



***Arriva***  
*by Coach House®*

## **Section 2**

### **General R.V. Guidelines**

# General R.V. Guidelines

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# Reporting Safety Defects

If you believe that your vehicle has a defect, which could cause a crash or could cause injury or death, you should immediately inform the National Highway Traffic Safety Administration (NHTSA) in addition to notifying Coach House, Inc.

If the NHTSA receives similar complaints, it may open an investigation, and if it finds that a safety defect exists in a group of vehicles, it may order a recall and remedy campaign. However, the NHTSA cannot become involved in individual problems between you, your dealer, or Coach House, Inc.

To contact NHTSA, you may either call the Auto Safety Hotline toll-free at:

**1-800-424-9393**

or 202-366-0123 in the Washington D.C. area

or write to:

**NHTSA Headquarters  
1200 New Jersey Avenue, SE  
West Building  
Washington, DC 20590**

or:

**[www.NHTSA.dot.gov](http://www.NHTSA.dot.gov)**

You can also obtain other information about motor vehicle safety from the hotline.



U.S. Department of Transportation  
**National Highway Traffic Safety  
Administration**

# Florida Lemon Law

We have included a pamphlet from the Florida Department of Agriculture and Consumer Services outlining the basic aspects of the Florida Lemon Law. Please pay close attention to Pages 8 - 11 which refer to Recreational Vehicles.

If you have any questions please call:

1-800-321-5366

or

1-850-488-2221 (outside Florida)



**Insert Florida Lemon Law**  
**Pamphlet in Sheet Protector**  
**Here**

# Weight and Towing

Labels similar to the samples shown below have been placed on the inside of the passenger side door with weight information for your vehicle. If "CALC" appears after the UVW part of the label, this indicates that the UNLOADED VEHICLE WEIGHT has been calculated by using typical completed model actual weights and making adjustments for certain options.

MOTOR HOME OCCUPANT AND CARGO CARRYING CAPACITY VIN: XXXXXXXXXXXXX  
THE COMBINED WEIGHT OF OCCUPANTS AND CARGO SHOULD NEVER EXCEED  
XXXX kg OR XXXX lbs  
SAFETY BELT EQUIPPED SEATING CAPACITY: 2

**CAUTION:**

A FULL LOAD OF WATER EQUALS XXX kg OR XXX lbs OF CARGO @ 1kg/L (8.3 lb/gal)  
AND THE TONGUE WEIGHT OF A TOWED TRAILER COUNTS AS CARGO

**CAUTION:**

LOAD CARRYING CAPACITY REDUCED  
MODIFICATIONS TO THIS VEHICLE HAVE REDUCED THE ORIGINAL LOAD CARRYING CAPACITY BY  
\_\_\_\_\_ kg OR \_\_\_\_\_ lbs

## **VEHICLE WEIGHT DISTRIBUTION**

To properly load your vehicle, first determine its empty weight axle by axle and compare this with the GROSS AXLE WEIGHT RATING (**GAWR**), which can be found on the FMVSS sticker located on the driver's door column.

Try to load your vehicle in a manner that proportionally loads the axles according to their available loading capacity. Make sure that your total weight does not exceed the GROSS VEHICLE WEIGHT RATING (**GVWR**) for your vehicle. Be aware that the total of the axle ratings (GAWR) can add up to more than the GVWR. Side to side weight distribution should be considered when loading your vehicle and adjustments made as deemed suitable.

It is recommended that you weigh your vehicle axle by axle when fully loaded especially if the load is close to the NET CARRYING CAPACITY (**NCC**) indicated on the Motorhome Weight Information label for your vehicle. Ensure that none of the stipulated weight capacities have been exceeded. After weighing, make any load adjustments necessary to insure proper vehicle handling and performance.

## **Towing and Combined Weight**

The GROSS COMBINED WEIGHT RATING (**GCWR**) is defined as the maximum permissible gross weight of the vehicle and trailer. See the following page for information about towing.



### **Quick Facts**

<b><u>Gross Vehicle Weight Rating</u></b>	<b>G.V.W.R.</b>	<b>11,030 lbs</b>
<b><u>Gross Axle Weight Rating (Front)</u></b>	<b>F.A.W.R.</b>	<b>4,410 lbs</b>
<b><u>Gross Axle Weight Rating (Rear)</u></b>	<b>R.A.W.R.</b>	<b>7,720 lbs</b>
<b><u>Gross Combined Weight Rating</u></b>	<b>G.C.W.R.</b>	<b>15,250 lbs</b>

# **TOWING GUIDELINES**

To determine the towing capability of your vehicle, first refer to the chassis manufacturers Owners Manual and/or manufacturers literature that covers your vehicle. Information on your vehicle you need to know is the GROSS COMBINATION WEIGHT RATING (**GCWR**), maximum trailer weight, maximum tongue weight, and the weight of your vehicle fully loaded. After determining the above information, you can calculate the maximum size trailer you can tow by subtracting your loaded vehicle weight from the GCWR and compare the answer with the maximum trailer weight for your vehicle. Whichever figure is **SMALLER** will determine the maximum towing capacity (Loaded Trailer Weight) for your vehicle.

It is important to make sure that the tongue weight for your loaded trailer does not exceed the chassis manufacturers rating. Also check the capacity of the hitch installed to make sure you have not exceeded its rating.



