



BREAKDOWN PROCEDURES

In the event of a breakdown the following procedures should be followed. A lot depends on what kind of problem you're having and what time of day it is. There are too many variables to cover all instances but these procedures will cover the majority of the problems you might encounter.

The 800 number for TTS is only to be used in the event of a disabling malfunction such as blow out, dead engine, transmission or a chassis electrical problem. DO NOT use this number for generator, appliance or lighting problems. If the motor home is running, this number isn't to be used. Improper use of this number could cause the renter to be charged for the service call.

UNIT IS STILL RUNNING

1.) If it's between the hours of 9 a.m. and 6 p.m. Monday through Friday or 10 a.m. to 2 p.m. on Saturday, get to the nearest phone and call our Customer Service number **1-281-872-9200**. We will give you direction on what to do based on your description of the problem and the unit you're in.

2.) If it's not during the hours listed above, we ask you to do what you would do if the unit belonged to you and call us during the hours listed above. If it's determined the problem was due to negligence or the service call was for an unauthorized problem, the renter will be responsible for the service call charges.

3.) If it's a tire problem, call **1-800-342-5887**. We have contracted with **TTS**, a 24 Hr. nationwide **Emergency** road service. They take care of tire repairs and or replacement on the highway and can do light mechanical repairs. They will ask you for the name of the carrier (American Dream Vacations), your EXACT location, cause of the breakdown, unit description, tire size, type (minimum load range is "E") and position (i.e. left front or inside dual passenger side). ***You will not have to pay them, they will bill us directly. If, however, it's determined the problem was due to negligence or the service call was unauthorized, the renter will be responsible for the charges.***

YOU ARE ONLY AUTHORIZED TO REPLACE THE AFFECTED TIRE. AUTHORIZATION FOR ANY ADDITIONAL REPLACEMENTS MUST COME DIRECTLY FROM AMERICAN DREAM VACATIONS. NEITHER TTS NOR ANY ROADSIDE ASSISTANCE PERSONNEL IS AUTHORIZED TO APPROVE ADDITIONAL TIRE REPLACEMENTS. YOU MUST VERIFY THE TIRE BEING REPLACED IS EQUIVALENT TO THE AFFECTED TIRE (i.e. SAME SIZE, SAME MODEL, SAME LOAD RANGE, AND NEW)

4.) Regardless of who does the repairs, you are required to get prior approval from us (American Dream Vacations) on repairs over \$50.00 (or follow item 2 above), bring us all receipts pertaining to any repairs (receipts must clearly show the business name, address, phone number, date, amount paid and how it was paid) and return **all** defective parts to us.

UNIT IS NOT RUNNING

1.) Get to the nearest phone and call our Customer Service number **1-281-872-9200**. If it's after our business hours, call **TTS** at **1-800-342-5887**. If it's determined the problem was due to negligence or inexperience, the renter will be responsible for the service call charges.

If you use the services of TTS, you must call and let us know as soon as possible. Failure to inform us could result in additional charges to the renter.