, keep you informed about our *Coach House Owners Club* (C.H.O.C.) and updates regarding new ideas, product developments, and other issues that might develop in our industry.

Again, "Thank-you" for your business and we hope your new **ARRIVA** brings you many happy memories and years of safe travel.

If we can be of any service, please feel free to call us at 1-800-235-0984.

Sincerely,

David Gerzeny  
President

Steve Gerzeny  
Vice President

Mercedes-Benz



**3500 SPRINTER CHASSIS**



# Master Upfitter

Coach House, Inc. has been recognized by Mercedes Benz, U.S.A. as a Master upfitter. We adhere to strict guidelines and quality controls to ensure that your Coach House Motorhome is built to optimize the Mercedes Benz 3500 Chassis. Our plant is subject to inspections at any time by Mercedes Benz, and we comply with all manufacturer notices and advisories to ensure your safety and long-term enjoyment of the premium Mercedes Benz chassis and powerplant which is the heart and soul of your **PLATINUM II**.

If you ever have questions about your Mercedes Benz chassis or need help finding an authorized service center, call Mercedes Benz at 1-800-555-1211 - or go online at [www.sprinter.com](http://www.sprinter.com).

**MASTER  
UPFITTER**  
2017 | 2018



Mercedes-Benz





**Arriva**  
*by Coach House®*

**Coach House  
Owners Club  
(C.H.O.C.)**

**APPLICATION**



**Insert CHOC Application in**  
**See Through Packet Here**





***Arriva***  
*by Coach House®*

**Family Motor  
Coach Association  
(F.M.C.A.)**

**APPLICATION**



# Insert FMCA Application in See Through Packet Here





**Arriva**  
*by Coach House®*

# Ambassador Program



# Ambassador Program

The Coach House Ambassador Referral Program was created to entice our valued customers to share their experience with friends, family, and all the folks you meet during your travels! As you are aware, it is common occurrence to be stopped by people asking about your Coach House **ARRIVA**. Why not get paid for your time and efforts?

Here is how it works:

- Sign up to be an ambassador. We will custom print and mail you a packet of Coach House **ARRIVA** Ambassador business cards with your name and our contact information.
- When approached by a prospect, simply discuss your Coach House **ARRIVA**. Explain the features and benefits, the styles/models and why you purchased.
- Hand them a Coach House **ARRIVA** Ambassador business card and tell them to contact us directly at the Factory.
- If a prospect purchases any **ARRIVA or PLATINUM**, Coach House, Inc. will pay you \$200.00 once the unit is delivered. There's no limit to the number of people you can refer, so there's no limit to how much you can earn!

We sincerely appreciate your assistance. Good Luck and Fun Selling!!!

Sincerely,

Steve Gerzeny  
Vice President  
Coach House, Inc.



# Introduction

Every effort has been made to build your *Coach House* **ARRIVA** to the highest quality standards. To help you obtain the most enjoyment and safety while using your motorhome, we strongly urge you to carefully review this owner's manual, paying particular attention to the areas that discuss safety. Some items discussed are optional and only need to be reviewed if that option has been installed on your unit.

The Coach House owner's manual is comprised of many parts:

- 1) **Chassis Owner's Manual** - The Chassis Owner's Manual is supplied by Mercedes-Benz. Please pay specific attention to the recommended service guidelines for your chassis in order to ensure a long life of the engine, frame, suspension, tires, and auxilliary equipment which was provided by the chassis manufacturer.
- 2) **General R.V. Guidelines** - (Section 2) This section is a general guide for RV owners. It contains general usage information and is a comprehensive guide to the safe operation of any Recreational Vehicle.
- 3) **Area Specific Breakdowns** - (Sections 3 - 8) This section has detailed instructions and maintenance manuals from the manufacturers of the appliances installed by Coach House with additional notes and instructions where deemed necessary. If you can not find the information needed to service, or operate any product installed in your motorhome, feel free to call our service department at the factory, or call the manufacturer with the contact numbers provided in this manual. Our telephone number is 1-800-235-0984.

This manual is meant to give the owner a good understanding of the *Coach House* family of products. Coach House, Inc. should be consulted for specific information concerning your equipment.



# Warranty Coverage

This document is intended to provide a general guideline regarding the warranty of your new Coach House, Inc. **ARRIVA** motor home. The original Coach House Inc., Limited Warranty form was signed by you when you purchased and took delivery of your new unit and is the only document which governs the Coach House, Inc. limited warranty. Coach House, Inc. reserves the right to make changes to the limited warranty at any time at its' sole discretion.



