

2 / WARRANTY AND SERVICE

Your MVP trailer was manufactured in accordance with industry standards with high quality materials and workmanship. In order to ensure that your RV provides you with years of enjoyment, it must be maintained properly. We suggest that you have the inspections, maintenance, and warranty services performed or coordinated by your selling dealer.

Even though every effort has been made at the factory to assure that systems and components operate correctly and within their design specifications when the trailer leaves the factory, problems may arise. For your protection, your MVP trailer is covered under MVP RV's **One-Year Limited Warranty**. A printed copy of the warranty is included in your Owner's Information Package.

Also, please complete the "**Owner Reference Information**" page in the **Introduction** chapter of this guide. The information will help you provide important information if you ever need warranty service. If you ever change your address or sell the trailer, please complete and mail the **Change of Address** form to MVP RV, Inc.

MVP RV is committed to continuous improvement in the design and manufacture of our products. This commitment helps us build a product that will be up-to-date, well-built and safe.

MVP RV wants you to be a satisfied customer. We may choose to assist you in resolving product problems with your dealer or any component or appliance manufacturer.

Please note that MVP RV reserves the right to authorize repairs in advance at our discretion, and to select the repair center and method of repair. In some cases, and only with factory warranty center authorization, MVP RV may choose to pay transportation charges and expenses to relocate the unit to a service or repair center of our choice, including transportation back to the factory.

MVP RV

RV

Important Note About Tow Vehicles

In connection with the use and operation of **MVP RV** recreational vehicles, **MVP RV** customers and owners of **MVP RV** recreational vehicles are solely responsible for the selection and proper use of tow vehicles. All customers should consult with a motor vehicle manufacturer or dealer concerning the purchase and use of suitable tow vehicles for the customer's choice of RV. **MVP RV** further disclaims any liability with respect to damages which may be incurred by a customer or owner of **MVP RV** recreational vehicles as a result of the operation, use or misuse of a tow vehicle.

SPECIAL NOTE: MVP RV'S LIMITED WARRANTY DOES NOT COVER DAMAGE TO THE RECREATIONAL VEHICLE OR THE TOW VEHICLE AS A RESULT OF THE OPERATION, USE OR MISUSE OF THE TOW VEHICLE.

If you require MVP's assistance, contact the MVP RV Warranty Department at:

MVP RV, Inc.
14255 Elsworth St.
Moreno Valley, CA 92553
Attn: Warranty Department
Phone: (951) 697-4190
Fax: (951) 656-3239

MVP RV Dealer Responsibilities

When you purchased your trailer, the dealer was to:

- ▶ deliver the trailer to you in the best condition possible;
- ▶ be sure the trailer was not damaged;
- ▶ be sure the trailer was clean;
- ▶ do a predelivery inspection and perform various systems tests;
- ▶ give you information about the operation, care and maintenance of the trailer;
- ▶ explain the warranty to prevent any misunderstanding;
- ▶ provide and coordinate quality service, maintenance and repair for the trailer.

Owner's Responsibilities

There is a difference between "defects" that are covered under the MVP RV warranty, and "damage". "Defects" are covered because MVP RV is responsible for defects in materials, manufacturing and workmanship. On the other hand, MVP RV has no control over "damage" caused by such things as collisions, misuse, and lack of maintenance which occurs after the trailer is delivered to you. Therefore, **"damage" for any reason which occurs after the trailer is delivered to you is not covered under the warranty.** Maintenance services are also excluded from the warranty because, as a MVP RV trailer owner, you are responsible for insuring that the trailer is inspected and maintained in good and safe operating condition. You are responsible for taking whatever measures necessary to maintain the trailer, including the exterior sealants of the unit as described in the **Care and Maintenance** section of

this Owner's Guide. You are also responsible for operating the trailer in a manner that insures its safe use and the safety of other vehicles, **and having necessary repairs made as soon as possible to prevent further damage to the trailer.**

You are also responsible for insuring that the warranty procedures for obtaining repairs as stated in the **MVP RV One-Year Limited Warranty** are followed properly.

