

# RV MANUFACTURER QUESTIONNAIRE

1. How long has the RV manufacturer been in business?

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2. How long under the current management/ownership?

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3. Are they a member of RVIA? Do they meet the voluntary standards of the industry?

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4. Is the company publicly held? How financially stable?

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5. Is the warranty in writing? Can I have a copy? What is not covered under the manufacturers warranty?

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6. Does the manufacturer require a formal pre-delivery inspection procedure to be performed by the dealer? What is done?

What type of orientation is required?

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7. Does the manufacturer provide detailed information about weights and specifications?

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8. Does the manufacturer comply with the RVIA Weight Disclosure Requirement and weigh each unit as well as post the weight sticker?

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9. Does the manufacturer document each RV and how it was built with specific engineered blue prints, wiring schematics and materials lists to facilitate repairs and accurate parts procurement?

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10. How does the company address safety issues?

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11. What design, engineering and testing work is done before a product is built and sold?

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12. Which components are built by the RV manufacturer and which are purchased and assembled? Who is responsible for the warranty on each?

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13. What parts are proprietary and available only through the manufacturer's dealers and which are available from most any RV industry source?

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14. How are major warranty repairs handled? Where do I go for qualified competent service?  
Does the factory have a service center?  
What type of major problem could I encounter?

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15. What does the company do to educate owners on required maintenance and proper care and use?

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16. Does the manufacturer sponsor an owner's club or support RV use in any way? If so, how?

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17. Does the manufacturer track customer satisfaction? How is this done?

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18. Is there an easy way to talk to the factory and voice concerns, get help or provide feedback?

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19. Notes & Comments:

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