Coach House, Inc. warrants only the conversion portion of the motor home for a period of three (3) years or thirty-six thousand (36,000) miles from the date of the first retail purchase or first in-service date. Appliances and auxiliary equipment carry warranties from the individual manufacturer. Please refer to the original equipment manuals included in this Owner's Manual. The warranty period applies only to units used for recreational travel and family camping.



Mercedes Benz Chassis are warranted for three (3) years or thirty-six thousand (36,000) miles from the date of delivery, whichever comes first. The emissions and diesel engine are warranted for five (5) years or one-hundred thousand (100,000) miles from the date of delivery, whichever comes first. California and certain other states require special warranty limits. Please consult your chassis manual to verify your coverage.

Mercedes Benz customer assistance can be obtained by calling 1-877-762-8267.

### **What is covered?**

Defects in material and workmanship caused by Coach House, Inc.

### **What is NOT covered?**

#### 1) Adjustments

EXCEPTION - The following items will be adjusted free of charge for a period of ninety (90) days after retail purchase:

- a. Cabinet Doors
- b. Cabinet Drawers
- c. Latches
- d. Entry Doors, steps, and striker plates
- e. Awnings
- f. Loose Trim
- g. Slide-out adjustments

#### 2) Fuses and Light Bulbs

#### 3) Any product not registered and normally used in the United States or Canada.

4) Components that are warranted separately by the manufacturer of the product, including but not limited to chassis, tires, batteries, generators, plumbing, electrical equipment, air conditioners, furnaces, audio equipment, furniture, upholstery, and appliances.

5) Any product used for commercial purposes, as a permanent residence, or as a rental unit.

6) Window glass breakage. Headlights, Tailights. (Unless noted at the time of Delivery)

7) Lubrication and minor adjustments of locks, latches, hinges, slide-out system, etc.

- 8) Rust, corrosion, oxidation, dents, and other damage as a result of environmental conditions such as, but not limited to, heavy winds, hail, lightning, salt, and sand.
- 9) Fading or normal deterioration of items such as fabrics, exterior paint, decorative items, carpet, etc. due to use or exposure to ultra-violet rays or sun. Coach House does not warranty the conversion due to excessive climate conditions.
- 10) Cleaning of undercarriage/frame - Units delivered during winter months are likely to have been exposed to highway salts and chemicals. It is the responsibility of you, the owner, to wash the frame and undercarriage of the unit to prevent damage from rusting or oxidizing.
- 11) Damage/fading of the exterior caused by chemical cleaning or lack of proper maintenance of the exterior.
- 12) Normal unit maintenance, such as inspecting and resealing exterior seams.
- 13) Damage caused by abuse, misuse, negligence, condensation, overloading, vandalism, collision, road hazards, acts of nature (hail, wind, heavy rain damage, acid rain, flood), rock chips, alterations or modifications, improper non-warranty repairs, lack of normal maintenance, failure in giving prompt notice of water damage, improper operation or storage of components.
- 14) Subsequent damage, loss, or injury beyond warranty repairs as a result of mold or fungi.



# **APPLIANCE WARRANTY INFORMATION**

Appliances installed by Coach House are warranted by the individual appliance manufacturers; refer to the Coach House Limited Warranty. Some of the manufacturers include a list of authorized service centers with their instruction manuals. The following is a partial list of appliance manufacturers with their phone numbers you should call if you experience any problems while under warranty.

<b>Appliance / Item</b>	<b>Manufacturer</b>	<b>Location</b>	<b>Phone Number</b>
Air Conditioner	Dometic	LaGrange, IN	(888) 867-4188
Awning (Motorhome)	Carefree of Colorado	Broomfield, CO	(800) 622-3230
Converter	Progressive Dynamics	Marshall, MI	(269) 781-4241
Furnace	Suburban	Dayton, TN	(423) 775-2131
Generator	Onan	Minneapolis, MN	(800) 888-6626
Home Theater	BOSE	Framingham, MA	(800) 367-4008
Inverter	Xantrex	Elkhart, IN	(800) 670-0707
LPG Tank	Manchester Tank	Lynwood, CA	(800) 640-6327
Microwave	High Pointe	Bristol, IN	(574) 848-4256
Monitor Panel	Ventline	Bristol, IN	(219) 848-4491
Refrigerator	Dometic	LaGrange, IN	(574) 294-2511
Roof Vent	Fantastic Vents	Imley City, MI	(800) 521-0298
Stove Top	Dometic	LaGrange, IN	(574) 294-2511
TV	LG	Englewood, NJ	(800)-243-0000
TV Antenna	Winegard	Burlington, IA	(800)-288-8094
Water Closet (Toilet)	Thetford	Ann Arbor, MI	(800) 543-1219
Water Heater	Truma	Elkhart, IN	(855) 558-7862