By following the care and maintenance recommendations in this Owner's Guide and other operating and maintenance manuals included in your Owner's Information Packet, you will not only insure that the trailer is in good operating condition, but also maintain the value of the trailer. It is vitally important that you inspect your trailer regularly for irregularities, especially sealants around windows, doors and exterior accessories. Prevention of a problem is far less expensive and unpleasant than fixing it later. You spent your money to have an enjoyable and properly operating recreational vehicle. Protect your investment by frequent and thorough inspections, regular maintenance and timely repairs when needed.

Most states have consumer protection laws that outline specific steps that both you and the manufacturer of the vehicle must follow to remedy situations where you believe the vehicle has a problem that substantially reduces the value, use, or safety of the vehicle. If you have any kind of problem with your trailer or selling dealer during the warranty period, MVP RV wants to know about it. If you have a problem with your trailer, you have given your dealer a reasonable opportunity to fix the problem and the problem persists, **please contact MVP RV.** Describe the problem, including details of attempts to fix it. Send correspondence to:

MVP RV, Inc.
14255 Elsworth St.
Moreno Valley, CA 92553
Attn: MVP RV Warranty Department

MVP RV

Please note: Your MVP RV Limited Warranty covers warrantable repairs that are performed by an authorized MVP RV dealer at their service center or facility only. It is important for the dealer to know that if you are unable to bring your unit in for repairs, MVP RV is not responsible for any costs incurred for the service call charge, or time accrued to come out to your unit. Your unit is a recreational vehicle and not intended, nor manufactured, as a permanent residence.

Please have the following available when you call:

V I N (last five digits)

Model

Date of Purchase

Description of the problem

Call ahead - Think about an appointment time and call ahead. Mondays and Fridays and just before holidays are the busiest times at dealer service centers.

Be prepared - If warranty work is to be done, please have a copy of your warranty paperwork available and provide the service center with any helpful information on past repairs that may pertain and help technicians in diagnosing the problems.

Make a list - Have a list ready and be reasonable with repair expectations. Some repairs may require special order parts or parts shipped from a manufacturer. Explain what you would like to have done in your "call ahead" call or stop by the dealership ahead of time so that you and the service manager can discuss your needs and the time required for the service.

OBTAINING SERVICE

Whenever you require service on your trailer, make arrangements to have the service performed as soon as possible. Don't wait until you're ready to use the trailer. Your dealer or service center may not be able to service it immediately. Any parts required may have to be ordered. Normally, the dealer's service department is busiest on Mondays and Fridays and before holidays.

Write up a list of the services and/or repairs you require and provide this list to the Service Manager. If you have a long list of items to be serviced and need to have the trailer by the end of the day, list the items in order of priority. If all the items cannot be completed in one day, make arrangements to have them completed at a second appointment.

If you believe that the service is covered under the warranty, discuss the service with the dealer's Service Manager before the service is done. All the work to be performed may not be covered and you should have an estimate of the costs.

After the service has been completed, inspect the work immediately and notify the Service Manager of any dissatisfaction. Keep all service or repair related documents with the trailer and record the information in the **Maintenance Log** in this Owner's Guide.

MVP RV, INC. ONE YEAR LIMITED WARRANTY

FOR TRAVEL TRAILERS AND FIFTH WHEEL TRAILERS MANUFACTURED BY MVP RV, INC. SOLD IN THE UNITED STATES AND CANADA.

Except as specifically excluded below, MVP RV, INC. (hereinafter "MVP RV") WARRANTS for a period of one (1) year from the date of retail delivery that MVP RV will remedy by repair or replacement components of the recreational vehicle manufactured and supplied by MVP RV which, when used for their intended purpose of recreation travel and camping, are found to be defective in materials and workmanship. This Limited Warranty applies to the first consumer retail purchaser and is not transferable.

