



## Customer Services Bulletin

25/02/2020



To: Retailer Principals, Retailer Customer Services & Retailer Workshops

**Re: Interior cosmetic appearance and drop down bed mechanism of Autograph 81-6 motorhomes**

Dear Colleague,

Following feedback from Retailers on initial deliveries of the Autograph 81-6 models it is apparent there is some concern over the cosmetic appearance of the inner dome above the front dinette. In addition in some instances the drop down double bed mechanism has proven to be difficult to operate.

To ensure that both these issues are resolved as quickly and effectively as possible, with minimal inconvenience to Retailers, Bailey will deploy trained Response Team personnel from 24<sup>th</sup> February onwards into the field to inspect and rectify all motorhomes within the following sequence: Autograph 81-6 models VIN 81606844 to 81607336

All models manufactured after this sequence have been modified accordingly and are cleared for dispatch.

Rapid Response teams will be working to established standard operating procedures, it is anticipated that the time required on each vehicle will be approximately 6 hours. 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.

If you have a motorhome within the prescribed sequence that has already been or is about to be handed over to a customer please contact either Ricky Harding or myself on [product.support@baileyofbristol.co.uk](mailto:product.support@baileyofbristol.co.uk) in order that we can agree an appropriate course of action.

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 these actions being taken now to avoid potential customer dissatisfaction with the product in future.

Best regards

Dave Evans  
Head of Customer Services