## **Universal Motor Home Hitch**

Maximum Trailer Weight	3500 lbs.
Maximum Tongue Weight	100 lbs.



## **RECOMMENDED TIRE PRESSURE**

Maintaining the correct air pressure in your tires is vital to the smooth operation and safety of your vehicle. Please refer to the chart below for the recommended air pressure in the front and rear tires.

<b><u>MODEL #</u></b>	<b><u>FRONT (PSI)</u></b>	<b><u>REAR (PSI)</u></b>
<i>ARRIVA</i>	61	61

# **EXTERIOR BODY CARE**

## **Premium Paint Care:**

Your Coach House *ARRIVA* has been painted with base coat and clear coat premium products at the Mercedes Benz Factory in Germany. We recommend that you wash the finish with mild soap and water.

## **Wax Finish:**

The finish may be waxed with an automotive wax that has been labeled as “safe for clear coat”.



## TAKING CARE OF YOUR RV FINISH

Following these procedures can provide a long-lasting, high-gloss finish to your RV. These same procedures can also be applied to your everyday automobile, producing the same long-lasting results.

The clear coat used on all painted Coach House RV's is similar to the technology used by automotive manufacturers. The end result is a Master-piece Finish which is the highest quality in the industry. The same care needs to be performed and maintained on the RV exterior surface as on an automobile finish.


- Make sure the RV's surface temperature is under 90° F, and is not in direct sunlight.
- Rinse the entire coach to remove all loose dirt and grime. Never hold a pressure washer close to the surface. Use a fan type spray nozzle, making sure that the water coming out of the gun has a fan and not a single straight stream.
- Most automotive stores offer mild car wash shampoos that are safe for clear coat finishes. We recommend using baby shampoo as it will not leave a film on the painted finish. Adding ½ of a cup of food grade vinegar to the water will boost the cleaning ability of any cleaner and also soften the water. This also helps to minimize water spots. **Do not use dish soap, detergents with degreasing agents, or industrial cleaners as they can cause damage to the finish.**
- Use a 100% cotton or Lambs-wool pad or wash mitt for washing the painted surface of the RV. Use a different mitt for washing the wheels and undercarriage.
- Change water in the wash bucket often or place a "dirt guard" in the bottom of the bucket to keep the cleaning pad or wash mitt free of dirt and debris.

**ABSOLUTELY NO BRUSHES SHOULD BE USED ON THE PAINTED SURFACE. USE OF THESE ON YOUR RV'S PAINTED SURFACE WILL CAUSE DAMAGE TO THE FINISH, AS IT WOULD AN AUTOMOBILE FINISH. COACH HOUSE DOES NOT SUPPORT USING ANY STYLE, TYPE, MATERIAL OF BRUSH EVEN THOUGH IT MAY BE MARKED AS "RV SAFE" OR "APPROVED."**

**Damage caused by inappropriate or unapplied maintenance is not covered under warranty as expressed in the Coach House Expressed Limited Written Warranty.**

### ***Drying your RV***

Drying the RV is just as important as washing it. Today's tap water and well water contains many chemicals that could leave water stains on the finish. After washing, dry the RV with the a squeegee or a clean 100% leather chamois. You can also use fresh Microfiber towels for drying. Please use caution as these towels are made partially with polyester (which is plastic) which can break down over time from extended use and washing, eventually causing damage to the clear coat finish.



[www.coachhouserv.com](http://www.coachhouserv.com)





The Chemical Company

# *Coach House*<sup>®</sup>

Motor Homes

## **Waxes & Polishes**

Over 90% of all passenger vehicles finishes are clearcoated. The finish on your RV is a state of the art Acrylic Urethane Basecoat / Clearcoat. This means that what you wash and polish is a clear urethane coating designed to protect the basecoat: the pigmented coating that provides color. As its main function of protecting the basecoat, clearcoats need to be maintained, especially in harsh environments. Clearcoats do not fade themselves, but appear to fade or lose gloss as the surface becomes contaminated by the environment. If this contamination is not removed frequently, results will be a dull or low-gloss finish. Occasional washing alone will not adequately remove some forms of contamination and will require polishing.

### **Polishes and waxes primarily serve the following purposes:**

1. To remove minor surface imperfections caused by water spots and acid rain.
2. To remove minor scratches by filling them and leveling the surface.
3. To seal the pores of the finish creating an easier-to-clean surface.
4. To beautify the paint finish appearance with more depth and high gloss.
5. To protect the paint finish from the elements.

Do not use products that contain harsh abrasives such as rubbing compounds. These products should be used by an experienced technician with proper training and equipment. Most polishes and waxes are designed to clean and polish in one application, whether by hand or machine.

A machine applied polish will last longer than one applied by hand because the high RPM of the buffing wheel creates heat, resulting in a deeper film with higher gloss. However, a hand-applied polish or wax will offer outstanding performance and protect the RV's finish.

When applying polish or wax, do so in a shaded area making sure the RV surface is at the specified temperature according to the polish manufacturer's recommendations. Due to the variations of polishes and waxes, incorporate the following suggestions into the polishing technique:

1. Condition the polishing pad by rubbing a slight amount of polish on it.
2. Use only the amount of polish specified in the label directions.
3. Work a small area at a time.
4. Rinse off and remove dried polish from crevices, trim and moldings.

**For optimum results refrain from waxing or polishing for 60 days from date of manufacture.**

[www.coachhouserv.com](http://www.coachhouserv.com)

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