

# WHAT YOU CAN EXPECT FROM CUSTOMER SERVICE WHEN YOU COME FOR THE 2018 GNR

*The Customer Service Department of Winnebago Industries, Inc. has done several things throughout the years to make your visit with us during Grand National Rally as pleasant as it can be.*

## How to Obtain Service Work:


### **NO APPOINTMENTS SCHEDULED DURING GNR "WEEKS."**

If you need work done at the Customer Service facility during GNR, there are several things you should do and one of them is to sign up for service work as soon as you get into town. We are able to accommodate 600+ units each year and we are always looking for new ways to make that number even better without sacrificing the quality of our work. One week prior to GNR, the week during, and the week after GNR are the weeks we do not take appointments. For 2018, those dates are July 16 - Aug 3. Wednesday, July 4 is a company-paid holiday for all Winnebago Industries employees. Customer Service will be closed on July 4th.

### **SERVICE CONTRACTS NOT ACCEPTED.**

A typical contract to a company takes two to three hours to process. During July, we do not have the employees to handle them. Please have all extended warranty policy work done at your local dealer before arrival at the rally. We will not accept them as payment during the month of GNR.

### **ORDER PARTS AHEAD OF TIME.**



Something else you could consider is calling us ahead of time if you know what parts we are going to need to repair your vehicle. Parts are one of the things that can hold a unit up for repair. If you know what part is going to be needed for the repair, you can call our Appointment Line at 866-311-7133 and the service advisor will enter the information into the computer (we will need the serial number of your vehicle) so the parts will be on hand. It is sometimes impossible to evaluate what parts will be needed for a repair. Because of this, we cannot always accommodate ordering parts ahead until a diagnosis is done. Remember, this does not get you in line ahead of anyone else.


### **EVALUATE A WORK ORDER IMMEDIATELY.**

When you sign up for service work, we take a copy of the list you created when you arrived directly to our back counter parts people. Your repair is assigned a Parts Analyst. He or she will try to evaluate from your description what parts are going to be needed. That makes it critical that you provide us with a good description of the repairs that are needed. (For instance, we need to know if it is the driver side, the top, or maybe the shade above the dinette, etc.)

### **LIMIT THE REPAIRS TO SEVEN ITEMS.**

We ask each of our guests to limit the number of items that need to be repaired to seven items. We believe in the ability of our dealerships to accommodate you in the repair of your vehicle. We will not do major repairs without an appointment; therefore, having major repairs done at GNR time is not possible. If you find it absolutely necessary to have more than seven items, you are welcome to sign up for the first seven and when those are COMPLETE and the first work order is closed, start a second list of seven items. Your unit will be returned to you for your use until your newly assigned number comes up and you are asked to bring your unit back over to us again.

### **DOORS OPEN AT 6:00 A.M. AT CUSTOMER SERVICE.**




The doors open at 6:00 a.m. for the sole purpose of driving your unit around to the bay that it will be worked on. By opening the doors early and having you bring your coach sometime between 6:00 a.m. and 6:45 a.m. (if your name was on the list posted the night before), we eliminate the congestion at 7:00 a.m. and our technicians are able to start work on your coach right at 7:00 a.m. This does not mean we start work at 6:00 a.m.! The parts side of the counter and the shop work still begins at 7:00 a.m. Please do not leave until the technician has gone over your repair items with you.

