



# *Grand Haven*

By **VIKING**

## **2008 PRODUCT WARRANTY SUMMARY GUIDE**



## INTRODUCTION

Thank you for purchasing a Viking Recreational Vehicle. With your new purchase, Viking Recreational Vehicles, LLC provides:

- A one-year base Limited Warranty
- A two-year Limited Structural Warranty

Our warranty has helped propel us to the top of the RV Industry with one of the most comprehensive warranties available today. With few exceptions, our warranty operates as a 'One-Stop' warranty plan backed by a comprehensive network of service centers ready to meet your needs throughout the United States and Canada.

Also, many of our component suppliers offer warranties that extend beyond Coachmen's warranty coverage. In this guide you will find our Base and Structural Warranties along with a summary of the many component manufacturer warranties available to you. **THE COMPONENT WARRANTY SUMMARIES ARE NOT INTENDED TO REPLACE THE COMPONENT WARRANTY DOCUMENTS PROVIDED WITH YOUR PURCHASE.** Please refer to the original warranty documents when coverage questions arise. **PLEASE REVIEW YOUR OWNER'S MANUAL FOR QUESTIONS REGARDING THE OPERATION OF YOUR RV.**

Viking Recreational Vehicles, LLC  
NEW RECREATIONAL VEHICLE BASE LIMITED WARRANTY

**Scope**

This new Recreational Vehicle Limited 'Warranty' applies only to new vehicles sold by an authorized dealer for one (1) year from the original retail purchase date or the date the vehicle was first put into use ('Warranty Period'). Be sure you read and understand this Limited Warranty. This Limited Warranty applies only to the original owner.

**Coverage**

This Limited Warranty applies only to materials and components originally built or installed by VIKING RV, LLC as described below. Provided that you notify VIKING RV, LLC or one of its authorized servicing dealers of the defect in original materials or workmanship within the Warranty Period, VIKING RV will make any necessary repairs to the 'Recreational Vehicle' and, if applicable, to certain 'Installed Portions' of the product as described below, which may become necessary during the Warranty Period, due to defects in materials or workmanship. We will repair or replace any defective part at no cost to you. If design changes are made, we may substitute parts or components of substantially similar quality, without incurring any obligation to incorporate these changes into any product previously manufactured. 'Recreational Vehicle' (also referred to as 'RV') means all portions of the product which are used or primarily maintained as a temporary mobile dwelling. These 'RV' portions, which may also be described as 'living facilities', include but are not limited to, the plumbing system and fixtures, LP system, appliances, and RV furnace, RV entrance door and exterior compartments and windows. Defects or damage to interior and exterior surfaces, trim, upholstery, and other appearance items that may occur prior to delivery are usually corrected during the inspection process at the manufacturing facility and the dealership. If you have any concern over any such item when you take delivery of your vehicle, please notify your dealer immediately.

**Exclusions**

This Limited Warranty does not cover tires, batteries, or any other item or component which is warranted separately by the respective manufacturers. This Limited Warranty specifically excludes damage caused by improper use, failure to maintain in accordance with the Owner's Manual, improper operation, overloading, abuse, collision, damage due to the environment such as flaking, peeling or discoloration of the exterior or finish, alterations or improper repairs, service call charges, corrosion, cosmetic flaws, or normal deterioration/wear of fabrics and carpeting. This Limited Warranty is void in the event that you use the vehicle other than for its customary purpose, fail to register and use the vehicle in the United States or Canada, and/or use the vehicle for rental, commercial purposes, or continually use as a dwelling for more than thirty (30) days. THIS PRODUCT WAS DESIGNED AND INTENDED TO BE USED FOR RECREATIONAL OR SEASONAL USE ONLY. There is no warranty of any nature made by Viking Recreational Vehicles, LLC beyond that contained in this Limited Warranty. No person has authority to enlarge, amend or modify this Limited Warranty. The dealer is not Viking Recreational Vehicles, LLC's agent but an independent entity. VIKING RV, LLC is not responsible for any undertaking, representation or warranty made by the dealer or any other person different from those expressly set forth in this Warranty.

