



Dealer Service Bulletin

NO.: 7SB009-01-01A

SECTION: Warranty

DATE: September 8, 2000

MODELS

AFFECTED: 1997 – 2001 Winnebago Industries Vehicles

SUBJECT: Winnebago Industries 1997 – 2001 New Vehicle Warranty Summary Reference Guide

PLEASE FORWARD THIS INFORMATION TO YOUR RV WARRANTY MANAGER.

Attached is your complimentary copy of the *Winnebago Industries 1997 – 2001 New Vehicle Warranty Summary Reference Guide*.

We created this easy-to-read guide to help Winnebago, Itasca, Ultimate and Rialta dealer personnel to identify new vehicle warranty coverage information for the portions of the vehicle that are manufactured by Winnebago Industries. For specific chassis or vendor component warranty information, please contact the individual component manufacturer.

NOTE: This reference is intended as a guide only. For specific new vehicle warranty documentation refer to the Winnebago Industries 2001 New Vehicle Warranty in the motorhome Owner INFOCASE. We have also included copies of the 2001 New Vehicle Limited Warranty sheets for your reference. If you wish to order additional copies of these warranties, please request the part number shown above the Notice Of Second Owner form on the back of each warranty.

Please make this guide and warranty samples available to your entire staff.

If you have any questions regarding this guide or other Winnebago Industries warranty questions, please call Warranty Administration at 1-800-628-7692.

Steven R. Evenson
Director of Parts and Service

Attachments: *Warranty Summary* Reference Guide
2001 New Vehicle Limited Warranty – Class A & C coaches
2001 New Vehicle Limited Warranty – Rialta vehicles

IMPORTANT THAT ALL PARTS AND SERVICE PERSONNEL READ AND INITIAL

PARTS MANAGER		SERVICE MANAGER		SERVICE PERSONNEL				PARTS PERSONNEL				PAGE
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NEW-VEHICLE WARRANTY SUMMARY 1997-2001	Basic Warranty 12 Month/15,000 Mile	Basic Warranty 24 Month/24,000 Mile	Sidewall Delam Warranty 3 Yr/36,000 Mile	* 10 Yr Limited Roof Warranty limited to 1st owner	3 yr/36,000 mile Slide-Out Rm Assembly warranty	3 yr/36,000 mile Structural defects floor/subfloor
2001						
Class A & C	X		X	X	X	X
Rialta		X				
Eurovan (US)		X				
2000						
Class A & C	X		X	X	X	X
Rialta		X				
Eurovan (US)		X				
1999						
Class A & C	X		X	X	X	X
Rialta		X				
Eurovan (US)		X				
Eurovan (Can)		X				
1998						
Class A & C	X		X	X	X	
Rialta		X				
Eurovan (US)		X				
Eurovan (Can)		X				
1997						
Class A & C	X		X	X	X	
Rialta		X				
Eurovan (US)		X				
Eurovan (Can)		X				

The above mentioned warranties only pertain to portions of the vehicle covered by Winnebago Industries New-Vehicle Limited Warranty. Other warranties including chassis and individual component manufacturer warranties may apply. This publication is to serve only as a general guide. Refer to the appropriate warranty document for warranty information specific to the vehicle in question.

*After the initial Winnebago Industries New-Vehicle Limited Warranty has

2001 CHASSIS WARRANTY

CHEVROLET

3 YEARS/36,000 MILES BUMPER-TO-BUMPER
NO DEDUCTIBLE

FORD

3 YEARS/36,000 MILES BUMPER-TO-BUMPER
NO DEDUCTIBLE

FREIGHTLINER

12 MONTHS/12,000 MILES BASIC COVERAGE
24 MONTHS/24,000 MILES FULL COVERAGE, \$100 DEDUCTIBLE
36 MONTHS/36,000 MILES POWER TRAIN ONLY, \$100 DEDUCTIBLE

SPARTAN

2 YEARS/50,000 MILES, NO DEDUCTIBLE

WORKHORSE

3 YEARS/36,000 MILES

VOLKSWAGEN

2 YEARS/24,000 MILES
POWERTRAIN 5 YEARS/50,000 MILES

CUMMINS DIESEL ENGINE

5 YEARS/100,000 MILES

CATERPILLAR ENGINE

5 YEARS/UNLIMITED MILES

ALLISON TRANSMISSION

5 YEARS/UNLIMITED MILES

**2001 NEW VEHICLE LIMITED WARRANTY
WINNEBAGO INDUSTRIES, INC.**



WARRANTY COVERAGE TO OWNER

Winnebago Industries, Inc. of Forest City, Iowa warrants each new Winnebago and Itasca motor home to the owner for use in the U.S. and Canada as follows:

WARRANTY PERIOD

The Warranty Period for all coverages begins on the date the vehicle is delivered to the first retail purchaser or first placed in service as a demonstrator or company vehicle.

BASIC COVERAGE

The basic Warranty Period is 12 months or 15,000 miles (24,135 kilometers), on the odometer, whichever occurs first. Winnebago does not authorize any person to create for it any other obligations or liability in connection with this vehicle. ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE APPLICABLE TO THIS VEHICLE IS LIMITED IN DURATION TO THE DURATION OF THIS WRITTEN WARRANTY AS HEREINBEFORE OR HEREINAFTER PROVIDED. THE PERFORMANCE OF REPAIRS IS THE EXCLUSIVE REMEDY UNDER THIS WRITTEN WARRANTY OR ANY IMPLIED WARRANTY. WINNEBAGO SHALL NOT BE LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES FOR LOSS OF TIME, INCONVENIENCE, OR OTHER CONSEQUENTIAL DAMAGE INCLUDING EXPENSE FOR GASOLINE, TELEPHONE, TRAVEL, LODGING, LOSS OR DAMAGE TO PERSONAL PROPERTY, OR LOSS OF REVENUE RESULTING FROM BREACH OF THIS WRITTEN WARRANTY OR ANY IMPLIED WARRANTY. Some states do not allow limitations on how long an implied warranty will last or the exclusion or limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to you.

ITEMS NOT SUBJECT TO WARRANTY COVERAGE.

Chassis*
Wheels*
Tires*
Service Items, such as Windshield Wiper Blades, Lubricants, Fluids & Filters
Adjustments

*These items are covered under the manufacturer's individual warranty.

This warranty gives you specific legal rights and you may also have other rights which vary from state to state.

Also, this warranty shall not apply to failures, damage or malfunctions resulting from normal wear, misuse, abuse, negligence, alteration, accident, fire, improper repair of the vehicle or failure to follow recommended maintenance requirements.

36 MONTHS/36,000 MILE STRUCTURAL WARRANTY

At the expiration of the Basic Coverage and for the remainder of the period of 36 months or 36,000 miles (57,924 kilometers), on the odometer, whichever occurs first, Winnebago warrants the following:

1. Body Thermo-Panel® Lamination of the sidewalls and backwall against delamination. Body Thermo-Panel® Lamination is the bonding of the exterior skin and the interior paneling to an insulating core material. Delamination (separation of layers) caused by other factors such as physical damage or failure to properly maintain sealants is not covered by this warranty.
2. The slide-out room assembly for defects in material or workmanship.
3. Structural defects of the subfloor and floor. Floor lamination failure and lamination failure of the subfloor panels and risers are covered by the structural warranty.

