

BENT'S **RV** ● **com**

Guide to RV Service

2 Service Locations :

8057 Airline Drive - Metairie, LA 70003 - (504) 738-2368

14412 Highway 90 - Boutte, LA 70039 - (985) 758-2368

Bent's RV Service Operations

Business Hours

Mon-Fri 8AM - 6PM

Saturday 9AM - 4PM

Bent's RV is Closed Sundays.

Why Do I Need Service?

RVs are houses on wheels. In fact an RV is a house, a car, and many appliances - all working together. An RV has all the systems of a home plus the systems of a car. In the case of a motorhome all the systems of an automobile make up only a quarter (at most) of the vehicles systems. With complexity come challenges.

We will be here when problems arise.

Just as in a new home there is a break-in period where minor issues may crop up. We recommend setting an appointment after 60-90 days of use to address any minor issues you may encounter.

Just as in our homes, cars & appliances, maintenance is required and things will go wrong from time to time. J.D. Power & Associates notes in its annual quality studies of autos, that the very BEST of the best car companies products require an average of 3 full service days per year. RVs are much more complex and demanding. Most will require at least the same, and in most cases more service time each year.

Regular Maintenance

We suggest you have your RV serviced according to the manufacturer's suggested schedule found in the Owner's Information Guide materials. Plan on no less than about every 6-months. Sealant Maintenance is the number one owner's maintenance responsibility. We suggest completing a detailed sealant inspection every 3-months and repair or replace sealants as needed. Other regular RV items include winterizing & de-winterizing, brakes & wheel-bearing service, and LP gas system checks. Another major source of RV problems is low 12-volt power. Make regular battery maintenance part of your service routine. Keep them clean and maintained according to instructions in your owner's information guide materials. See your RVs owners' information for more detailed instructions. Regular maintenance will not void the warranty, but not doing the regular maintenance may cause needed repairs that will not be covered by the manufacturer's warranty.

Priority Of Customer Service

Bent's RV Customers are always our first priority, followed by purchasers and service customers that purchased their RV elsewhere. Service on RVs purchased elsewhere is always on an "as available" scheduling basis. Following is our triage for service:

1. **Emergency service repairs for Bent's RV Customer in-transit***. These repairs will be made at Bent's RV. Bent's RV does not have offsite service capabilities. If you are on vacation or in a potentially dangerous situation, we will help you contact a local mobile service technician or help find a dealership close to you that can help.
2. **Emergency service for someone in-transit*, or on vacation; or a potentially dangerous situation that did not buy from Bent's RV. see #1**
3. **Bent's RV Customers under manufacturer's or extended warranty.**
4. **Bent's RV Customers out of warranty**
5. **Service customers with RVs purchased elsewhere that are not covered by a manufacturer's warranty.**
6. **Major bodywork or insurance jobs.**
7. **Warranty service customers who purchased their camper elsewhere**
8. **New service customers with RVs Purchased elsewhere**

*In-Transit Customer – a customer more than 100 miles from home traveling in their RV. In-transit customers are eligible for emergency service on any problem effecting the safe operation of the RV as an RV. If less than 100 miles from home, customers are expected to have their selling dealer service the problem unless the problem makes traveling to their selling dealer unsafe.

We're Here To Help

No matter how frustrating or disappointing your problem or situation may be – We have only one goal – to solve that problem or situation as quickly and competently as possible and get you back out having fun. We know how upsetting problems can be. But we are on the same team. We are here to help. Getting you back on the road as soon as possible is our mutual goal. We know you're frustrated; please work with us. We will do our best to correct any and all problems to the best of our ability. We will advocate on your behalf with the manufacturer when needed. We want you to be having fun, not dealing with problems. The process goes much smoother and gets better results when all parties show respect and understanding. Problems do occur and when they do - we're here to help.

All Repairs are done at our Dealership.

Bent's RV does not Offer On-Your Site Service.

Call For an Appointment:

Metairie : (504) 738-2368

Boutte : (985) 758-2368

Should no one pick up your call at the service desk, please leave a message on the electronic voice mail. Our service desk is a busy place. Sometimes it's difficult to answer every phone call, but we will always call you back as soon as we are able.

Make a detailed list of ALL the problems you want addressed so that we can schedule the appropriate amount of time. We may be unable to fit in items we have not scheduled time for so try to plan ahead and give us a complete picture of what needs to be done.

You can fax us at: 504-738-2601 for Metairie and 985-758-2601 for Boutte or email us at service@bentsrv.com

Communicating The Problem

Document every problem to be addressed to the best of your ability. Include any information about when, where, and how the problem occurs so that we can better understand and communicate the circumstances of the problem to the technician. This will help cut down on diagnostic time and incomplete repairs which often lead to repeat visits and frustration. The more you can tell us about the problem the better able we are to solve it the first time. Be sure to include a contact number where you can be reached in case we have any questions.