NOTE: MOLD OR MILDEW CAN OCCUR AS A RESULT OF HIGH HUMIDITY, CONDENSATION OR WATER INTRUSION. PREVENTION OF MOLD AND MILDEW IS A MAINTENANCE ISSUE AND IS THE CUSTOMER'S RESPONSIBILITY. THEREFORE DAMAGES RESULTING FROM MOLD OR MILDEW ARE NOT COVERED BY THE VIKING RECREATIONAL VEHICLES, LLC LIMITED WARRANTY.

**Limitation of Implied Warranties**

IMPLIED WARRANTIES, INCLUDING THE IMPLIED WARRANTY OF MERCHANTABILITY AND IMPLIED WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE, ARE EXPRESSLY DISCLAIMED OR LIMITED IN DURATION TO THE FIRST YEAR OF THIS LIMITED WARRANTY. Some states do not allow limitations on how long on implied warranty lasts, so the above limitation may not apply to you.

**Disclaimer of Consequential and Incidental Damages**

THE ORIGINAL PURCHASER OF THE VEHICLE AND ANY PERSON TO WHOM THE VEHICLE IS TRANSFERRED, AND ANY PERSON WHO IS AN INTENDED OR UNINTENDED USER OR BENEFICIARY OF THE VEHICLE, SHALL NOT BE ENTITLED TO RECOVER ANY CONSEQUENTIAL OR INCIDENTAL DAMAGES FROM Viking Recreational Vehicles, LLC This exclusion shall include, but not be limited to, transporting the vehicle for service, lodging, meals, loss of use of the product, legal expenses, loss or damage to personal property, inconvenience or loss of income. Some states do not allow the exclusion or limitation of consequential or incidental damages, so the above exclusions may not apply to you.

**Legal Remedies**

ANY DISPUTE BETWEEN YOU AND VIKING RECREATIONAL VEHICLES, LLC RELATING TO THE TERMS AND ENFORCEMENT OF THIS LIMITED WARRANTY AND ANY OTHER CLAIMS RELATING TO THE VEHICLE SUBJECT TO THIS LIMITED WARRANTY SHALL BE RESOLVED BY BINDING ARBITRATION. THE DECISION OF THE ARBITRATOR MAY BE CONFIRMED BY A COURT OF COMPETENT JURISDICTION AND ENFORCED ACCORDINGLY. ANY ACTION TO ENFORCE THIS WARRANTY OR ANY IMPLIED WARRANTY ALLEGED TO EXIST, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE MUST BE COMMENCED WITHIN ONE (1) YEAR AFTER THE EXPIRATION OF THIS LIMITED WARRANTY. This Limited Warranty gives you specific legal rights, and you may have other rights that vary from state to state.

**Entitlement to Attorneys Fees and Legal Expenses**

In the event of any lawsuit being filed by you or anyone on your behalf, the prevailing party in such lawsuit shall be entitled to recover his/her/its attorneys fees and legal expenses incurred in relation to the lawsuit. The determination of the "prevailing party" shall be made by comparing any offers made by Coachmen to you prior to or during the pendency of the lawsuit to the result of such lawsuit, whether through final judgement, mediation or other form of settlement.

**To Obtain Service**

For Warranty service, contact an authorized VIKING RECREATIONAL VEHICLES, LLC dealer or service center for an appointment or consultation, then take the vehicle (at your expense) to the servicing facility. It is the intent of VIKING RECREATIONAL VEHICLES, LLC to satisfy our valued customers. If you have a problem obtaining satisfactory and timely warranty service that may substantially impair the use, value or safety of your Viking product, please call us on our toll free line (1-800-453-6064) so that we may attempt to resolve your concerns.

Viking Recreational Vehicles, LLC  
EXTENDED STRUCTURAL LIMITED WARRANTY

**Scope**

This Extended Structural Limited Warranty, ('Limited Warranty'), applies only to new vehicles sold by an authorized Viking Recreational Vehicles, LLC dealer for two (2) years from the original retail purchase date or the date the vehicle was first put into use ('Warranty Period'). Be sure you read and understand this Limited Warranty. This Warranty applies only to the original owner.