PLACE
STAMP
HERE

Winnebago Industries, Inc.
P.O. Box 152
Forest City, Iowa 50436

ATTENTION: WARRANTY DEPT.

WINNEBAGO'S RESPONSIBILITY

Any part of the vehicle subject to warranty which is found to be defective in material or workmanship, will be repaired or replaced at Winnebago Industries' option upon notice of the defect without charge to the customer for parts or labor. While any Winnebago or Itasca motor home dealer can perform warranty service, we recommend you return to the dealership that sold you your vehicle. If you are touring or have moved, contact any Winnebago or Itasca motor home dealer in the United States or Canada for warranty service.

CUSTOMER RESPONSIBILITY WHEN REPAIRS ARE NEEDED

If a part of the system covered by this warranty fails to function or requires service during the warranty period:

1. Promptly take the vehicle to the selling dealer for repair or inspection.
2. Written notice of defects must be given to the selling dealer or manufacturer no later than 10 days after the expiration of the warranty.
3. If the dealer is incapable of making the repairs, request that he contact Winnebago Industries, Inc.
4. If, after the above steps are completed and the repair is not made, the customer should contact Winnebago Industries, Inc., P.O. Box 152, Forest City, Iowa 50436, Attention: Owner Relations Department (800-537-1885) and furnish the following information:
 - The complete serial number of the vehicle
 - Date of retail purchase
 - Selling dealer's name
 - Nature of the service problem, and a brief explanation of the steps or service the dealer has performed, and the results obtained. The customer may be directed to another dealer or service center for repairs to be completed, if such a dealer or service center is better able to complete the repair.

Winnebago may, at its option, request the vehicle be returned to Forest City, Iowa for repair. If the customer refuses to allow repairs to be performed at the Forest City, Iowa facility, the warranty on that repair will be voided.

5. If after the above steps are completed and the repairs are not satisfactory, the customer may contact the Service Administration Manager of Winnebago Industries, and request a customer relations board meeting to resolve the problem. This action, however, is not mandatory.
6. Certain components are covered beyond the 12 months/15,000 miles basic warranty coverage by the individual manufacturer's warranty. Please refer to the component's information supplied in the owner's information InfoCase for any additional warranty coverage after the basic warranty has expired.

DEALER'S REPRESENTATIONS EXCLUDED

Winnebago Industries, Inc. does not undertake the responsibility to any purchaser of its products for any undertaking, representation, or warranty made by dealers selling its product beyond those herein expressed.

INSTALLATION NOT COVERED

Winnebago Industries, Inc. cannot, however, and does not accept any responsibility in connection with any of its motor homes for additional equipment or accessories installed at any dealership or other place of business, or by any other party other than Winnebago Industries, Inc. Such installation of equipment or accessories by any other party will not be covered by the terms of this warranty.

CARE AND MAINTENANCE

It is the owner's responsibility to perform the care, maintenance and proper load distribution described in the owner's manual which accompanies your motor home. Any damage which results to your vehicle as a result of your failure to perform such duties, is not covered.

Damage to appearance items such as fiberglass, metal, paint, fabrics and trim, may occur during manufacturing or transporting. Normally, any factory defect or damage is corrected at the factory. In addition, dealers are obligated to inspect each vehicle upon delivery to them and prior to delivery to you. You should also immediately inspect appearance items and advise your selling dealer of any discrepancies. Damage and normal deterioration due to use and exposure is not covered by this warranty.

CHANGES IN DESIGN

Winnebago Industries, Inc. reserves the right to make changes in design and changes or improvements upon its products without imposing any obligation upon itself to install the same upon its products theretofore manufactured.

NEW YORK:

If your motor home has been repaired three or more times for the same nonconformity, defect, or condition, or if your motor home 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. If you do have problems with your motor home, you should provide written notice to Winnebago at the following address:

Winnebago Industries, Inc.
P.O. Box 152
Forest City, Iowa 50436
Atten: Owner Relations

PART NO. 701677-H9-000 6-00

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NOTICE OF SECOND OWNER

ORIGINAL OWNER	NAME	
	ADDRESS	
NEW OWNER	NAME	
	ADDRESS	ZIP CODE
WINNEBAGO IDENTIFICATION NUMBER	VEHICLE MILEAGE	DATE
CHASSIS IDENTIFICATION	NEW OWNER SIGNATURE	

IMPORTANT: THIS NOTICE IS TO BE USED ONLY FOR RECORD KEEPING BY WINNEBAGO INDUSTRIES

The completed form does not constitute an actual change of ownership.



2001 Rialta New Vehicle Limited Warranty

Winnebago Industries, Inc.

Congratulations on your purchase of the new Rialta motor home, which was built proudly by Winnebago Industries, the first name in motor homes. This vehicle combines one of Winnebago's popular and proven compact RV designs with the acclaimed Volkswagen EuroVan chassis.

The enclosed new vehicle limited warranty is divided into three main parts. Coach Body, Chassis/Cab, and Emission Control Systems. As with most RV's, warranty responsibilities are shared between the RV maker (Winnebago) and the chassis maker (Volkswagen).

The Coach Body portion of your motor home is warranted by Winnebago Industries, Inc. for 2 years or 24,000 miles. This includes the coach section exterior, interior and RV equipment.

The warranty for the Chassis/Cab portion of the vehicle is administered by Volkswagen of America, Inc. for 2 years or 24,000 miles. The Powertrain is covered for 5 years or 50,000 miles.

The Federal Emission warranty is for 2 years or 24,000 miles and 8 years or 80,000 miles on specified parts. Emission control systems are warranted by Winnebago Industries and administered through Volkswagen.

Complete warranty coverage details are included in this booklet for your convenience.

Enjoy your Rialta!

Part Number 701677-H8-000

Revision 5/00

2001 RIALTA NEW VEHICLE LIMITED WARRANTY COACH BODY WARRANTY



WARRANTY COVERAGE TO OWNER

Winnebago Industries, Inc. of Forest City, Iowa warrants each new Rialta to the owner for use in the U.S. and Canada as follows:

WARRANTY PERIOD

The Warranty Period for all coverages begins on the date the vehicle is delivered to the first retail purchaser or first placed in service as a demonstrator or company vehicle.

