

# DEALER INTERVIEW QUESTIONNAIRE

Use this interview sheet to help shop for the right RV dealer.  
Remember-No product is any better than the dealer you buy it from.

1. How long is your company in business?

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2. How long under the current management / ownership?

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3. Give me a brief history of your company with the product I'm considering. Years representation, service, etc.

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4. What kind of preparation and checkout will my new RV receive?

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5. What is your orientation process for new owners to get familiar with their new RVs?

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6. What additional items will I need to go RVing? Are they included? If not, what is the additional cost?

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7. What are your service capabilities? Could I see the facility? How long does it take to get an appointment scheduled? What are your service hours? Saturdays? Evenings?

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8. Are your technicians certified? By what organization? How are they trained? How often?

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9. Please explain any warranties or guarantees that apply to the product I am considering. Are they in writing? Can I have a copy?

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10. How do I get service when I'm traveling far from home?

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11. Do you offer any education programs for owners or prospective owners to learn more about RVs?

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12. How do I get satisfaction if I am not happy with your service or product? What if the manufacturer falls short on support? What help can I expect from you?

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13. Notes & Comments:

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