

What you need to know before calling for service or repair

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Let's say the air conditioner in your RV is not cooling like it should. So naturally, you call a service facility (i.e., RV dealership or mobile repair) to see if they can fix it. When the service representative asks you, "Which model do you have," you proudly respond that you have "a 'such and such' model of a 'two thousand and something' Super Brand RV." You even have the vehicle identification number (VIN) ready to recite, just in case. However, what the service representative meant...was, "Which model air conditioner do you have?" – because that's what you had asked about having fixed.

Oops! You just learned a significant difference between the RV and automotive industries. Contrary to common expectations, unless you are requesting work to be done on the chassis (or powertrain), supplying the Year, Make and Model, or the VIN of your RV to a repair facility will NOT provide the service personnel with a detailed listing of which equipment/ appliances exist on, in, or under your RV (e.g., air conditioner/heat pump, awning, furnace, refrigerator, television and antenna, toilet, water heater, etc., etc.)

Unfortunately, the RV industry does not "link" diverse equipment/appliance information to each uniquely assembled RV model or VIN. The exact items any RV manufacturer may have installed during the "initial build" is a mystery and requires someone to make an effort to examine your "distinctively built" RV for specific data - every time a service/repair is requested.

(Remember: Except for specific fabrication design(s), the RV manufacturers are basically assemblers of various, independently manufactured components that make up their distinct RV models.)

Because of this regrettable lack of information consolidation, it behooves each RV owner to accumulate and maintain this vital information for themselves.

p.s. This information is usually found on the manufacturer's product data label on each equipment/appliance. **(Note:** Label locations vary.)

(Comment: Yes, this level of specific detail is, indeed, necessary for the service technician or parts-counter worker to be able to correctly identify and locate any required repair parts for your improperly functioning equipment/ appliance. So..., be very thorough when collecting data. If you have all this information readily available in advance, you will help expedite the time necessary to accomplish your requested service/repair need(s). A friend of mine in the RV Repair Parts business has often advocated, "If you want the right part(s) the first time, simply provide the proper information to make it happen." Hmmm – sounds like good advice.)

Here's another "Oops" you need to be aware of. When a service representative asks you, "What **type** of RV do you have?" s/he is not asking about your RV's Year, Make, and Model. The question refers to the specific category (a.k.a. "**Class**") of RV you have. There are seven (7) uniquely different "types" of RVs:



Class A



Class B



Class C



Travel Trailer



5th Wheel



Truck Camper



Folding Tent Camper

For more information, please locate SUMDALUS.COM's menu bar item: BOOKS FOR RV ENTHUSIASTS, for direct access to the MY RV "LOGBOOK" listing on Amazon.com