



Customer Services Bulletin

24/02/20200



Re: Installation of Autograph III toilet cassette doors

Dear Colleague,

Following an inspection of Autograph III units on site here at South Liberty Lane and through subsequent examination in the water test rig it is evident that in a small percentage of cases that the rubber seal on the new Hartal toilet cassette door has not been installed correctly.

Consequently, as precautionary measure, we believe it is necessary for a further inspection of all Autograph III models in the following build sequence to assess the vehicle and if required carry out any remedial work: VIN Sequence – 69207197 to 81607336

To ensure that this is resolved as quickly and effectively as possible, with minimal inconvenience to both retailers and customers, Bailey will deploy trained personnel from 24th February onwards into the field to inspect and rectify all motorhomes within this sequence.

All models either produced after this sequence have already been assessed and cleared for dispatch.

As the majority of the units in question are display models Phase I of the inspection programme will involve visiting all Retailers in the Bailey motorhome network to assess their site stock. Operating in teams of two, working to established standard operating procedures, it is anticipated that the time required on each vehicle will be approximately 30 minutes. Prior to arrival, retailers will be contacted to request access to their site and to the vehicles in question. At that time, the names of the Bailey personnel to be in attendance will be provided.

The second phase of the programme will involve us visiting any customers who have already taken delivery of a motorhome within this sequence. To assist us with this process could you therefore ensure that your on-line Bailey warranty registrations are both up to date and complete in terms of customer contact details in order that we can get in touch with them directly.

If you have a motorhome within the prescribed sequence that you wish to handover to a customer prior to the visit of the Bailey inspection team there is a standard operating procedure (available upon request) which you can carry out yourselves under warranty. We allow 0.5 hours for this process and it can be claimed for under warranty code 9999082 (Autograph III toilet cassette door modification)

Should you have any queries in relation to this matter please contact either Bob Swain, Darryl Wandless or myself on product.support@baileyofbristol.co.uk for more information.

I would like to take this opportunity to apologise for any inconvenience that this matter may cause you and your customers, but thank you in advance for your support and assistance. In addition, I would like to re-iterate that this is only a precautionary measure but one which we feel is necessary to avoid potentially more significant issues with the product in future.

Best regards

Dave Evans
Head of Customer Services