BASIC COVERAGE

The basic Warranty Period is 24 months or 24,000 miles (38,616 kilometers), on the odometer, whichever occurs first. Winnebago does not authorize any person to create for it any other obligations or liability in connection with this vehicle. ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE APPLICABLE TO THIS VEHICLE IS LIMITED IN DURATION TO THE DURATION OF THIS WRITTEN WARRANTY AS HEREINBEFORE OR HEREINAFTER PROVIDED. THE PERFORMANCE OF REPAIRS AND NEEDED ADJUSTMENTS IS THE EXCLUSIVE REMEDY UNDER THIS WRITTEN WARRANTY OR ANY IMPLIED WARRANTY. WINNEBAGO SHALL NOT BE LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES FOR LOSS OF TIME, INCONVENIENCE, OR OTHER CONSEQUENTIAL DAMAGE INCLUDING EXPENSE FOR GASOLINE, TELEPHONE, TRAVEL, LODGING, LOSS OR DAMAGE TO PERSONAL PROPERTY, OR LOSS OF REVENUE RESULTING FROM BREACH OF THIS WRITTEN WARRANTY OR ANY IMPLIED WARRANTY. Some states do not allow limitations on how long an implied warranty will last or the exclusion or limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to you.

ITEMS NOT SUBJECT TO WARRANTY COVERAGE.

Chassis* (Except the following components which are covered by the Winnebago rather than the Volkswagen warranty:

- Rear Suspension and axle components including wheel bearings.
- Exhaust system rearward of the catalytic converter
- Hydraulic brake lines and hoses from the connection at the cab to the body seam rearward)

Wheels**

Tires**

Service Items, such as Windshield Wiper Blades, Lubricants, Fluids & Filters and Adjustments

*The remainder of the chassis items are covered by Volkswagen's warranty.

**These items are covered by the manufacturer's individual warranty.

This warranty gives you specific legal rights and you may also have other rights which vary from state to state.

Also, this warranty shall not apply to failures, damage or malfunctions resulting from normal wear, misuse, abuse, negligence, alteration, accident, fire, improper repair of the vehicle or failure to follow recommended maintenance requirements.

PLACE
STAMP
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Winnebago Industries, Inc.
P.O. Box 152
Forest City, Iowa 50436

ATTENTION: WARRANTY DEPT.

WINNEBAGO'S RESPONSIBILITY

Any part of the vehicle subject to warranty which is found to be defective in material or workmanship, will be repaired or replaced at Winnebago Industries' option upon notice of the defect without charge to the customer for parts or labor. While any Winnebago or Itasca motor home dealer can perform warranty service, we recommend you return to the dealership that sold you your vehicle. If you are touring or have moved, contact any Winnebago or Itasca motor home dealer in the United States or Canada for warranty service.

CUSTOMER RESPONSIBILITY WHEN REPAIRS ARE NEEDED

If a part of the system covered by this warranty fails to function or requires service during the warranty period:

1. Take the vehicle to the selling dealer for repair.
2. If the dealer is incapable of making the repairs, request that he contact Winnebago Industries, Inc.
3. If, after the above steps are completed and the repair is not made, the customer should contact Winnebago Industries, Inc., P.O. Box 152, Forest City, Iowa 50436, Attention: Owner Relations Department (800-537-1885) and furnish the following information:
 - The complete serial number of the vehicle
 - Date of retail purchase
 - Selling dealer's name
 - Nature of the service problem, and a brief explanation of the steps or service the dealer has performed, and the results obtained. The customer may be directed to another dealer or service center for repairs to be completed, if such a dealer or service center is better able to complete the repair.

Winnebago may, at its option, request the vehicle be returned to Forest City, Iowa for repair. If the customer refuses to allow repairs to be performed at the Forest City, Iowa facility, the warranty on that repair will be voided.

4. If after the above steps are completed and the repairs are not satisfactory, the customer may contact the Service Administration Manager of Winnebago Industries, and request a customer relations board meeting to resolve the problem. This action, however, is not mandatory.

DEALER'S REPRESENTATIONS EXCLUDED

Winnebago Industries, Inc. does not undertake the responsibility to any purchaser of its products for any undertaking, representation, or warranty made by dealers selling its products beyond those herein expressed.

INSTALLATION NOT COVERED

Winnebago Industries, Inc. cannot, however, and does not accept any responsibility in connection with any of its motor homes for additional equipment or accessories installed at any dealership or other place of business, or by any other party other than Winnebago Industries, Inc. Such installation of equipment or accessories by any other party will not be covered by the terms of this warranty.

CARE AND MAINTENANCE

It is the owner's responsibility to perform the care, maintenance and proper load distribution described in the owner's manual which accompanies your motor home. Any damage which results to your vehicle as a result of your failure to perform such duties, is not covered.

Damage to appearance items such as fiberglass, metal, paint, fabrics and trim, may occur during manufacturing or transporting. Normally, any factory defect or damage is corrected at the factory. In addition, dealers are obligated to inspect each vehicle upon delivery to them and prior to delivery to you. You should also immediately inspect appearance items and advise your selling dealer of any discrepancies. Damage and normal deterioration due to use and exposure is not covered by this warranty.

CHANGES IN DESIGN

Winnebago Industries, Inc. reserves the right to make changes in design and changes or improvements upon its products without imposing any obligation upon itself to install the same upon its products theretofore manufactured.

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NOTICE OF SECOND OWNER

ORIGINAL OWNER	NAME		
	ADDRESS		
NEW OWNER	NAME		
	ADDRESS	ZIP CODE	
WINNEBAGO IDENTIFICATION NUMBER	VEHICLE MILEAGE	DATE	
CHASSIS IDENTIFICATION	NEW OWNER SIGNATURE		

NEW YORK:

If your motor home has been repaired three or more times for the same nonconformity, defect, or condition, or if your motor home 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. If you do have problems with your motor home, you should provide written notice to Winnebago at the following address:

Winnebago Industries, Inc.
 P.O. Box 152
 Forest City, Iowa 50436
 Atten: Owner Relations

IMPORTANT: THIS NOTICE IS TO BE USED ONLY FOR RECORD KEEPING BY WINNEBAGO INDUSTRIES
 The completed form does not constitute an actual change of ownership.

2001 RIALTA LIMITED NEW VEHICLE CHASSIS CAB WARRANTY



Volkswagen

This portion of your warranty book contains the warranties applicable to the Volkswagen Chassis Cab portion of your Rialta. Please read these warranties carefully to determine your warranty rights and obligations.

Your Volkswagen Limited New Vehicle Warranty includes coverage for two years or 24,000 miles, whichever comes first, and powertrain coverage for five years or 50,000 miles, whichever occurs first.

Any questions concerning Volkswagen warranty coverage should be directed to Volkswagen of America, Inc. Customer Relations Department, 3800 Hamlin Road, Auburn Hills, MI 48326, or 1-800-822-8987.

LIMITED NEW VEHICLE WARRANTY

Warranty Period

The new vehicle warranty period is 2 years or 24,000 miles, whichever occurs first from the date the vehicle is first placed in service.

Any implied warranty, including any implied warranty of merchantability or warranty of fitness for a particular purpose, is limited in duration to the period of this written warranty. Some states do not allow limitations on how long an implied warranty lasts, so this limitation may not apply to you.

Coverage

This warranty covers any repair to correct a defect in material or workmanship to original unmodified Volkswagen components, except wheel alignment, tire balance, and the repair or replacement of tires and all equipment installed or modified by Winnebago Industries. The repair or replacement of wear and tear items, such as manual transmission clutch friction material and replacement of rubber wiper blade inserts, is covered up to one year or 12,000 miles, whichever occurs first.

