

<b><u>RV QUESTIONS</u></b>	<b><u>RV ANSWERS</u></b>
1.) Can I have my chassis worked on at a local shop and be reimbursed for warranty work performed?	1.) It is recommended that the unit be taken to a Freightliner dealer as outlined in your warranty manual in order to reduce costs to the customer. Freightliner warranty can only reimburse for Freightliner dealer labor rates and parts pricing. IN ALL CASES, please call 1-800-385-4357 for direction, FIRST.
2.) How do I know if my concern should be addressed by Freightliner, body builder, or major component manufacturer?	2.) Some components are provided by FCCC, some are provided by the body builder, and major components such as engines and transmissions are warranted through those manufacturers. Therefore, please call 1-800-385-4357 or e-mail <a href="mailto:fccservice@daimler.com">fccservice@daimler.com</a> to help determine coverage.
3.) What steps are needed to be taken to modify my chassis from the original build to desired features (i.e. increased weight capacity, tire size, axle ratio, electrical modifications, etc.)?	3.) Because there are engineering considerations, FCCC Customer Service can help you on a VIN-specific basis, although in most cases there is Engineering Research fees applied. Any modification MUST be performed at any Freightliner Dealer and would ONLY be researched if FCCC already offers the option desired. Please call 1-800-385-4357 for further information.
4.) What is the proper air pressure on my tires?	4.) Refer to your tire manufacturer's inflation chart AFTER you have weighed your vehicle across each axle. <a href="http://www.michelinman.com">www.michelinman.com</a> / <a href="http://www.goodyear.com">www.goodyear.com</a>
5.) How do I contact FCOC?	5.) ( <a href="http://www.fcocrv.org">www.fcocrv.org</a> ) Freightliner Chassis Owners Club, PO Box 1527, Cortaro AZ, 85652
6.) What is the address to the Gaffney Service Center?	6.) FCCC, 103 Campus Drive, Gaffney SC 29341
7.) My slide out will not come in, how do I manually retract it?	7.) Contact your coach manufacturer or body builder.
8.) My leveling jacks will not come up?	8.) Contact your coach manufacturer or body builder.
9.) How can I get a manual for my chassis?	9.) Contact your local Freightliner dealer parts department with the last six of your chassis VIN number
10.) What are the upcoming dates for Camp Freightliner?	10.) Go to website <a href="http://www.fccrv.com/owners/">www.fccrv.com/owners/</a>
11.) Where do I find my chassis VIN NUMBER?	11.) It should be located on your vehicle registration information, insurance card, and/or a sticker inside the coach. It is a 17 digit number beginning with 4UZ, 4CD, 10T, or 17N

12.) What service do I need and what is the approximate cost of the service to be performed at the Gaffney SC Service Center?	12.) Please call 1-855-253-0421, opt.1 for Scheduling and provide the last 6 digits of your Vin# for information.
13.) What facilities are offered in the camping area at the Gaffney SC Service Center?	13.) 20 Spots with 50 amp electric is provided on each site, there is community water and a dump station.
14.) How long can I stay in the camping area?	14.) The lot is provided for customers having service, the night before service and the night of service.
15.) I am scheduled for Camp Freightliner, can I stay on your lot?	15.) Camp Freightliner attendees, unless having service should park at KOA. Transportation is provided from KOA to the class.
16.) Where is the camping area located at the Gaffney Service Center? Do I need a gate code or anything to get in?	16.) The camping area is located at 103 Campus Drive, Gaffney SC 29341, directly behind the Service Center. The lot is open so access in and out does not require a code or pass.
17.) What type of antifreeze does my coach use?	17.) For RV's built PRIOR-TO 2017, Heavy Duty for diesel engines, 50/50 Pre-Diluted Ethylene Glycol & Water Coolant, NON extended life, Pre-Charged with SCA's.
18.) Where do I order FCCC chassis parts from?	18.) Provide your chassis VIN# to any Freightliner Dealer along with clear description of the part(s) you want to order, and they will look up your part number(s) and provide quote(s) on the purchase. FCCC CAC does NOT sale any parts.
19.) How do I warranty register my unit that I bought NEW?	19.) Call 800-385-4357 with the VIN# of the chassis, so that FCCC can verify if unit has already been registered or needs to be. Or, send an e-mail with your VIN# to <a href="mailto:fccservice@daimler.com">fccservice@daimler.com</a> , so that the correct form can be sent back to you, so you can fill it out and return to <a href="mailto:warrantydep@daimler.com">warrantydep@daimler.com</a> .
20.) How do I obtain a Recall Clearance letter for my FCCC chassis that I need for entrance into Canada?	20.) Call 800-385-4357 with the VIN# of the chassis, or send an e-mail with your VIN# to <a href="mailto:fccservice@daimler.com">fccservice@daimler.com</a> with this request.
21.) Does FCCC warranty cover my entire RV?	21.) No. Most RV's consist of at least four (4) different warranties. The chassis is warranted by FCCC. The engine is warranted by the engine manufacture, which in most cases is Cummins. The transmission is warranted by the manufacturer, which in most cases is Allison. The body components such as slide-outs, leveling jacks, generator, etc are warranted by the body builder.
22.) Does FCCC warranty cover miscellaneous expenses such as downtime, travel expenses, loss of revenue, etc, while my RV is being repaired at a Freightliner Dealer?	22.) No. Please refer to your FCCC Warranty Information Manual for complete list of Exclusions of the chassis warranty.

23.) How can I purchase extended warranty on my chassis?	23.) Extended warranty can only be purchased during the first 30 months of service from the date of original purchase. In addition, there can be a late penalty beyond the 18th month of service. For additional information and/or quotes, please call 864-206-8277.
24.) Where is my electric trailer brake connector located.	24.) For rear engine RV's built with this option after 2002, it is usually located under the dash to the left of the steering column and will be a 6-pin connector labeled TBC or trailer brake controller.
25.) What kind of lube is in my rear axle?	25.) In most ALL cases, it is a 80/90W hypoid gear oil.
26.) What is considered the acceptable amount of air loss on my RV?	26.) For warranty purposes, the standard is considered 2psi/minute with no air consuming devices deployed. So, unless you loose ALL 120 psi of a typical air system in less than 1 hour, this is considered normal.
27.) What type of engine oil does my rear diesel engine use?	27.) Shell Rotella 15W40.