**Coverage**

The Extended Structural Limited Warranty applies only to materials and components originally built or installed by VIKING RV as described below. Provided you notify VIKING RV or one of its authorized servicing dealers of the defect in original materials or workmanship within the Warranty Period of two (2) years, VIKING RV will repair the interior and exterior sidewalls, floor structures and ceiling assemblies for all products, and the frame, free of charge for both material and labor, where necessary, due to defects in original material or workmanship. In the event of a design change, we reserve the right to substitute parts or components of substantially similar quality without incurring any obligation to incorporate these changes into any product previously manufactured.

**Exclusions**

This Limited Warranty specifically excludes damage caused by improper use, failure to maintain in accordance with the Owner's Manual, improper operation, overloading, abuse, collision, damage due to environment such as flaking, peeling or discoloration of the exterior or finish, alterations or improper repairs, service call charges, corrosion, cosmetic flaws, normal deterioration or aging. This Limited Warranty is void in the event that you use the vehicle other than for its customary purpose, fail to register and use the vehicle in the United States or Canada, and/or use the vehicle for rental or commercial purposes. THIS PRODUCT WAS DESIGNED AND INTENDED TO BE USED FOR RECREATIONAL OR SEASONAL USE ONLY. There is no warranty of any nature made by VIKING RV beyond that contained in this Limited Warranty. No person has authority to enlarge, amend or modify this Limited Warranty. The dealer is not VIKING RV's agent but an independent entity. VIKING RECREATIONAL VEHICLES, LLC is not responsible for any undertaking, representation or warranty made by any dealer or any other person different from those expressly set forth in this Limited Warranty.

NOTE: MOLD OR MILDEW CAN OCCUR AS A RESULT OF HIGH HUMIDITY, CONDENSATION OR WATER INTRUSION. PREVENTION OF MOLD AND MILDEW IS A MAINTENANCE ISSUE AND IS THE CUSTOMER'S RESPONSIBILITY, THEREFORE, DAMAGES RESULTING FROM MOLD OR MILDEW ARE NOT COVERED BY THE VIKING RV LIMITED WARRANTY.

**Limitation of Implied Warranties**

IMPLIED WARRANTIES, INCLUDING THE IMPLIED WARRANTY OF MERCHANTABILITY AND IMPLIED WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE, ARE EXPRESSLY DISCLAIMED OR LIMITED IN DURATION TO THE TERM OF THIS LIMITED WARRANTY. Some states do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you.

**Disclaimer of Consequential and Incidental Damages**

THE ORIGINAL PURCHASER OF THE VEHICLE, AND ANY PERSON WHO IS AN INTENDED OR UNINTENDED USER OR BENEFICIARY OF THE VEHICLE, SHALL NOT BE ENTITLED TO RECOVER ANY CONSEQUENTIAL OR INCIDENTAL DAMAGES FROM Viking Recreational Vehicles, LLC This exclusion shall include, but not be limited to, transporting the vehicle for service, lodging, meals, loss of use of the product, legal expenses, loss or damage to personal property, inconvenience or loss of income. Some states do not allow the exclusion or limitation of consequential or incidental damages, so the above exclusion may not apply to you.

**Legal Remedies**

ANY DISPUTE BETWEEN YOU AND VIKING RECREATIONAL VEHICLES, LLC RELATING TO THE TERMS AND ENFORCEMENT OF THIS LIMITED WARRANTY AND ANY OTHER CLAIMS RELATING TO THE VEHICLE SUBJECT TO THIS LIMITED WARRANTY SHALL BE RESOLVED BY BINDING ARBITRATION. THE DECISION OF THE ARBITRATOR MAY BE CONFIRMED BY A COURT OF COMPETENT JURISDICTION AND ENFORCED ACCORDINGLY. ANY ACTION TO ENFORCE THIS LIMITED WARRANTY OR ANY IMPLIED WARRANTY ALLEGED TO EXIST, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, MUST BE COMMENCED WITHIN ONE (1) YEAR AFTER THE EXPIRATION OF THIS WARRANTY. This Limited Warranty gives you specific legal rights, and you may have other rights that vary from state to state.

**Entitlement to Attorneys Fees and Legal Expenses**

In the event of any lawsuit being filed by you or anyone on your behalf, the prevailing party in such lawsuit shall be entitled to recover his/her/its attorneys fees and legal expenses incurred in relation to the lawsuit. The determination of the "prevailing party" shall be made by comparing any offers made by Coachmen to you prior to or during the pendency of the lawsuit to the result of such lawsuit, whether through final judgement, mediation or other form of settlement.