Where to Go for Warranty Service

This warranty will be honored by selected authorized Volkswagen dealers in the United States (including its dependencies and territories) or Canada.*

*Certain repairs may require a lift that may not be available at all Volkswagen dealers. If a dealer cannot perform a repair due to facility constraints, please call 1-800-822-8987 for a listing of Volkswagen dealers with the necessary equipment.

If your Rialta is brought to an authorized Volkswagen dealer outside the United States (including its dependencies and territories) or Canada, this warranty will not apply. Defects in material or workmanship will be corrected under the terms of the warranty for new Volkswagen vehicles in effect in that country.

When the Warranty Period Begins

The warranty period begins on the date the vehicle is delivered to the original retail purchaser, or if the vehicle is first placed in service as a "demonstrator" or "company" vehicle prior to delivery, on the date it is first placed in service.

This Limited New Vehicle warranty is automatically transferred without cost if the ownership of the vehicle changes within the Warranty period.

Free-of-Charge Repair

Repairs under this warranty are free of charge. Your authorized Volkswagen dealer will repair the defective part or replace it with a new or remanufactured genuine Volkswagen part.

Emergency Repairs

If an emergency repair was performed by a non-Volkswagen service facility, keep all receipts, repair orders, and parts removed from your Rialta.

You will be reimbursed if the repair work was needed and correctly performed and it was impossible or unreasonable under the circumstances to tow or drive your Rialta to the nearest authorized Volkswagen retailer.

A statement of the circumstances that prevented you from getting to an authorized Volkswagen dealer, together with the paid receipts, repair orders, and replaced parts is needed by your Volkswagen dealer in order to be considered for reimbursement.

Tires

The tires are not covered by this warranty, but are separately warranted by the tire manufacturer.

Maintenance Services and Mechanical Adjustments

This warranty does not cover the cost of parts and labor involved in any scheduled maintenance service.

This warranty does not cover the replacement of filters, oil, lubricants or fluids unless their replacement is a necessary part of warranty repairs to a covered component.

Mechanical adjustments required as a result of outside influence not associated with a defect in material and workmanship, are not covered after the first year or 12,000 miles whichever occurs first. Some examples are: Headlight adjustment, replacement of rubber wiper blade inserts.

This warranty does not cover wheel alignment or tire balancing.

Motor Home Equipment

Winnebago installed equipment or replacement parts are not covered by the Volkswagen warranty.

Any original Volkswagen component modified in the manufacture of the Rialta Motor Home by Winnebago Industries that becomes inoperative such as modified or replaced body panels, radio, and exhaust systems are covered by Winnebago's warranty.

Damage or Malfunction Due to Misuse, Negligence, Alteration, Accident or Fire

This warranty does not cover damage or malfunctions resulting from improper repair of the vehicle, improper installation of accessories such as alarm systems or communications equipment, or modifications to the original Volkswagen Chassis Cab vehicle such as Motor Home equipment, intentional or unintentional misfueling, use of the vehicle in competitive events or damage caused by accident or fire.

Damage or Malfunction Due to Lack of Maintenance

This warranty does not cover damage or malfunctions which are due to the failure to follow recommended maintenance requirements as set forth in the Volkswagen Owner's Manual and the Maintenance booklet.

Damage Caused by the Environment

This warranty does not cover damage caused by airborne industrial pollutants (e.g. acid rain), bird droppings, stones, floodwater, windstorms, or other similar occurrences.

Other Expenses

This warranty does not cover any incidental or consequential damage, including loss of value of the vehicle, lost profits or earnings, and out-of-pocket expenses for substitute transportation or lodging.

Other Terms:

This warranty is issued by Volkswagen of America, Inc. (VW/America). This warranty does not apply to Volkswagen vehicles or parts and accessories not imported or distributed by VW/America.

This warranty and the Limited Powertrain Warranty are the only express warranties made in connection with the Volkswagen portion of this vehicle. Any implied warranty, including any warranty of merchantability or warranty of fitness for a particular purpose, is limited in duration to the stated period of these written warranties.

Some states do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you.

Neither VW/America nor the manufacturer assumes, or authorizes any person to assume, any other obligation or liability on its behalf.

*Some states do not allow the exclusion of limitation of incidental or consequential damage, so this limitation or exclusion may not apply to you.

This warranty gives you specific legal rights and you may also have other rights, which vary from state to state.

LIMITED POWERTRAIN WARRANTY

WHAT IS COVERED

Warranty Period

The Limited Powertrain warranty period is 5 years or 50,000 miles, whichever occurs first, from the date the vehicle was first placed in service.

This warranty does not apply to vehicles used for commercial purposes such as taxi, limousine and rental vehicles.

Any implied warranty, including any implied warranty of merchantability or warranty of fitness for a particular purpose, is limited in duration to the period of this written warranty. Some states do not allow limitations on how long an implied warranty lasts, so this limitation may not apply to you.

Coverage

The Limited Powertrain Warranty covers any repair to correct a defect in material or workmanship for the following parts and components:

Engine: cylinder block and all internal parts, cylinder head and all internal parts, valve train, spur belt, flywheel, oil pump, water pump, manifolds, and all related seals and gaskets.

Transmission: case and all internal parts, torque converter, all related seals and gaskets.

Drivetrain: differential and all internal parts, driveshafts and constant velocity (CV) joints.

Where to Go for Warranty Service

This warranty will be honored by selected authorized Volkswagen dealers in the United States (including its dependencies and territories) or Canada.*

*Certain repairs may require a lift that may not be available at all Volkswagen dealers. If a dealer cannot perform a repair due to facility constraints, please call 1-800-822-8987 for a listing of Volkswagen dealers with the necessary equipment.

If your Rialta is brought to an authorized Volkswagen dealer outside the United States (including its dependencies and territories) or Canada, this warranty will not apply. Defects in material or workmanship will be corrected only under the terms of the warranty for new Volkswagen vehicles in effect in that country.

When the Warranty Period Begins

The warranty period begins on the date the vehicle is delivered to the original retail purchaser, or if the vehicle is first placed in service as a "demonstrator" or "company" vehicle prior to delivery, on the date it is first placed in service.

Free-of-Charge Repair

Repairs under this warranty are made free of charge. Your authorized Volkswagen dealer will repair the defective part or replace it with a new or remanufactured genuine Volkswagen part.

Maintenance Services

This warranty does not cover the cost of parts and labor involved in any scheduled maintenance service. Scheduled maintenance services are described in your Volkswagen Maintenance booklet.

This warranty does not cover the replacement of filters, oil, lubricants or fluids unless their replacement is a necessary part of warranty service on a covered component.

Wear and Tear Items

This warranty does not cover the replacement of any Powertrain components that wear as a result of normal use or deterioration.

Damage or Malfunction Due to Misuse, Negligence, Alteration, Accident or Fire

This warranty does not cover damage or malfunction which is the result of improper repair of the vehicle, improper installation of accessories, such as alarm systems or communication equipment. Intentional or unintentional misfueling, use of the vehicle in competitive events or damage caused by accident or fire is not covered by this warranty.