IMPLIED WARRANTIES, INCLUDING THE IMPLIED WARRANTY OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, IF ANY, GIVEN BY LAW, SHALL BE LIMITED TO AND NOT EXTEND BEYOND THE DURATION OF THE WRITTEN LIMITED WARRANTY PERIODS SET FORTH HEREIN.

SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATION MAY APPLY TO YOU.

The warranty period begins on the date that the recreational vehicle is delivered to the first consumer retail purchaser by an authorized MVP RV dealer. If a defect in material or workmanship attributable to MVP RV is found to exist during the warranty period it will be repaired or replaced at MVP RV's option without charge to the recreational vehicle owner in accordance with the terms, conditions and limitations of this Limited Warranty. MVP RV, at its sole discretion, reserves the right to substitute parts or components of substantially equal quality, touch up cosmetic flaws, or make design and/or manufacturing improvements as the exclusive remedy under this limited warranty. MVP RV's receipt of a registration within ten (10) days from delivery of the recreational vehicle is a condition to coverage under this limited warranty. MVP RV reserves the right to make changes, additions or deletions in the design, material, or components of its products without incurring any obligation to incorporate such changes in any product previously manufactured. MVP RV makes no warranty as to the future performance of the recreational vehicle, and this Limited Warranty is not intended to extend to the future performance of the recreational vehicle, or any of its materials, components or parts.

WARRANTY EXCLUSIONS

THIS LIMITED RECREATIONAL VEHICLE WARRANTY AND THE OBLIGATIONS STATED HEREIN SHALL NOT APPLY TO:

- Equipment, products, components, appliances, accessories or any items not installed or manufactured by MVP RV whether or not separately warranted, including but not limited to tires, batteries, and other installed equipment, components or accessories; or any dealer-installed accessory;
- Recreational vehicles not originally sold through an authorized MVP RV dealer, including but not limited to recreational vehicles sold

MVP RV

- through auction, repossession, salvage or in an otherwise “distressed” or “as is” condition;
- Any trailer sold, licensed, registered, stored, or used outside the United States of America or Canada;
 - Recreational vehicles used in rental fleets or private rentals, as mobile or job-site offices, or for any purpose other than recreational travel and family camping;
 - Product modification, customer or dealer installation, set up or placement;
 - Equipment, products, components, appliances, accessories or any items that work properly as designed and that meet the manufacturer’s specifications but may not meet the owner’s specific expectations;
 - Unauthorized diagnosis, troubleshooting, repair or failure to follow instructions supplied with the recreational vehicle including, but not limited to the instructions set forth in the Owner’s Manual;
 - Routine maintenance beyond 90 (ninety) days after retail delivery including, without limitation, sealant inspection and resealing; propane system pressure adjustment; appliance systems; tightening screws, adjusting brakes, latches, locks; changing fuses or light bulbs; tightening P-traps and plumbing fittings; batteries and battery cables;
 - Routine maintenance and inspection of air conditioning and heating systems; generator; water heater, refrigerator, range and oven; carbon monoxide alarm, smoke alarm, gas leak detector, generator exhaust pipe, fire extinguisher; slide-out system; coupler/pin box, gasoline fuel system (such as addition of fuel stabilizers, etc.); fuel contamination; fresh water and waste systems; suspension system;
 - Minor adjustments to doors and drawers beyond ninety 90 days after retail delivery;
 - Wheel alignment or adjustments to axles when caused by improper maintenance, loading or damage from road hazards, including off-road travel, wheel damage or balancing or damage from tire failure;
 - Fading, discoloration or dulling of any and all fabrics, interior or exterior plastics or fiberglass, sheetmetal, front and rear caps, graphics, striping, decals or labels;
 - Cosmetic imperfections that do not affect the suitability or function of the recreational vehicle for its intended purpose of recreational use, such as “seam printing” or visible variations in any interior or exterior surface material;
 - Any upholstery damage including, but not limited to tears, punctures, misuse or storage or improper preparation for travel;
 - Any injury, loss or damage due to water intrusion, condensation, mold or fungi resulting from owner neglect or improper

