

We at www.van.life firmly believe that Midwest Automotive Designs makes the best class B van in the industry. With generous warranty support from a manufacturer that doesn't lock you into their dealer network for service, a 3-year/36,000 mile bumper to bumper warranty on the chassis and conversion, and unparalleled luxury, Midwest Automotive Designs is an excellent choice for a class B van. Having no experience in the car or RV industry we took the leap into the business starting with delivery of our first inventory in December 2019 because we were frustrated with the availability of local service. We chose Midwest Automotive Designs because, as one of their customers, they treated us right—just as we expected! Read our testimony [here](#).

After being in the business less than a year, we heard more and more horror stories from customers who took delivery of Airstream, Coachmen, Roadtrek, Thor, Winnebago, and even Midwest vans which had not been thoroughly inspected before delivery. These new owners quickly lost their enthusiasm and smiles as the first several months or more of ownership were spent going back and forth to the dealership. Frustrated beyond belief, some have even sold their units thinking their van an rv lemon before getting all systems working correctly. Most of the time, the frustration originated from small things that grew out of proportion because of poor service.

In these situations where we see dissatisfied buyers, the dealer appeared to do everything right: answered the questions, pushed through the financing, made the customer feel important. But after the papers were signed, the new owner quickly discovered that the salesman had moved on and they were now customers of the service department. And they also learned that the service department was swamped and could not get to their vans for weeks. [Van.Life](#) owners Brian and Colleen once owned a Roadtrek 210 Popular that spent literally 6 months of its first year of ownership at a dealership getting warranty repairs.

Winnebago Revel, Roadtrek Adventurous, Roadtrek Agile, Roadtrek Zion, Thor Sequence, Winnebago Era, Winnebago Boldt, Coachmen Crossfit, American Coach Patriot, Coachmen Galleria, Coachmen Beyond, Coachmen Nova, Thor Tellaro, Fleetwood Irok, Winnebago Solis, Winnebago Travato, Airstream Interstate, Winnebago Paseo, Roadtrek Slumber, Roadtrek Chase, Roadtrek Play, and even Midwest Passage...none are immune from delivery problems. Things get bumped in shipping, workers forget to tighten a fitting, batteries get drawn down while sitting. Most dealerships will do a predelivery inspection. Problem is that they only do a short predelivery inspection of 2-3 hours tops. Service department has more to do than free inspections for the sales department! In our estimation, most owner frustration could be eliminated if dealers would only thoroughly check the vans out before delivery. Things that should never see the light of day are revealed to the owner in the first hours of ownership. But by then the next service appointment is 6 weeks away, papers are signed, money has been transferred, and new owner is SOL. Despicable!

There will be problems; it's how they're dealt with that makes the difference between continued ownership excitement and [disappointment and frustration](#).

PRE DELIVERY INSPECTION OF NEW VANS

We at Van.Life want to raise the bar for new rv purchases. That's why we give you 30 man hours equaling \$4,000 worth of free shop time with every new RV purchased; we spend additional time performing repairs that are covered by warranty in addition to this free inspection time.

Our predelivery inspection is not a gimmick; it is not fluff. We install wireless voltage, amperage, and temperature sensors throughout the van and document everything we do; we even give you an excel spreadsheet documenting 10-minute interval readings of heater, air conditioner, fridge and freezer temperatures, battery voltages, and charge amperage taken over a 5-day period.

We document things like pressure test of the propane system and simulate your use of the van for a week to ensure that anything prone to breaking will be discovered before you take possession of your van.

We believe that the RV industry has had a pass too long; there is no way people who pay the money they do for luxury Class B Vans should have to endure the poor service they do.

We challenge any new dealer to improve on our inspection regimen and offer the same "Carefree Pre-inspection" regimen to their customers. As a purchaser of a new Midwest Automotive Designs RV from [Van.Life](http://www.van.life), we guarantee that all possible steps have been taken to ensure the most pleasurable ownership experience possible.

Estimated predelivery inspection time: 30 hours.

DAY 1

- Fill fresh water tank.
- Fill fuel and propane tanks.
- Ensure all accessible interior electrical connections are properly torqued.
- Cycle battery master switch on/off.
- Plug into shore power.
- Run hot water in sink and bath 5 minutes.
- Install stopper and fill sink with water to ensure it does not leak.
- Flush toilet.
- Turn on refrigerator; install temperature probes in fridge and freezer and record temperature all day. Chart on excel spreadsheet for customer.
- Boil hot water on stove.
- Boil mug of water in microwave.
- Run shower 15 minutes.
- Make a pot of coffee using 120v receptacle.
- Ensure all 120v receptacles work.
- Ensure all USB receptacles work.
- Ensure all interior lights work.
- Ensure awning works.
- Ensure outside lights work.