Any original Volkswagen component modified in the manufacture of the Rialta Motor Home by Winnebago Industries that becomes inoperative such as modified or replaced body panels, radio, and exhaust systems are covered by Winnebago's warranty.

Damage or Malfunctions Due to the Lack of Maintenance

This warranty does not cover damage or malfunctions which are due to failure to follow recommended maintenance requirements as set forth in the Volkswagen Owner's Manual and the Maintenance booklet.

Damage Caused by the Environment

This warranty does not cover damage caused by natural causes such as flood water, windstorms, or other similar occurrences.

Other Expenses

This warranty does not cover any incidental or consequential damage, including loss of value of the vehicle, lost profits or earnings, or out-of-pocket expenses for substitute transportation or lodging.*

*Some states do not allow the exclusion of limitation of incidental or consequential damage, so this limitation or exclusion may not apply to you.

The "Other Terms" Presented in The Limited New Vehicle Chassis Cab Warranty Also Apply To This Warranty.

Dealer Assistance

If you are dissatisfied with the chassis or powertrain service you have received from your Volkswagen dealer, we suggest that you first discuss the problem with the service personnel. You may want to speak to the Service Manager or directly to the owner of the facility.

It is their business to be concerned about your satisfaction and goodwill. Since they are closest to the situation, they are in the best position to quickly resolve any complaint you may have.

When to Notify Volkswagen

Your satisfaction with our portion of the product is very important to us, and we would like to make certain that we have had the opportunity to work with you and your retailer to resolve your complaint.

If the problem is not resolved to your satisfaction by the retailer, please contact Volkswagen of America, Inc., immediately by calling the toll-free number:

1-800-822-8987

and ask for Volkswagen Customer Relations.

If you prefer to write, please use the following address:

Customer Relations
Volkswagen of America, Inc.
3800 Hamlin Road
Auburn Hills, MI 48326

When you call or write, please provide the following information:

- Your name, address and telephone number
- Vehicle identification Number (VIN)
- Vehicle delivery date and mileage
- Dealer's name and location
- Nature of complaint or problem
- Copies of all related repair orders if you are writing to us

A Customer Relations Representative will gather and carefully review all facts relating to your request for assistance. After this review is completed, the Customer Relations Representative will inform you of any assistance that the company will be able to provide.

If you would like to receive any sales literature or location of your nearest Volkswagen dealer, please call the following toll-free number:

1-800-444-8987

Please note that as part of our continuing effort to maintain the highest quality of service to our customers, supervisors will occasionally monitor the quality of telephone calls between our customers and representatives. We hope you understand our interest in providing the best possible service.

Repairs Not Covered by Warranty

Volkswagen of America, Inc., may offer financial assistance toward repairs or expenses not covered by Volkswagen of America, Inc.'s Limited New Vehicle Warranties.

In some instances, Volkswagen of America, Inc., may pay for such repairs in accordance with the terms of service campaigns it will conduct from time to time. Volkswagen of America, Inc. will notify you of any service action by mail and request you to bring your vehicle to your nearest dealer for repair free of charge. If you have not recently changed your address and Volkswagen of America has your current address on file, you will receive notification automatically. If you are concerned that you may not have received notice of a service action, please check with your dealer to determine whether your vehicle is eligible for any repair free of charge.

In other instances, Volkswagen of America, Inc. may offer assistance with a repair beyond warranty on a case-by-case basis. If you believe that your vehicle needs a repair not covered by warranty which Volkswagen of America, Inc. should pay for in part or in whole, please discuss the request with your dealer. If you are not satisfied with your dealer's decision, please contact Volkswagen of America Inc.'s Customer Relations by telephone or in writing. Your request should provide the vehicle identification number of vehicle, the mileage, maintenance history and an explanation of why you believe that the repair should be performed free of charge. Your request should be accompanied by all available maintenance and repair records which you have retained. A Customer Relations Representative will review your request and advise you of our decision.

Product Service Publications

How to Subscribe to Service Bulletins

You can subscribe to individual Volkswagen service bulletins published for all models and model years as they are published. There is no charge to you for a subscription. To order a subscription use the order form in the index.

Caution

These bulletins are intended for qualified technicians. They are not meant for the CASUAL do-it-yourselfer. Qualified technicians have the equipment, tools, safety instructions, and know-how to do a job properly and safely. Improperly performed repairs or maintenance can adversely affect the safety of your vehicle, possibly leading to accident or injury. They may also impair the economy, durability or reliability of your vehicle and may void the warranty of your vehicle. If you are not sure that you can perform a job properly and safely, you should not risk trying to do so.

Volkswagen Service Information on Microfilm

Volkswagen offers for sale all service bulletins covering model years 1985 to present on standard microfiche. Also available on microfiche are repair manuals and wiring diagrams. Prices for individual microfiche sets are listed in the latest index. When you order a one-year subscription for periodic updates to these microfiche, you will receive a starter library consisting of all microfilmed repair manuals, wiring diagrams and service bulletins from model year 1985 to present.

What You Will Find in the Index

- A list of Volkswagen bulletins for 1985 and later model years, covering all US specification Volkswagen models.
- Easy-to-understand highlights of bulletins which describe repairs and procedures designed to help prevent major repairs. These highlights may also contain owner use and care information.
- Ordering information on how to buy specific bulletins.
- Ordering information about subscriptions for bulletins
- Order and price information for Repair Manuals
- Ordering and price information for microfilmed Product Service Information available by subscription or individual microfiche sets.

How to Order Individual Service Bulletins

Instead of buying all bulletins issued by Volkswagen of America, you can buy bulletins for a particular model or model year. To do this you will first need the current index. For individual bulletins there is a charge of \$4.00 for the first bulletin requested in each order and \$2.00 for each additional bulletin requested in that order.

Updated Service Information You Can Obtain

Volkswagen of America monitors product performance in the field and regularly sends to dealers the latest service information about Volkswagen Chassis Cab vehicles. Now you too can get these bulletins.

Bulletins cover a wide variety of subjects; the proper use and care of your car; costly repairs; inexpensive repairs or adjustments which, if done early, may avoid costly future repairs. Some bulletins describe repairs about new or unexpected conditions. Others describe improved repair procedures or parts improvements, all of this information can also help a qualified mechanic better service your vehicle.

Most bulletins apply to conditions affecting a small number of vehicles. Your retailer or a qualified technician may have to determine if a specific bulletin applies to your vehicle.

You can order any or all of these bulletins direct from Volkswagen of America or look at them at a Volkswagen retailer. You can purchase a subscription to the bulletins which applies to a particular model and receive them as they are issued or you can order an index which lists and identifies these bulletins and summarizes the most important ones. You also can order individual bulletins. However, the index is necessary to identify them.

How to Order an Index

Indexes are published quarterly and updated cumulatively. When you order an index we will send you the most current. For the current model year you may want to wait for the last index of the model year to know what was published. Some bulletins pertaining to a particular models and model year may be published in a later year's index. To order an index, call us toll-free at 1-800-544-8021. Listen to the recording and leave your name, address, vehicle make and model year. The index is free of charge. Additional order forms are available at your Volkswagen retailer.

