



# Parts and Service Policy and Procedure Manual

<b>SECTION</b>  1 - 1 WARRANTIES	<b>SUBJECT</b>  WINNEBAGO LIMITED WARRANTY - CLASS A DIESEL	<b>DATE</b> 10/19
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## ONLY WARRANTY

This New Vehicle Limited Warranty ("NVLW") is the sole and exclusive warranty applicable to this motorhome made or authorized by Winnebago Industries, Inc. ("Winnebago") and provides coverage so long as the motorhome is used exclusively for recreational purposes in the U.S.A. or Canada.

### Basic Coverage

**Winnebago supplied and installed parts:** Winnebago promises that any part of this motorhome - except those identified in "**Excluded from Basic Coverage**" paragraph - found to be defective in material or workmanship shall be repaired or replaced at no cost to the owner for parts, material, or labor so long as the motorhome has been used exclusively for recreational purposes and maintained as recommended in the Operator's Manual.

**Excluded from Basic Coverage:** Parts, accessories, or equipment installed, or modifications or alterations made after the motorhome leaves the factory, including items installed and modifications or alterations made by a Winnebago dealer or third-party; a motorhome used for a purpose other than recreational use; a motorhome used outside the U.S.A. or Canada; recommended maintenance or adjustments; service or maintenance items (such as, seals, sealants, windshield wiper blades, lubricants, fluids, and filters); replacement parts and repairs required because of improper load distribution, accident, collision, vandalism, abuse, misuse, neglect, fire, flood, normal wear, or improper or inadequate maintenance, rust or corrosion, exposure to the elements; a part or component covered under a warranty issued by its manufacturer (for example, the chassis, drivetrain, wheels, tires; electronics and appliances); and, except as noted, costs incurred in transporting or presenting the motorhome for repairs or service under this NVLW.

**Basic Coverage Period:** Basic Coverage begins on the date of retail delivery, or the date on which the motorhome is first placed into service as a demonstrator or company vehicle, whichever is earliest. Basic Coverage ends after 3 years or when the vehicle's odometer registers 100,000 miles, whichever is sooner.

**Who may obtain Basic Coverage repairs:** Any person who owns this motorhome during the Basic Coverage Period.

### Structural Coverage

**Delamination:** Winnebago promises to cover material and labor costs necessary to repair delamination (separation of layers) of the motorhome's floors; and delamination of the sidewalls or back wall resulting from a failure of the Body Thermo-Panel Lamination process (that is, the process used to bond the exterior skin and the interior paneling to an insulating core material).

**Excluded from Structural Coverage:** Delamination caused by factors such as physical damage or failure to adequately maintain sealants.

**Structural Coverage period:** Structural Coverage will run concurrently with the Basic Coverage period.

**Who may obtain Structural Coverage repairs:** Any person who owns this morothome during the Structural Coverage Period.

### Obtaining Warranty Repairs

Except as otherwise provided herein, to obtain warranty repairs, you must, at your own cost, present your motorhome to an authorized Winnebago service facility during normal business hours and provide a written list of items to be inspected or repaired to the service facility and Winnebago. In the event you feel the repairs made by an authorized service center failed or are otherwise inadequate, you must contact Winnebago Owner Relations **in writing** and advise them of the failure or inadequacy, including a list of the defects, and provide Winnebago an opportunity to repair the motorhome prior to claiming a breach of this warranty. Winnebago may require you to



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deliver the motorhome to another authorized service center or its facilities in Forest City, Iowa. If Winnebago requests you to bring the motorhome to Forest City, Iowa, Winnebago may cover the reasonable cost of transporting the motorhome to and from Forest City, Iowa. Refusal to allow Winnebago an opportunity to repair the motorhome voids warranty coverage for that repair.

**Required Maintenance:** As owner, you are solely responsible for maintaining the motorhome as recommended and for all associated costs. Repairs necessitated by an owner's failure to maintain the motorhome as recommended are not covered under this NVLW. If requested, you must provide records showing that the motorhome has been maintained as recommended in the Operator's Manual.

## Questions about Warranty Service

Contact Winnebago Owner Relations at 1-800-537-1885 or the email or street address below if you: have questions about this NVLW; need assistance in locating an authorized Winnebago service facility; or are at all dissatisfied with warranty repairs.

## Limitations on Initiating a Claim-Venue:

A claim for breach of this NVLW or an applicable implied warranty must be initiated within one year after the date of the claimed breach or within three (3) months after the expiration of the warranty allegedly breached whichever is sooner. Any claim for breach of this NVLW or an implied warranty can only be brought in the Iowa District Court located in Winnebago County.

## Sole and Exclusive Remedy/Damages Exclusion

Your sole and exclusive remedy in a proceeding for breach of this NVLW is money damages in an amount equal to the reasonable cost for material and labor necessary to repair or replace parts that should have been done under this NVLW, but were not.

Your sole and exclusive remedy in a proceeding for breach of any applicable implied warranty is money damages in an amount equal to the reasonable cost for material and labor necessary to correct the defect or defects upon which the finding of breach of implied warranty is based.

Incidental and consequential damages - such as towing or transport charges, aggravation, inconvenience, lost profits, wages or income, loss of use, vehicle rental charges, and telephone, food, and lodging costs - are not recoverable from Winnebago for breach of this NVLW or an implied warranty under any circumstances. **Note:** Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

## Changes in Design

Winnebago Industries, Inc. reserves the right to make changes in design and changes or improvements to its products and by doing so shall not undertake any obligation to upgrade or modify products it previously manufactured and distributed or sold.



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### **No responsibility for dealer statements or conduct**

Although authorized to sell and to service Winnebago brand motorhomes under warranty, the dealer is an independent business. Winnebago does not own or control, and shall not be responsible for, or bound by, representations, misrepresentations, or assurances, made by dealer personnel or be liable for a dealer's illegal, fraudulent, or unethical business conduct. **NO DEALER IS AUTHORIZED TO MODIFY THIS NVLW or MAKE A WARRANTY OR CREATE ANY OBLIGATION ON WINNEBAGO'S BEHALF.**

### **NEW YORK OWNERS:**

If your motorhome has been repaired three or more times for the same nonconformity, defect, or condition, or if your motorhome has been out of service by reason of repair for twenty-one days, Section 198-a of the General Business Law of the State of New York requires you to provide written notice by certified mail, return receipt requested, to Winnebago or its authorized dealer before making any claim under that section of the law. The written notice to Winnebago should be sent to the following address:

Attn: Owner Relations  
Winnebago Industries, Inc.  
605 West Crystal Lake Road  
P.O. Box 152  
Forest City, Iowa 50436