maintenance. It is the responsibility of the owner to take such preventive measures as are necessary to maintain the exterior caulking and sealants of the recreational vehicle. It is the responsibility of the owner to use reasonable, prudent care to prevent foreseeable secondary damage from rain, plumbing leaks, and the natural accumulation of moisture in your unit, such as a delaminated floor; stained upholstery, carpeting, or drapes; mold formation and growth, furniture damage, etc. Mold is a natural growth given certain environmental conditions and is not covered by the terms of the Limited Warranty;

- Damage or loss to any tow vehicle towing the recreational vehicle;
- Damage or loss to any electrical or electronic component due to the use of portable generating equipment; incorrect battery cable connection or battery charging; or the improper, incorrect or inadequate voltage, current or phase of "shore power";
- Damage or loss caused in whole or in part by or from:

misuse, abuse, neglect, theft or vandalism;

the tow vehicle and associated towing options selected by the owner to pull the recreational vehicle including, but not limited to the improper selection or installation of a towing hitch on the tow vehicle;

unauthorized attachments, modifications or alterations to the frame, structure, body, pin box, or tongue/A-frame of the recreational vehicle including, but not limited to hitches for towing, or platforms/racks for supporting cargo. "Structure" shall include the main frame and all steel members welded or fastened to it, and the sidewall, front wall, rear wall, roof, and slideouts;

tire wear or tire failure;

incorrect or improper wheel lug nut torque or incorrect tire inflation pressure as specified on the tire sidewall;

overloading or the improper balancing of the cargo load;

the willful or negligent acts of the driver of the tow vehicle, any accident involving the recreational vehicle, the condition of any road surface over which the recreational vehicle is pulled, or the striking or driving over a curb, road hazard, uneven or broken road surface whether on- or off-road, or any other object known or unknown;

roof or exterior wall contact with trees, structures, or other overhead or roadside obstacles or obstructions;

excessive ice or snow loads, extreme heat or cold;

towing at excessive speed or in inclement weather, such as excessive winds, poor visibility conditions or other hazardous driving conditions;

MVP RV

the use of certain hitch adapter devices (“gooseneck”-style adapters, etc.) or towing/hitching aid;

the owner’s operation, use, or misuse of the tow vehicle including physical or mental impairment, or use of the vehicle by unauthorized or unlicensed drivers;

towing another vehicle behind the trailer (“triple-towing”) whether or not such towing is otherwise legal;

incorrect or improper brake controller installation or adjustment;

incorrect or improper trailer/tow vehicle electrical interface (“7-way” cord) wiring or tow vehicle circuit protection;

improper installation or adjustment of weight-distribution bars or sway control devices;

improper or inadequate storage, incomplete winterization, or abandonment;

exposure to natural atmospheric elements, airborne pollutants, corrosive chemicals, cleaning agents; the use of high-pressure washing equipment; the use of any chemical protectant coating; ash or fumes generated or released by the tow vehicle or any other vehicles; collision, road hazards, or rock chips;

insects, spiders, birds, rodents, reptiles, wild or domesticated animals;

failure to secure loose-loaded items (examples: TVs, computers, electronic components, food items, dishes, chairs, tables, lamps, portable appliances, barbecues, clothing, luggage, toiletries, bric-a-brac, tools and tool boxes, vehicles and vehicle accessories);

failure to properly prepare the recreational vehicle for travel, i.e., retraction or disconnection of antennas, vents, stabilizer and/or landing jacks, awning(s), utility connections (water, sewer, electric, telephone, TV cable), slide-outs, fueling stations, entry steps, improperly secured exterior and interior doors and drawers;