2001 RIALTA NEW VEHICLE EMISSIONS WARRANTY



SECTION 13.00.00 EMISSIONS CONTROL SYSTEM WARRANTY

The Emissions Warranties set out on the following pages are warranties which the manufacturer is required by law to furnish to you at the time you take delivery of your new vehicle. These warranties are administered by Volkswagen of America, Inc. (Volkswagen) on behalf of Winnebago Industries, Inc.

The warranties required by federal laws are applicable to all new Winnebago vehicles distributed by Winnebago Industries, Inc. for sale in the United States and Canada. The warranties required by California law are applicable to all new Winnebago vehicles for sale and registration in the state of California. The commonwealth of Massachusetts and the states of Rhode Island and Vermont have adopted warranty requirements that are identical to the California warranties.

The owner of a vehicle certified for sale and registered in California, Massachusetts, Rhode Island, and Vermont may, therefore, have warranty rights under both Federal and State mandated Emissions Warranties.

The owner of a new Winnebago vehicle sold in states other than California, Massachusetts, Rhode Island or Vermont has rights only under the Federal Emissions Warranties.

Please read these warranties carefully. If you have any questions concerning the applicability of each warranty to your vehicle or want to know whether a particular repair will be performed free of charge pursuant to these warranties, please write or phone:

Owner Relations Winnebago Industries, Inc. 605 W. Crystal Lake Road Forest City, IA 50436 1-800-537-1885	or	Customer Relations Volkswagen of America, Inc. 3800 Hamlin Road Auburn Hills, MI 48326 1-800-822-8987
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FEDERAL EMISSIONS WARRANTIES

Emissions Control System Warranty

For 2 Years or 24,000 Miles

Winnebago Industries, Inc. (Winnebago), the manufacturer of Winnebago vehicles, warrants to the original retail purchaser and any subsequent purchaser that every 2001 Model Rialta motor home:

- was designed, built and equipped so as to conform at the time of sale with all applicable regulations of the United States Environmental Protection Agency ("EPA"), and
- is free from defects in material and workmanship which causes the vehicle to fail to conform with EPA regulations for two years after the date of first use or delivery of the vehicle to the original retail customer or until the vehicle has been driven 24,000 miles, whichever comes first. The following parts, if defective, could cause the vehicle to fail to conform with EPA regulations:

EVAP Canister and Valves
Mass Air Flow Sensor Assembly
Three-Way Catalytic Converter
Engine Control Module and Power Supply Relay
Electronic Feedback Controls, Sensors Switches and Valves
Engine Speed Sensor

Exhaust Gas Recirculation System and EGR Temperature Stabilizer
Exhaust Manifold and Gaskets
Exhaust Pipe Up to Catalytic Converter
Fuel Filler Neck Restrictor
Fuel Fill Cap and Gasket
Fuel Injectors, Fuel Injector Lines, Fuel Pressure Regulator, and Gaskets
Fuel Tank
Gravity Check Valve
Idle Air Control Valve
Knock Sensor
Oxygen Sensor
PCV Valve
Secondary Air Injection Pump and Associated Controls
Ignition Control Module
Canister Purge Solenoid/Valve
Pressure Relief Valve
Oil Filler Cap
OBD System
OBD Data Link Connector
Malfunction Indicator Light (MIL)
MIL Bulb
Emissions-Related Hoses, Gaskets, Clamps and Other Accessories Used on the Above Components

The obligation of Winnebago under this warranty is limited, however, to the following: If within this period a defect in material or workmanship causes the vehicle to fail to conform with EPA regulations and the vehicle is brought to the workshop of any authorized Winnebago or Volkswagen dealer in the United States or Canada, the dealer will make repairs as may be required by these regulations free of charge.

For 8 Years or 80,000 Miles

If the vehicle has been in use for more than 24 months or 24,000 miles but less than eight years or 80,000 miles, whichever occurs first, your Winnebago or Volkswagen dealer will remedy free of charge only failures of the following major emission control components:

Catalytic Converter
Engine Electronic Control Module
On Board Emission Diagnostic Device

Emissions Performance Warranty

For 2 Years or 24,000 Miles and 8 Years or 80,000 Miles

Winnebago Industries, Inc. (Winnebago) warrants to the original retail purchaser of a 2001 Rialta motor home and any subsequent purchaser of the vehicle that if all of the following conditions are met, any authorized Winnebago or Volkswagen dealer in the United States or Canada will remedy any nonconformity, as determined below, free of charge under the following conditions:

- the vehicle fails to conform at any time during 24 months or 24,000 miles, whichever occurs first, to applicable emission inspection standards as determined by an EPA Approved State Inspection and Maintenance Test ("I/M Test"), or
- the vehicle fails an I/M test within eight years or 80,000 miles, whichever occurs first, which is caused by a failure of the catalytic converter, engine electronic control module, or on board diagnostic device and

- the failure requires the vehicle owner to bear any penalty or other sanction, including the denial of the right to use the vehicle under local, state, or federal law, and
- the vehicle has been maintained and operated in accordance with Winnebago's instructions for proper maintenance use.

Instructions for Proper Maintenance and Use

Instructions for proper maintenance are contained in your Chassis Maintenance booklet. Instructions for proper use of the vehicle are contained in your Winnebago Owner's Manual.

Use of EPA Certified Replacement Parts

Winnebago may deny an emission performance warranty claim on the basis that a non-EPA certified replacement part was used in the maintenance or repair of the vehicle if Winnebago can prove that the non-certified part is either defective in materials or workmanship, or not equivalent from an emission standpoint to the original part, and you are not able to offer information that the part is either not defective or equivalent to the original part with respect to its emission performance.

Warranty Coverage for Parts not Scheduled for Replacement

Any part which is not required to be replaced at maintenance intervals specified in the Chassis Maintenance booklet is covered by this warranty for the full term of this warranty.

When to Claim

You may raise a claim under this warranty immediately after your vehicle has failed an I/M Test if, as a result of that failure, you are required by law to repair the vehicle to avoid imposition of a penalty or cancellation of your right to use the vehicle. You need not actually suffer the loss or lose the right to use your vehicle or pay for the repair before presenting your claim.

Acceptance or Denial of Claim within 30 Days

Claims may be presented only by bringing your vehicle to any authorized Winnebago or Volkswagen dealer in the United States or Canada. The dealer will honor or deny your claim within a reasonable time, not to exceed thirty (30) days, from the time at which your vehicle is presented for repair or within any time period specified by local, state, or federal law, whichever is shorter, except when a delay is caused by events not attributable to Winnebago or the dealer. If the dealer denies your claim, you will be notified in writing of the reasons for rejecting the claim. If you do not receive a notice of denial of your claim within the above time period, Winnebago is required by law to honor the claim.

