



WARRANTY CLAIM PROCEDURE

To better serve our customers, and our distribution channels, Fontaine International has developed the following procedure for filing warranty. Please use this procedure when a possible warranty situation exists on Fontaine International product. For further clarification on what is considered warranty, see the attached warranty procedures.

- Step 1: Prompt the customer for the following information: Model number, serial number, and complaint (i.e., fifth wheel has slack, fifth wheel is hard to open, etc).
- Step 2: Call (800) 874-9780 and ask for the technical service department. There are Knowledgeable representatives waiting to help you diagnosis the problem and get your customer back on the road as quickly and conveniently as possible. In the event of an after-hours breakdown, use the standard repair times on page 2 as a guide. See troubleshooting information located on our website at www.fifthwheel.com.
- Step 3: The technical service representative will work with you on deciding who is responsible for payment, absolving you, the dealer, of any cost incurred by denied warranty claims after the fact.
- Step 4: The technical service representative will provide you with proper maintenance / repair activities needed based on the information provided. Most information can be faxed to you in a matter of minutes. This will allow for quicker repairs and improved efficiencies.
- Step 5: Once the customer has been taken care of, the technical service representative will provide filing information, if necessary. Most warranty can be handled directly with you. Normal procedure calls for a warranty claim or repair order to be faxed to Fontaine International, which will result in a check payable to your dealership within two weeks.

We at Fontaine International work daily to improve the fifth wheels that our customers buy. When an unfortunate problem does arise, our number one priority is to get the customer back on the road as soon as possible. We also want to make this process as efficient as possible for our distributors. Our past experience has shown that the above procedure works best for all parties. Thanks for your business.

See SRT Guide next page



Standard Repair Time (SRT) Guide

Repair	Hours
1. Remove and reinstall top plate	1.00
2. Remove and rebuild 6000/7000 top plate	1.50
3. Remove and rebuild 5092 top plate	2.00
4. Remove and replace AA cylinder 5092/6000/7000	0.50
5. Remove and replace AWS, LWS air cylinder	0.75
6. Remove and replace AWB air cylinder	0.50
7. Remove and replace AWB, AWS, LWS slide lock member	1.50
8. Remove and replace mounting plate	1.50
9. Remove and replace frame mount	1.50
10. Remove and replace AWB, AWS, LWS slide rail (angles included)	3.50
11. Remove and replace AWB, AWS, LWS slide bracket	2.50
12. Remove and replace angle mount	2.50

Steam cleaning, lubrication, wedge stop rod adjustment are **NOT COVERED UNDER WARRANTY.**

NOTE: Times **DO NOT** build on each other.