



2016 FROG INTERNATIONAL RALLY

Request for Service Assistance

We will have technicians at the FROG Rally to handle service issues. To request service, please complete this form clearly and accurately with UP TO 3 ITEMS and mail or e-mail it to us NO LATER THAN JULY 1 so that we can assess staffing, parts, and other needs. Requests received after July 1 might not be able to be accommodated, and ALL requests are subject to approval by Forest River. After you are parked, please go to the Rally Service Center to report your site number and to schedule service. All service work must go through the Rally Service Center. Emergency service (items that occurred on the way to the FROG Rally) must be requested by Tuesday of the event except in cases of safety issues.

Someone from your RV brand may contact you if we need more information about your specific concern. Please realize that we will make all reasonable efforts to handle your service issues. Requests will be prioritized by the nature of the issue, availability of technicians and parts, and other considerations. It is possible that we will not be able to get to every request, or that some issues might be beyond the scope of what can be done outside of a service facility. If so, you might be asked to arrive early or stay after the event for service.

SERVICE PRIORITY WILL BE GIVEN TO ORIGINAL OWNERS OF RVs LESS THAN FIVE MODEL YEARS OLD.

Service at the FROG Rally is intended to address items that are or would have been covered under warranty for the original owner, recall items, and safety concerns. It is NOT provided to replace regular care and maintenance of your RV; to provide enhancements or upgrades; to take the place of your insurance in handling collision damage; to correct problems caused by modifications that you have made after the original assembly of your RV; to address concerns with a unit that you've purchased used; etc. Service requests beyond the scope of these guidelines may be declined.

Because of the nature of service activities, it is not possible to guarantee adherence to a strict time schedule. Therefore, please plan to participate in Rally events while waiting for the service technician to arrive. He or she will call before arriving at your unit to be sure that you are available while work is being done, or you can give permission for a technician to enter and work in your unit during your absence. If you have pets, they must be out of the unit or crated both for the safety of the technicians and to prevent accidental escape of your pets.

Name _____ Campsite # _____ (To be completed at Rally)

Cell Phone (_____) _____ E-Mail Address _____

RV Brand _____ Model Year _____ VIN (Last 7 Digits) _____ License Plate # _____ State / Province _____

Service Requested (Up to 3 Items) (1) _____

(2) _____

(3) _____

==== (Area below is to be completed when work is finished.) =====

Resolution of Issue(s) _____

Service Technician _____ Owner _____ Date _____

Complete and submit this form online; or 2016 FROG International Rally -- Service Request 201605122016 FROG International Rally -- Service Request 20160512
Mail to: FROG P.O. Box 30 Middlebury, IN 46540; or
E-Mail to frog@forestriverinc.com with subject "Rally Service"