improper use of equipment or components or by the use of components for other than their intended purpose;

the disablement of the carbon monoxide alarm, smoke alarm, gas leak detector, generator exhaust pipe, and fire extinguisher;

installation or use of any aftermarket accessory, including, but not limited to extra capacity water, holding or fuel tanks;

modification to the factory-installed plumbing system or any plumbing component; damage caused by the use of aftermarket plumbing accessories, or connection to high pressure water sources without the use of an approved pressure reducing/regulating device, or the high-pressure/high volume filling of the fresh water tank(s);

modification of the factory-installed “shore power” cord or plug;
the modification of the factory-installed electrical wiring, the use
of aftermarket shore-power cord adapters or accessories, or
connection to non-code compliant power sources;

acts of political violence, riots, terrorism, or acts of nature;

the acts or omissions of any kind by any party other than MVP
RV;

- Representations made by any person (including any MVP RV dealer) beyond those stated in this Limited Warranty.

OWNER RESPONSIBILITY

It is the responsibility of the owner to maintain the recreational vehicle as described in the Care and Maintenance section of the Owner’s Guide including taking whatever preventive measures necessary to maintain the exterior sealants of the unit and to prevent foreseeable secondary moisture or water damage to the unit from rain, plumbing leaks, condensation and other natural accumulation of water in the unit. Secondary damage may include, but is not limited to, stained upholstery, carpeting, linoleum or drapes; mold formation and growth; furniture, cabinetry or floor deterioration; wall and floor delamination or discoloration; deterioration of exterior components, etc.

HOW TO OBTAIN WARRANTY SERVICE

To obtain warranty service the owner must do all of the following:

1. Notify an independent, authorized MVP RV dealer, or MVP RV, Inc. within ten (10) days of the discovery of the defect in material or workmanship attributable to MVP RV, Inc. within the warranty coverage period designated above;
2. Promptly schedule an appointment with and take the recreational vehicle to an independent, authorized MVP RV dealer for repairs; and
3. Pay any freight or transportation costs, import duties, fees and all incidental expenses associated with obtaining warranty service.

Regardless of any other arrangements for warranty service, MVP RV at its sole discretion, reserves the right to require warranty repairs be performed at MVP RV’s national service center in Moreno Valley, California.

If you need assistance you may contact MVP RV, at:

MVP RV, INC.
14255 Elsworth St.
Moreno Valley, CA 92553
(951) 697-4190
(888) 697-8467 toll-free
(951) 656-3239 (fax)
<http://www.mvprv.com>

MVP RV

NOTE: MVP RV does not control the scheduling of service work at the independent, authorized dealerships. You may encounter some delay in scheduling or completion of work.

Appliance and Component Warranty Service/Administration

Appliance and component manufacturers may or may not provide their own warranties. These warranties are separate from the MVP RV Limited Warranty and constitute the only warranty for those specific appliances and components, including any dealer-installed items. The terms, conditions and warranty periods of these items may vary from the MVP RV Limited Warranty. Although MVP RV makes no warranties with respect to these appliances and components, service under some of the separate manufacturer warranties may be obtained through MVP RV dealerships during the terms of the MVP RV Limited Warranty. After expiration of the MVP RV Limited Warranty, all appliance and component warranty claims must be submitted to the respective appliance and component manufacturers.