Schedule Early To Avoid Disappointment

We have many bays in our shop to handle your coach. However, RVs are used seasonally so please remember that our busy time in the Service Department starts in March and ends in October. During these months please allow 4 to 6 weeks for routine appointments. Please plan ahead and schedule ahead to avoid disappointment.

Dropping Off Your RV

Scheduling an appointment to drop off your RV as well as scheduling your repair time will allow smoother check in process. We assist the customer who has the appointment to drop off their RV first, then the walk-in customer.

We have Service Advisors available during our normal Service Hours.

During the check in process, we will walk through and around your RV with you to have a better understanding of the problems you may have.

This process usually takes between 15 and 30 minutes

Early Drop-off

We want to accommodate you and accept your RV when it is convenient for you, but please understand that we will not be able to begin working on your RV until your scheduled appointment. Please do not expect things to be done simply because your RV is here.

Picking Up Your RV

Scheduling an appointment to pick up your RV will allow smoother check out process. By priority, we assist the customer who has the 'pick up' appointment first, then the walk in customer.

We will review your bill and the repairs with you as well as 'walk' your RV. This process usually takes approximately 30 minutes. Please allow time for us to brief you on the service we performed for you.

Chassis Work

Important: Bent's RV specializes in Coach related work. We perform only minor motorized chassis service. The good news is that there are chassis service centers available that specialize in chassis work. We will gladly provide you with maps or driving directions to facilitate your travel to these service centers. Please understand we have no control over the quality, timeliness or scheduling of those service center's. We have no relationship whatsoever with any of them, financial or otherwise. Any modification to the chassis will void the warranty.

Body Damage & Paint Work

Bent's has a collision repair center to repair any body damage or paint work.

Payment Options

We accept: Cash, Check, Master Card, Visa, Discover, and American Express. All service charges are due in full at time of delivery. Vehicles will not be released without payment. There is a \$25 service charge for returned checks.

We have limited storage space for RVs. Please contact us if you cannot pick up your RV within 14 days after completion of repairs. Any RV left on the premises for more than 14 days after repairs are complete will be charged a storage fee of \$35.00 per day, unless prior arrangements were made.

Flat Rate Billing

Flat rate billing allows Bent's RV to bill repairs on a consistent basis. We use established RVDA flat rate guides to figure the time it should take to perform typical repairs. You are always billed for the time a competent technician should take to do the job no matter how much time it actually takes.

What You Should Expect In Our Billing

We quote the job using flat rate billing. Many repairs require ordering specialized unit specific parts. We will research these parts and get the prices and time frame for receiving the parts. This process may take some time to be able to get the proper prices to quote the jobs. Once complete, we will call you and review all your repairs and in some cases email you an estimate to get you're approval before we start the repairs.

We use flat diagnostic fees on all appliance repairs, and some major components. There is no additional labor charge for repairs completed within the diagnostic time.

Often times it is difficult to estimate a repair job due to the complexity of the work. You may want to put a dollar limit on the repair. We will continue on the job unless we see we will be exceeding the limit you set. At this time we will contact you for further instructions.

Insurance Coverage On Your RV

We do our best to protect your RV and the contents. However, your RV may go to a subcontractor for work. We have no control over the safety or security of your RV and contents while in the care of a subcontractor. We strongly suggest you remove any valuables.

Bent's RV will not be responsible for items left in your RV while in for service.

Our insurance company covers your vehicle while it is in our care. However, once you pick up, our company will not be liable for claims. Please inspect your vehicle before you leave our facility and notify us of any concerns before you leave.

We are not responsible for and our insurance does not cover damage to your RV once you leave our facility.

Warranty

Warranty coverage is measured by the mileage and/ or the amount of time since date of purchase. It is your responsibility to report warrantable items within the warranty period as quickly as possible, and to make every effort to get covered items corrected in a timely manner.

Warranty parts ordered and uninstalled after 30 days from receipt will be returned and your account will be billed for a 25% restocking charge. Parts unable to be returned will be billed to you.

Warranty coverage may be contingent on regular maintenance. Just as proof of oil changes on your engine are required for warranty coverage if your engine fails, you may be asked to show proof of performance for certain warranty coverages. We hate saying no. Help us say yes to warranty coverage. Perform the required maintenance and have proof of performance. Any modification to the camper will void the warranty.

Insurance Repairs & Estimates

We charge an estimate fee, which may be credited back to you when we do the repair job. Payment for all insurance jobs is your responsibility. Payment in full is expected upon completion and all repair parts require a 100% deposit paid up-front before we order. Unfortunately, we do not have a warehouse full of parts ordered and never installed.

Your Satisfaction Is Our Goal

We want to know if we have failed to meet your expectations in anyway. Please drop us a note, give us a call or send us an email and let us know what went wrong and what we need to do to resolve it to your satisfaction. We are not perfect. We make mistakes. Please let us know when we do so we can correct them.

Service Work Guarantee

All our service work is guaranteed for 90 days from date of repair completion.