Denial of Claim for Failure to Comply with Instructions for Scheduled Maintenance or Proper Use

Under certain circumstances, your claim may be denied because you have failed to comply with instructions for scheduled maintenance contained in your Chassis Maintenance booklet. In determining whether you have complied with the instructions for scheduled maintenance and proper use, Winnebago may require you to furnish proof of compliance only with those maintenance instructions which Winnebago has reason to believe were not performed and which could be the cause of the I/M Test failure.

Record of Scheduled Maintenance

Winnebago recommends that you keep a record of scheduled maintenance by making sure that the Maintenance Record contained in your Chassis maintenance booklet is validated at the approximate time or mileage intervals by the authorized Winnebago or Volkswagen dealer or other service facility which performed the maintenance, or by furnishing proof upon request that you have performed the maintenance yourself at the approximate time or mileage intervals, that you have used proper parts, and that you were able to perform the maintenance properly yourself.

Denial of Warranty Claim for other Reasons

Winnebago may deny a claim on the basis that:

- the vehicle was abused, or
- the vehicle was maintained or used in a manner which included the improper installation of a component or the adjustment or parameters substantially outside the manufacturer's specifications for proper maintenance or,
- unscheduled maintenance was performed on your vehicle and in the course of such maintenance, components affecting your vehicle's emissions were removed or rendered inoperative, or
- contaminated fuel or fuel not meeting the specifications set forth in your Owner's Manual was used.

Winnebago will not deny a claim relating to:

- warranty work or pre-delivery service performed by an authorized Winnebago or Volkswagen dealer, or
- work performed in an emergency to rectify an unsafe condition attributable to Winnebago, provided you have taken steps in a timely manner to put the vehicle back into a conforming condition, or
- the use of an uncertified part or to noncompliance with the instructions for proper maintenance and use which is not related to the I/M Test failure.

NOTE:

Maintenance, Repair, or Replacement of Emission Control Devices and Systems may be Performed by any Automotive Service and Repair Establishment or Qualified Individual Using any Part Certified by the Environment Protection Agency (EPA).

Any implied warranty, including any warranty of merchantability or warranty of fitness for a particular purpose, is limited in duration to the stated period of these written warranties.

Some states do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you.

These warranties do not cover any incidental or consequential damages, including loss of resale value, lost profits or earnings, and out-of-pocket expenses for substitute transportation or lodging.

Some states do not allow the exclusion or limitation of incidental or consequential damages, so this limitation or exclusion may not apply to you.

You may obtain further information referring to the Emissions Performance Warranty or report violation of the terms of the Emissions Performance Warranty by contacting the Director, Field Operations and Support Division (EN397F), U.S. Environmental Protection Agency, 401 M Street, S.W., Washington, D.C. 20460.

SECTION 13.00.00 CALIFORNIA EMISSION WARRANTIES

California law requires us to provide you with the following Emissions warranty statement.

CALIFORNIA EMISSION CONTROL WARRANTY STATEMENT

Your Warranty Rights and Obligations

The California Air Resources Board is pleased to explain the emission control system warranty on your 2001 vehicle. In California, new motor vehicles must be designed, built, and equipped to meet the state's stringent anti-smog standards. Winnebago must warrant the emission control system on your vehicle for the periods of time listed below provided there has been no abuse, neglect, or improper maintenance of your vehicle.

Your emission control system may include parts such as the fuel injection system, the catalytic converter, and engine computer. Also included may be hoses, belts, connectors, and other emission related assemblies.

Where a warrantable condition exists, Winnebago will repair your vehicle at no cost to you including diagnosis, parts, and labor.

Manufacturer's Warranty Coverage

For 3 years or 50,000 miles, whichever first occurs. If your vehicle fails a Smog Check Inspection, all necessary repairs and adjustments will be made by Winnebago to ensure that your vehicle passes the inspection. This is your Emission Control System PERFORMANCE WARRANTY.

If any emission-related part on your vehicle is defective, the part will be repaired or replaced by Winnebago. This is your short-term Emission Control System DEFECTS WARRANTY.

For 7 years or 70,000 miles, whichever first occurs. If an emission-related part listed in this warranty booklet specially noted with coverage for 7 years or 70,000 miles is defective, the part will be repaired or replaced by Winnebago. This is your long-term Emission Control System DEFECTS WARRANTY.

Owner's Warranty Responsibilities

As the vehicle owner, you are responsible for the performance of the required maintenance listed in your owner's maintenance booklet. Winnebago recommends that you retain all receipts covering maintenance on your vehicle, but Winnebago cannot deny warranty solely for the lack of receipts or for your failure to ensure the performance of all schedule maintenance.

You are responsible for presenting your vehicle to an authorized Winnebago or Volkswagen dealer as soon as a problem exists. The warranty repairs should be completed in a reasonable amount of time, not to exceed 30 days.

As the vehicle owner, you should also be aware that Winnebago may deny you warranty coverage if your vehicle or a part has failed due to abuse, neglect, improper maintenance, or unapproved modifications.

If you have any questions regarding your warranty rights and responsibilities, you should contact:

Winnebago Industries, Inc.
Owner Relations at 1-800-537-1885; or the

California Air Resources Board
P.O. Box 8001
El Monte, CA 91731

Emissions Control System Defects Warranty

Warranty for three years/50,000 miles.

Winnebago Industries, Inc. (Winnebago) warrants to the original retail purchaser and any subsequent purchaser that every 2001 Rialta motor home certified for sale in and registered in California:

- was designed, built, and equipped so as to conform with all applicable requirements of the California Air Resource Board (CARB), and
- is free from defects in material and workmanship which cause the vehicle to fail to conform with CARB requirements, including any defect which would cause the vehicle's onboard malfunction indicator to illuminate for three years or 50,000 miles, whichever first occurs.

A warranted part is any part installed on a motor vehicle or motor vehicle engine by the vehicle or engine manufacturer or up-fitter, or installed in a warranty repair, which affects any regulated emission from a motor vehicle or engine which is subject to California emission standards.

Warranty for Seven Years/70,000 Miles Covering Certain Emission System Components

The following emission control system components are covered for seven years or 70,000 miles, whichever first occurs:

- Mass Airflow Sensor Assembly
- Catalytic Converter
- Fuel Tank
- Engine Control Module
- Intake Manifold
- Secondary AIR Injection Pump
- Secondary AIR Injection Switching Valve
- Throttle Body
- Transmission Control Module

Emissions Performance Warranty

California maintains a mandatory emissions inspection and maintenance program (smog check) requiring motor vehicles to be smog tested at regular intervals. If your vehicle fails to pass a smog test performed by a Licensed Smog Check station pursuant to the California Inspection and Maintenance Program within three years or 50,000 miles, whichever first occurs, any authorized Winnebago or Volkswagen dealer in the United States or Canada will perform, free of charge, any repairs necessary for the vehicle to pass the smog test. These repairs include diagnosis, replacement, repair, and adjustments. After the three-year/50,000-mile performance warranty has expired, a smog check test failure due to a defect in a part which is warranted for seven years/70,000 miles will be covered in the same manner as above.

Additional Information About the California Emissions Control System and the California Emissions Performance Warranties

When the Warranty Period Begins

The warranty period begins on the date the vehicle is delivered to the original retail purchaser or, if the vehicle is first placed in service as a "demonstrator" or "company" vehicle prior to delivery, on the date it is first placed in service.

