



## Customer Disclaimer

**Refrigerators:** We are not responsible for keeping motorhomes plugged in nor any auxiliary power units (APU's) running. Many types of repairs (batteries, wiring, fuel system, generator) can prevent the unit from running. If there is food in the refrigerator, it should be removed before repairs begin. Freightliner will not be liable for any food spoiling or associated cleaning costs from food being left in the vehicle.

**Items Secured:** All items in the vehicle need to be secured before work is started on the unit. As a part of our quality control, we road test vehicles. We want to avoid damage or anything breaking while the vehicle is being driven because items were not properly secured. Freightliner will not be held liable for any items that may have shifted during repairs or during vehicle operation.

**Repair Access:** Before repairs begin, access to the area where the work will be performed including the engine hatch needs to be clear of any obstructions such as bedding, cargo, closet space, clothes, etc. The engine compartment hatch needs to be functional before any repairs are made.

**Aftermarket Warranty:** If choosing to use an aftermarket warranty, all warranty information needs to be presented at write up including contact information and policy numbers. Aftermarket warranties typically require authorization before repairs are started and will send inspectors to review the diagnosis. We cannot obtain this authorization if we do not have the needed information up front in advance. It is the policy holder's responsibility to provide the service facility this information. Any costs not covered or short paid by the aftermarket warranty is the customer's responsibility. Both the customer and aftermarket portions of the invoice must be paid in full prior to vehicle release.

**Trailers:** All trailers need to be parked in the after hours lot located just south of the facility in the designated trailer parking area. This lot has 24 hour access and is unsecured. It is the customer's responsibility to lock and secure the trailer.

**Vehicle Access:** Persons are not allowed in the vehicle while repairs are being made. We want everyone to be safe, which is why the shop floor is for trained and authorized employees only. Customer are required to have an escort and wear safety protection when getting personal items from the vehicle. If sleeping in the vehicle overnight, vehicles will be pulled out of the shop. Vehicles must be travel ready when the facility reopens in the morning so diagnostic or repair work can resume.

**Pets:** Pets may remain in the vehicle as long as they are away from the work area, in a secured enclosure, and not at risk for heat stroke/hypothermia with the vehicle not running. Having pets properly secured prevents them from accessing the engine, getting the unit dirty with oil/grease, and keeps them safe. Pets are allowed in our customer lounge if they are kenneled or leashed. While we are pet friendly, it is your responsibility to take care of your pet.

**Authorizations:** Estimates and invoices will reflect standard repair times where applicable. Pre-authorization help expedite repairs and can be given per operation or for a blanket amount. Authorized diagnostic time includes removal of parts as needed for access and/or diagnostic testing. Declined repairs will require additional time for reassembly.