

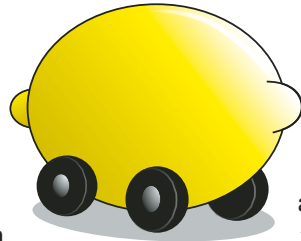
# If Your RV Is a Lemon

By Sergei Lemberg, Guest Contributor

The call of the open road beckons. There are new vistas to admire, new towns to explore and new adventures to experience. Packing up your family and taking a road trip in your motorhome is the quintessential American vacation.

Whether you're going to a campground an hour from your house or are traveling across the prairies and mountains from sea to shining sea, your RV transforms into your home away from home. But when your new coach is stuck in the driveway, repeatedly at the dealer for repairs or breaks down during what should be a relaxing time away from it all, your dream can turn into a nightmare.

**If your motorhome turns out to be a lemon, you can turn a decidedly sour experience into something sweeter.**



When it comes to RVs and quality concerns, there are a few factors to blame.


First, RV manufacturing is really a cottage industry that, to a large degree, involves hand assembly. Typically, the volume is too low for manufacturers to adopt either automotive production techniques or process controls that are similar

to auto manufacturers.

In addition, because the systems in an RV are made by different manufacturers, each system may have a different warranty, and there is no coordinated effort to address problems that pop up.


Finally, most RV dealers are not fully equipped to address complicated repairs, so motorcoaches often have to make the familiar trek back to Indiana, where they may wait months to be repaired.

Typically, motorhomes are covered by each state's new-car lemon law. Unfortunately, the lemon laws in the following 14 states, do not cover RVs: Alabama, Colorado, the District of Columbia, Indiana, Iowa, Kentucky, Maryland, Massa-




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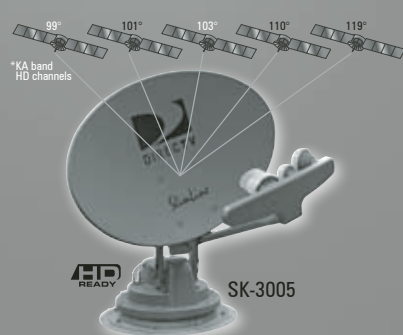


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Model	SK-1000	SK-3003	SK-3005
Type	Stationary	Stationary	Stationary
Satellite Viewing	<b>3 Simultaneously</b>	<b>3 Simultaneously</b>	<b>5 Simultaneously</b>
DIRECTV	No	Yes	Yes
DIRECTV HD	No	No	Yes
DISH	Yes	No	No
DISH HD	Yes	No	No
Bell ExpressVu	Yes	No	No
Stow height	<10"	<10"	<10"
MSRP	\$1,499	\$1,499	\$1,899



SK-3005

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## If You Think You Have a Lemon RV

If you've been dogged with RV problems and think that you have a lemon, keeping good records is key to successfully pursuing a warranty claim. Here are some tips:

- **Keep a logbook.** Whether you use a spiral bound notebook or a computer spreadsheet, make a notation every time you speak to or visit the dealer or manufacturer. This proves that you have given them ample opportunity to fix the problem.
- **Write down every communication.** In your logbook, write down the date and time, as well as the name, title and phone number of the person to whom you spoke. Make an entry outlining the information and instructions given.
- **Keep track of your RV's performance.** In your logbook, note the times and dates when the problems occur.
- **Note the days your RV is unavailable.** In your logbook, record the dates you are unable to use your vehicle, either because it isn't in working condition or because it is in the shop for repair.
- **Keep repair records.** This may seem obvious, but it's important to keep the original paperwork of all repair and maintenance orders, even those that may not pertain to the recurring problem with your RV. Never leave your RV at the dealership without a copy of the work order.
- **Keep every piece of written correspondence.** Hold on to a copy of every letter and e-mail you send, as well as proof of delivery. Keep a folder with correspondence and delivery documentation.
- **Use the Web.** If you want to know if your RV has a history of problems, check the technical service bulletins (TSB) for your vehicle at [www.nhtsa.dot.gov](http://www.nhtsa.dot.gov). TSBs alert dealerships to defects and repairs for certain models. Request that the dealer's service representative write your TSB request on your repair slip.

chusetts, Michigan, Nebraska, Nevada, Pennsylvania, South Dakota and Tennessee.

In states where lemon laws cover RVs, generally speaking, an RV is defined as a lemon when the owner has to take it in to the dealer multiple times to have a problem fixed.

Although each state is different, most lemon laws require that you take your RV in for repair between two times (for serious safety defects) and four times (for other types of problems) or that the motorhome is out of service for 30 days. Again, while each state has its own definition of a "new" motorhome, if you've owned it less than two years or have driven it fewer than 18,000 miles, whichever comes first, you're generally covered by lemon laws. Most laws require that the problems be substantial.

### Limitations of Lemon Laws

In most states, lemon laws are deemed to protect only the motorized parts and the cab of a motorhome and do not cover the living areas. Yet in Washington, for example, defects in ventilation, heating or air conditioning systems that have a detrimental effect on the comfort of those in the cab may be covered. And in California, although the lemon law does not cover the living quarters, another state law (the Song-Beverly Consumer Warranty Act) fills the gap.

### Other Laws Can Help

It's important to remember that, even if your vehicle defects are not covered by your state's lemon law, you may still be able to find relief under the Magnuson-Moss Warranty Act and the Uniform Commercial Code.

If your RV lemon came with a warranty, a claim against the RV manufacturer or component maker may lie under these and other applicable laws to help you procure a refund, a replacement RV or a financial settlement for the reduced value of the RV.

America's highways are the heartbeat of our nation, and the freedom to travel is exhilarating. If you have an RV lemon, you deserve swift justice that will get you on the road again. 🏠

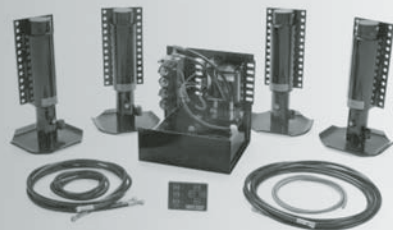
Sergei Lemberg, Esq. is an attorney specializing in lemon laws. For more useful information about lemon laws for car and RV buyers, call 877-77-LEMON (877-775-3666). Or, visit [www.LemonJustice.com](http://www.LemonJustice.com) and go to the "Get The Facts" section. The Website also contains information on RV lemon law rights in all states, accessible from links on the home page.

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