

When the Dealer Fixes One Thing and Breaks Two

Submission this week — viewer dropped her rig at the dealer for a slide motor replacement. Got it back. Slide motor works. The slide trim is scratched. The interior carpet has a grease stain. The basement door doesn't close anymore. Three new problems for one fix.

Pattern. Common. Documented across every brand's owner forums. Dealer service technicians vary wildly in skill. Some are excellent. Some shouldn't be allowed near your rig.

Before drop-off — photograph everything. Exterior, interior, every detail. Timestamped. Email the photos to yourself so there's a date stamp. This is your evidence.

At pickup — inspect before signing off. Don't sign the service ticket until you've walked the whole rig. If you find damage — point it out immediately. Get the service manager involved. Document the damage with photos in the parking lot.

If damage is denied — third-party RV inspector. Cost \$300. Their report is admissible. Send to manufacturer's customer service AND the dealer's owner. Threaten BBB complaint and small-claims. Most are resolved fast at that point.

THE BOTTOM LINE

Submit your dealer-damaged story at crappyrv.com slash allies. We're keeping a list.