**To Obtain Service**

For warranty service, contact an authorized VIKING RECREATIONAL VEHICLES, LLC dealer or Service Center for an appointment or consultation, then take the vehicle (at your expense) to the servicing facility. It is our intent to satisfy our valued customers. If you have a problem obtaining satisfactory and timely warranty service that may substantially impair the use, value or safety of your VIKING RV product, please call us on our toll free line (1-800-453-6064) so that we may attempt to resolve your concerns.

# VIKING RV TRAVEL TRAILER UNIT WEIGHT INFORMATION SHEET

## TOWABLE - UNIT WEIGHT INFORMATION SHEET

PRODUCT: YEAR: 2006 MODEL: SER#:

**LBS. GVWR (GROSS VEHICLE WEIGHT RATING)** is the maximum permissible weight of this trailer when fully loaded. It includes all weight at the trailer axle(s) and tongue or pin.

**LBS. UVW (UNLOADED VEHICLE WEIGHT)** is the weight of this trailer as manufactured at the factory. It includes all weight at the trailer axle(s) and tongue or pin. If applicable, it includes full generator fuel, engine oil and coolants. The UVW does not include cargo, fresh water, LP Gas, or dealer installed accessories.

**LBS. NCC (NET CARRYING CAPACITY)** means the maximum weight of all personal belongings, food, fresh water, LP Gas, tools, dealer installed accessories, etc., that can be carried on this trailer. (NCC is equal to or less than GVWR minus UVW).

**LBS. CCC (CARGO CARRYING CAPACITY)** is equal to the GVWR minus each of the following: UVW, full fresh (potable) water weight (including water heater and all LP Gas weight).

**TOTAL WEIGHT ON AXLES SHOULD NOT EXCEED COMBINED AXLE RATING : 7,000 LBS.  
DO NOT EXCEED 3,500 LBS. PER AXLE**

CARGO CARRYING CAPACITY (CCC) COMPUTATION:	LBS.	(KG.)
GVWR.....	7,410	3,360.5
Minus UVW.....	4,413	2,001.3
Minus fresh water weight of 46.0 gallons @8.3 lb/gal (3.8kg/gal).....	382	174.8
Minus LP-Gas weight of 14.3 gallons @4.5 lb/gal (2kg/gal).....	60	28.6
CCC for this trailer*	2,555	1,158.7

\*Dealer installed equipment will reduce CCC

### OPTION WEIGHTS IN LBS. (Net weight added for manufacturer installed options)

PRONTO PACKAGE #1	54	SPARE TIRE	47
FAN, FANTASTIC	10	SINK COVER	3
SHOWER, OUTSIDE	2		

**ALL WEIGHTS ARE APPROXIMATE** and provided to assist the operator in the proper loading of this vehicle.

**CONSULT OWNER MANUAL(S) FOR SPECIFIC WEIGHING  
INSTRUCTIONS AND TOWING GUIDELINES**

Viking RV products are designed to accommodate a wide variety of uses to meet your travel and RV'ing needs. The design and construction of each unit allows ample room, flexibility and capacity for normal use and cargo. As the owner, you bear the responsibility to properly load your vehicle without exceeding the chassis/ frame weight capabilities. The total weight and distribution of that weight are important safety considerations in the operation of your unit.

For your convenience, Viking RV provides a unit weight information sheet in each recreational vehicle manufactured. Above is a sample of the Unit Weight Information Sheet. Please be responsible in loading your recreational vehicle and do not exceed the net carrying capacity of your vehicle.

We recommend that you have your loaded vehicle weighed prior to leaving on a trip in order to assure that you have not exceeded your maximum carrying capacity. You may check the Yellow Pages for the address and telephone number of the nearest weighing facility (grain elevator, sand and gravel dealer or government weighing station).