### **POST THE NAMES OF PEOPLE TO GET IN THE FOLLOWING WORKDAY.**

With approximately 600 people signing up for service work, we do not know if they will have one item for repair or seven. That means it is quite a chore to know exactly when someone will get into the shop. Our dispatcher does an awesome job of scheduling during this time. Every day after 4:30 p.m., a list is created and posted in four locations: on the front door of the Customer Service building on South 4th Street; the Friendship Hall building located on the rally grounds; and both bath houses located on the rally grounds (men's and women's sides). The list is created every day for the next day's work. There are 4 sections on the list posted on the doors: The first 2 sections state "Bring your unit at 6:00 a.m. and 6:30 a.m. with unit." This is for staging purposes. See "Doors Open at 6:00 a.m...." section above. This list of people will get into the shop at 7:00 a.m. The next 2 sections are "Stand-by." If your name is on the list for 9:30 a.m. or 11:30 a.m., then bring your unit at your respective time. At 9:30 a.m. and 11:30 a.m., a staff of techs will be at the front counter to greet you and drive your vehicle to our south lot. When the next technician becomes available, your unit will be next to get started on your repairs. Please do not leave until the technician has gone over your repair items with you.

### **CELL PHONES.**



If you have a cell phone, please make sure you include this number on your work order when you fill out the paper work. This lets us work on your vehicle while you enjoy the rally. Make sure you leave the phone on while you are away. If we have questions regarding your repair, and we cannot make contact, it could delay your repairs.

## How to Obtain Parts:

### TAKE-A-NUMBER SYSTEM FOR PARTS SIDE OF COUNTER.



Before our "Take-A-Number System" was implemented, the line waiting for parts snaked through the store and right out the door. With the implementation of our "Take-A-Number System" you are able to visit, shop, relax in our lobby, have a cup of coffee... whatever, while you wait for the next available Parts Analyst. Here again, the length of time you wait varies. It depends on if the people ahead of you have easy things to look up or hard parts to look up. Please keep in mind the "Take-A-Number System" is for parts you are taking with you. It is not for work you want done in the shop.

### PARTS YOU WANT TO TAKE WITH YOU.

We started doing this several years ago. People call us ahead of time at 641-585-6949 and we set aside the parts they want to take with them (as opposed to getting the work done in the shop). When you arrive, stop at the South 4th Street location, go to the express lane and pick up your parts. Easy. If something comes up and you are unable to make the rally, please call us and let us know so we can put these parts back into stock or ship them to you.



### COMMONLY NEEDED PARTS.

Although we have a "Take-A-Number System" in operation, we also have an "Express Lane." If you were able to find

everything you needed in the store, there is no need to wait for us to call your number – just go to the express lane and check out. If you give your "number" to the parts analyst, we will know to skip that number when it comes up on the "Take-A-Number System." We have also created another store in the Friendship Hall building. The store is stocked with the most commonly sold parts in the past year. We staff this store with temporary help hired specifically for GNR. They will be unable to assist you in looking up parts at the Friendship Hall building.

### ADDITIONAL PEOPLE ON BOARD.

We hire temporary part-time people (usually college students) to assist the full-time staff. These TPT people are assigned the jobs they can easily handle with a minimum amount of training. This frees our full-time staff to assisting you in finding your parts. We also "borrow" people qualified to look up parts from other departments. Our parts analysts in the Customer Service building average 16 years experience in the RV parts industry.

You would think with all this pre-planning, ordering ahead, and hiring of extra people, everything would go smoothly. And, for the most part, it does. There are a few times things go wrong, but the best reason it works is because we have the "Best Customers on Earth."

**THE STAFF AT CUSTOMER SERVICE LOOKS FORWARD EVERY YEAR TO WELCOMING OUR LONGTIME FRIENDS BACK AGAIN. WE WILL SEE YOU WITH SMILES ON OUR FACES IN JULY 2018!**

## Get Window Awnings installed at GNR!

Contact us today for more information!

**DEB HRUBES**  
[dhrubes@wgo.net](mailto:dhrubes@wgo.net)  
641-585-6306

**Dometic is offering free hardware with any window awning purchase**

**Carefree is offering a free Sun Blocker for an owner that has 1 or more window awnings installed**

*(Available in Black, Sierra Brown, Bordeaux, and Navy. Sizes available include 10', 15' and 17'.)*

**Deadline for order is June 11!**

*There will be a minimum freight charge of \$35.00 per order.*