Maintaining your Vehicle

Winnebago recommends that you use and maintain your vehicle in accordance with the instructions set forth in the Volkswagen owner's manual and Volkswagen maintenance booklet and that you keep a record of your maintenance. Failure to maintain your vehicle according to the required maintenance schedule may cause the vehicle to exceed applicable emissions standards and could result in denial of warranty coverage. However, Winnebago will not deny a warranty claim solely on the basis of your failure to maintain the vehicle in accordance with these instructions or your failure to keep a record of your maintenance of the vehicle. We also recommend that you provide your maintenance records to the new owner whenever you sell your vehicle.

Warranty Coverage for Diagnostic Services

Repair and diagnostic services related to any repair covered by this warranty will be performed free of charge if the vehicle is delivered to any authorized Winnebago or Volkswagen dealer in the United States or Canada.

Use of Genuine Volkswagen Parts

Winnebago recommends that genuine Volkswagen parts be used as replacement parts for the maintenance, repair, or replacement of emission control systems. Use of replacement parts which are not equivalent to genuine Volkswagen parts in emission performance and durability may impair the effectiveness of emission control systems. Although use of parts other than genuine Volkswagen parts does not invalidate these warranties, Winnebago assumes no liability under these warranties for failure of such parts and damage to other parts caused by such failure.

Warranty Coverage for Parts Not Scheduled for Inspection or Replacement

Any warranted part which is not scheduled for inspection or replacement is covered for the warranty period. Any such parts repaired or replaced under warranty are warranted for the remaining warranty period.

Warranty Coverage of Parts Scheduled for Replacement

A part which is installed in accordance with Volkswagen instructions or required scheduled maintenance is warranted until the next scheduled replacement interval or until the vehicle has been driven three years or 50,000 miles, whichever first occurs.

Warranty Coverage for Parts Scheduled for Inspection

A part which is scheduled only for inspection in accordance with Volkswagen instructions for scheduled maintenance of the vehicle is covered for the duration of these warranties.

Maintenance and Repairs Performed by Independent Service Shops

Without invalidating these warranties, you may choose to have maintenance, repair, or replacement of emission control components performed by any automotive service establishment or individual qualified to perform such services. However, the cost of such services is not covered by these warranties except in emergencies. If the independent service establishment finds a warrantable defect, you may deliver the vehicle to an authorized Winnebago or Volkswagen dealer and have the defect corrected free of charge. Winnebago will not be liable for any expenses which you have incurred at the independent service establishment, except for emergency repairs.

Emergency Repairs

In an emergency when an authorized Winnebago or Volkswagen dealer is not reasonably available to perform a warranty repair, the repair may be performed at any available service establishment or by the owner, using any replacement part. Winnebago will reimburse the owner for expenses including diagnosis not to exceed Winnebago's suggested retail price for the warranted part and a labor charge based upon Winnebago's recommended time allowance for the warranty repair multiplied by the labor rate per hour appropriate for the area where the warranty repair was performed. In order to receive reimbursement of such expenses, you must keep all replaced parts and receipts and present them to any authorized Winnebago or Volkswagen dealer in support of your claim. These emergency warranty service procedures also apply in the event the servicing Winnebago or Volkswagen dealer does not have replacement parts available within a reasonable time not to exceed 30 days in order to perform the warranty repair or if the servicing Winnebago or Volkswagen dealer is unable to complete the repairs within 30 days from the time you present the vehicle for repairs.

Coverage of Non-Warranty

If failure of a warranted part causes damage to a part not covered by warranty, the non-warranted part will be replaced free of charge.

Damage caused by tampering, use of improper fuel, abuse, neglect, and improper maintenance is not covered.

These warranties do not cover any damage to the vehicle caused by tampering with emission controls, use of fuel containing lead, or fuel not

meeting the specifications set forth in the owner's manual, and abuse, neglect, or improper maintenance of the vehicle. Diagnosis and repair of such damage are at the expense of the owner.

Notice of Denial of Warranty Claim

If you are not notified within 30 days that a performance warranty claim is not valid, then Winnebago is required to repair the vehicle free of charge.

Implied Warranties

Any implied warranty, including warranty of merchantability or warranty of fitness for a particular purpose is limited in duration to the stated period of these written warranties. Some states do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you.

Incidental and Consequential Damages

These warranties do not cover any incidental or consequential damages such as loss of resale value, lost profits or earnings, and out-of-pocket expenses for substitute transportation or lodging. Some states do not allow the exclusion or limitation of incidental or consequential damages, so this limitation or exclusion may not apply to you.

Dealer Assistance

If you are dissatisfied with the service you have received, we suggest that you first discuss the problem with the service personnel at your authorized Winnebago or Volkswagen dealer. You may want to speak to the service manager or directly to the owner of the dealership. It is their business to be concerned about your satisfaction and goodwill. Since they are the closest to the situation, they are in the best position to quickly resolve any complaint you may have.

When to Notify the Manufacturer

Your satisfaction with our product is very important to us and we would like to make certain that we have had the opportunity to work with you and your dealer to resolve your complaint. If the problem is not resolved to your satisfaction by the dealer, please contact Winnebago Industries, Inc. immediately by calling toll-free at 1-800-537-1885. If you prefer to write, please use the following address:

Owner Relations
Winnebago Industries, Inc.
P.O. Box 152
Forest City, IA 50436

When you call or write, please provide the following information:

- Your name, address, and telephone number
- Vehicle Identification Number (VIN)
- Vehicle delivery date and mileage
- Dealer's name and location
- Nature of complaint or problem
- Copies of all repair orders if you are writing to us

An Owner Relation's Representative will gather and carefully review all facts relating to your request for assistance. After this review is completed, the Owner Relations Representative will inform you of any assistance that the company will be able to provide.

Repairs Not Covered by Winnebago

In some circumstances, Winnebago may offer financial assistance toward repairs or expenses not covered by Winnebago's limited new-vehicle warranties.

In certain instances, Winnebago may pay for such repairs in accordance with the terms of service action campaigns it will conduct from time to time. In the event of a service action, Winnebago will notify you by mail and request you to bring your vehicle to your nearest dealer for repair free of charge. If you have not recently changed your address and Winnebago has your current address on file, you will receive

notification automatically. If you are concerned that you may not have received notice concerning a particular service action, please check with your dealer to determine whether your vehicle is eligible for any repair free of charge.

In other instances, Winnebago may offer assistance with a repair beyond warranty on a case-by-case basis. If you believe that your vehicle needs a repair not covered by warranty which Winnebago should pay for in part or in whole, please discuss the request with your dealer. If you are not satisfied with your dealer's decision, please contact Winnebago's Owner Relations Department by telephone or in writing. Your request should provide the vehicle identification number of your vehicle, the mileage, maintenance history, and an explanation of why you believe that the repair should be performed free of charge. Your request should be accompanied by all available maintenance and repair records which you have retained. An Owner Relations Representative will review your request and advise you of our decision.