<b>Component</b>	<b>Component Manufacturer</b>	<b>VIKING Limited Warranty</b>	<b>*Component Mfg. Limited Warranty</b>
<b>ACCESSORIES:</b>			
<b>Awnings</b>	<b>Dometic/A&amp;E</b>	<b>1 year</b>	<b>3 yrs parts, 2 yrs labor</b>
<b>LP Leak Detector</b>	<b>Atwood</b>	<b>1 year</b>	<b>----</b>
<b>Monitor Panel</b>	<b>KIB</b>	<b>1 year</b>	<b>----</b>
<b>TV Antenna</b>	<b>Antenna Tek</b>	<b>1 year</b>	<b>----</b>
<b>APPLIANCES:</b>			
<b>Microwave</b>	<b>Sylvania</b>	<b>1 year</b>	<b>----</b>
<b>Range/Oven</b>	<b>Magic Chef</b>	<b>1 year</b>	<b>----</b>
<b>Refrigerator</b>	<b>Dometic</b>	<b>1 year</b>	<b>----</b>
<b>ELECTRICAL:</b>			
<b>Converter</b>	<b>Atwood</b>	<b>1 year</b>	<b>2 years</b>
<b>FURNITURE:</b>			
<b>Cushions/ Mattresses</b>	<b>Flair Interiors</b>	<b>1 year</b>	<b>----</b>
<b>HEATING &amp; AIR CONDITIONING:</b>			
<b>Roof A/C</b>	<b>Dometic</b>	<b>1 year</b>	<b>2 yrs, 3 yrs option on parts</b>
<b>Furnace</b>	<b>Atwood</b>	<b>1 year</b>	<b>2 yrs, 5 yrs on combustion chamber, 7 yr option on combustion chamber</b>

\*Note: Please refer to the RV data sheet posted in your unit for specific manufacturer component information, which may be required for service repair.

<b>Component</b>	<b>Component Manufacturer</b>	<b>VIKING Limited Warranty</b>	<b>*Component Mfg. Limited Warranty</b>
<b>PLUMBING:</b>			
<b>Toilet</b>	<b>Thetford</b>	<b>1 year</b>	<b>3 years</b>
<b>Water Heater</b>	<b>Atwood</b>	<b>1 year</b>	<b>2 yrs, 3 yrs tank part</b>
<b>Water Pump</b>	<b>FloJet</b>	<b>1 year</b>	<b>2 yrs from mfg. date</b>
<b>Water System</b>	<b>Uponor</b>	<b>1 year</b>	<b>25 yrs on lines, 10 yrs on fittings</b>
<b>SLIDE OUT SYSTEM:</b>			
	<b>Lippert</b>	<b>1 year</b>	<b>3 yrs Limited to Original Owner</b>
<b>STRUCTURAL:</b>			
<b>Axles</b>	<b>Lippert</b>	<b>1 year</b>	<b>2 years</b>
<b>Fiberglass</b>	<b>Lamilux</b>	<b>1 year</b>	<b>2 years/20,000 miles</b>
<b>Floor Assembly</b>	<b>Coachmen</b>	<b>2 years</b>	<b>----</b>
<b>Frame</b>	<b>Lippert</b>	<b>2 years</b>	<b>----</b>
<b>Roof Assembly</b>	<b>Coachmen</b>	<b>2 years</b>	<b>----</b>
<b>Rubber Roof</b>	<b>Dicor Brite Ply</b>	<b>1 year</b>	<b>12 yrs limited</b>
<b>Sidewall Assembly</b>	<b>Coachmen</b>	<b>2 years</b>	<b>----</b>

Tires and batteries are covered by their respective manufacturers. Refer warranty questions to local distributor or direct to the respective manufacturer.

\*Note: Please refer to the RV data sheet posted in your unit for specific manufacturer component information, which may be required for service repair.



# Grand Haven

By VIKING

To our Valued Customer:

If you have a problem obtaining satisfactory and timely warranty service that may substantially impair the use, value, or safety of your Viking Recreational Vehicles, LLC product, please call our Service Operations Department toll free at 800-453-6064 so that we may assist you in resolving your concerns.

All information contained in this brochure is believed to be accurate at the time of publication. However, it may become necessary to make revisions due to changes in the product or component manufacturer information. Viking Recreational Vehicles, LLC reserves the right to make all such changes without notice. Refer to the product information literature provided with your unit for specific warranty details for component product information applicable to your Recreational Vehicle.

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