DISCLAIMER OF CONSEQUENTIAL DAMAGES

MVP RV DISCLAIMS ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES INCLUDING, BUT NOT LIMITED TO: ON-SITE SERVICE CALLS OR SERVICE CHARGES, RENTAL COST OF SUBSTITUTE EQUIPMENT OR OTHER LOSS OF USE DAMAGES, TOWING CHARGES, TRANSPORTATION COSTS, WEAR AND TEAR ON THE RECREATIONAL VEHICLE OR TOW VEHICLE DURING TRANSPORT FOR SERVICE; EXPENSES FOR FUEL, FOOD, LODGING, TELECOMMUNICATIONS CHARGES, TRAVEL; AIR, BUS AND TAXI FARES OR CAR RENTALS, VEHICLE OR PERSONAL PROPERTY STORAGE FEES, REIMBURSEMENTS FOR FINANCE OR INSURANCE PAYMENTS, LOANER VEHICLES, DAMAGE OR LOSS TO PERSONAL PROPERTY, LOSS OF REVENUES OR OTHER COMMERCIAL LOSS, OR ANY OTHER SPECIAL OR CONSEQUENTIAL DAMAGES OF ANY KIND OR NATURE RESULTING FROM ANY DEFECT IN THE RECREATIONAL VEHICLE.

SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY.

Additional Terms

NO PERSON SHALL HAVE THE AUTHORITY TO ENLARGE, AMEND, OR MODIFY THIS LIMITED WARRANTY.

ANY LEGAL OR EQUITABLE ACTION TO ENFORCE THIS LIMITED WARRANTY OR ANY IMPLIED WARRANTY SHALL NOT BE BROUGHT MORE THAN ONE (1) YEAR AFTER THE EXPIRATION OF THE ONE (1) YEAR TERM OF THIS LIMITED WARRANTY.

SOME STATES DO NOT ALLOW A REDUCTION IN THE STATUTE OF LIMITATIONS SO THE ABOVE REDUCTION MAY NOT APPLY.

THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM STATE TO STATE.

MVP RV, INC.
14255 Elsworth St.
Moreno Valley, CA 92553
(951) 697-4190

MVP RV

INSPECTION

To assist you in avoiding problems, MVP RV requests that each dealer review the limited warranty and inspect the unit along with you. The dealer has been provided with a pre-delivery checklist. We are confident that you followed the Product Delivery Inspection (PDI) procedures with your selling dealer, received an extensive walk-through of your purchase, and had the warranty explained to you to your satisfaction. We hope that you are confident that you have been informed of the warranty, the operation and maintenance of your trailer and its components, and the details of the responsibilities of the manufacturer, dealer and owner relationship.

Your trailer has been inspected by the factory, and received a final inspection at the dealership, and then by you during the walk-through and demonstration. But we know that sometimes things can go wrong on the road. Please allow your dealership the opportunity to assist you in taking care of any warrantable problems.

OWNER'S INFORMATION PACKET

In addition to this Owner's Guide, an information packet is located inside your new RV. This packet contains product manuals and information on systems and equipment in your RV. There are also individual product warranty registrations. You should complete and mail these as soon as you can. Some components shown in this guide or the information packet may be optional equipment. Inclusion of these items does not suggest that they are or may be available for a specific recreational vehicle. If you ever need more information about a specific appliance or component, you can contact the manufacturer directly. We have listed contact information for some of the major component manufacturers at the end of this chapter.

OWNER WARRANTY REGISTRATION

As a convenience to you, the owner registration form is completed at the dealership at the time of delivery. After an owner signs this form, the dealer will send the completed form to MVP RV within 10 days. You should have completed and sign this form before you left the dealership. If you ever move, change your address, or sell/

gift the trailer, please complete and mail the **Change of Address** card located at the end of the **Introduction** chapter. Just fill in the new information and mail it to MVP RV.

GET TO KNOW YOUR TRAILER . . .

Your trailer has been inspected by qualified inspectors at the factory and then again at the dealership. As the owner, however, you will be the first to camp and use every system. MVP RV wants your first camping experience to be a happy one. We suggest a “trial camping experience” before heading out. Plan a weekend in your yard or driveway and really camp in your trailer.

You will have a chance to use the systems and components in your trailer and see how they work. You will learn what items are needed when you go on your first real trip. Write down any questions that arise, difficulties or problems that occur. After your trial, call your dealer and ask any questions that you might have. Getting to know your trailer before the first adventure can save a lot of frustration and leave more time for fun!

MVP RV

