

# 'We'll Fix It Under Warranty' — Or Will They?

*Every salesperson says 'we'll fix it under warranty.' Most warranty claims either get partially covered, delayed, or denied. Here's the gap.*

Real warranty claim flow — you find the defect. You take to the dealer who sold you the rig. They take pictures. Submit to the manufacturer. Manufacturer's warranty team reviews. Decides what they cover.

What they cover — clear-cut manufacturing defects with photographic evidence. What they don't cover — anything that could be called 'normal wear,' 'environmental,' 'user error,' or 'lack of maintenance.' The categories are broad. The decisions are unilateral.

And the time. Average warranty claim resolution — three to eight weeks. Some go six months. Your rig sits at the dealer the whole time. You're not getting it back for your camping trip.

If the dealer's busy and you're polite — you go to the back of the line. If you get loud — you go to the front. The squeaky wheel theory works in RV warranty. Don't be afraid to be the squeaky wheel.

Document everything. Photos with timestamps. Receipts. Service records. The manufacturer's lawyer is reading what you wrote. Write like a paralegal.

## THE BOTTOM LINE

**Comment your worst warranty experience. We're building the institutional memory.**