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- Ensure tv, stereo, and rear entertainment system works. Install missing optical cable.
- Ensure firefly system has all expected functions active.
- Ensure shades work as expected.
- Ensure bed or sofa work as expected.
- Look for flaws in the upholstery.
- Look for paint and body flaws.
- Check all that all cabinets are aligned and latches work.
- Ensure table is included in van and that table base is installed.
- Ensure inverter and solar controller are programmed correctly for system.
- Lift on rack.
- Inspect all undercarriage parts and ensure nothing is out of place.
- Use gas sniffer to inspect propane lines/connections on propane-equipped vehicles.
- Perform pressure test on propane system (8" W.C. for 3 to 5 min.) using manometer at the grill quick connect.
- Ensure all under van electrical terminations are tight.
- Inspect all plumbing connections.
- Ensure any generator, heater, or fuel-fired appliance exhaust systems vent adequately.
- Perform carbon pile battery test on AGM batteries.
- Run rooftop air conditioner all day. Install temperature probe in vent and continuously record temperature output.
- Cycle battery master switch on/off.
- Open windows at end of day. Check all screens for proper fit and operation. Run fantastic fan all night; run bathroom vent all night.

DAY 2

- Close screens.
- Ensure battery is fully charged from shore power. Document voltage on inspection report. Disconnect.
- Cycle battery master switch on/off.
- Move van outside.
- Start generator.
- Run hot water in sink and bath 5 minutes.
- Run shower for 15 minutes. Ensure water drains as it should.
- Flush toilet.
- Use outdoor shower hot and cold water.
- Continue to record refrigerator temperature all day. Chart on excel spreadsheet for customer.
- Boil hot water on stove.
- Boil mug of water in microwave.
- Make a pot of coffee using 120v receptacle.
- Run rooftop air conditioner all day. Check internal temperature at 11am, 2 pm, and 5pm.
- Check solar charging and document solar voltage and amperage throughout the day on excel spreadsheet. Look for unexpected charge behavior.

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- Check generator charging and document generator charge voltage and amperage throughout the day on excel spreadsheet. Look for unexpected charge behavior.
- Check battery voltage at end of day and record on inspection report.
- Take fridge and freezer temp readings at end of day and document on inspection report .
- At end of day, move van back into shop and plug into shore power.
- Cycle battery master switch on/off.

DAY 3

- Ensure battery is fully charged from shore power. Document voltage on inspection report. Disconnect.
- Cycle battery master switch on/off.
- Move van outside.
- Run hot water in sink and bath 5 minutes on battery.
- Run shower for 15 minutes. Ensure water drains as it should.
- Flush toilet.
- Continue to record refrigerator temperature all day. Chart on excel spreadsheet for customer.
- Boil hot water on stove using battery; use engine to assist if battery bank insufficient to carry load.
- Boil mug of water in microwave; use engine to assist if battery bank insufficient to carry load.
- Make a pot of coffee using 120v receptacle powered by inverter and battery.
- Use hair dryer on 1500w setting to drain battery to 50%.
- Check internal controls to ensure everything works as it should on battery.
- Allow engine to idle. Document battery voltage and charge amperage in one minute intervals on an excel spreadsheet for 8 hours. Look for unexpected charge behavior.
- If air conditioner can run off batteries, run rooftop air conditioner all day.
- Check battery voltage at end of day and record on inspection report.
- Take fridge and freezer temp readings at end of day and document on inspection report.
- At end of day, move van back into shop and plug into shore power.
- Cycle battery master switch on/off.

DAY 4

- Ensure battery is fully charged from shore power. Document voltage on inspection report. Disconnect.
- Cycle battery master switch on/off.
- Run hot water in sink and bath 5 minutes on battery.
- Run shower for 15 minutes. Ensure water drains as it should.
- Flush toilet.
- Boil hot water on stove using battery; use engine to assist if battery bank insufficient to carry load.
- Boil mug of water in microwave; use engine to assist if battery bank insufficient to carry load.
- Make a pot of coffee using 120v receptacle powered by inverter and battery.

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- Open doors. Test heat at 90 degrees. Ensure the heater will run at least 3 hours as expected. Check every 30 minutes and document that heater is working as expected.
- Continue to record refrigerator temperature all day. Chart on excel spreadsheet for customer.
- Plug in to shore power at end of day.
- Cycle battery master switch on/off.

DAY 5

- Ensure battery is fully charged from shore power. Document voltage on inspection report. Disconnect.
- Cycle battery master switch on/off.
- Run hot water in sink and bath 5 minutes on battery.
- Flush toilet.
- Run shower for 15 minutes. Ensure water drains as it should.
- Boil hot water on stove using battery; use engine to assist if battery bank insufficient to carry load.
- Boil mug of water in microwave; use engine to assist if battery bank insufficient to carry load.
- Make a pot of coffee using 120v receptacle powered by inverter and battery.
- Continue to record refrigerator temperature all day. Chart on excel spreadsheet for customer.
- Drive to dump point and ensure dump mechanism works as it should.
- Road test with two technicians: one driving and other in rear listening for rattles. Document and fix.
- Plug in to shore power at end of day.
- Cycle battery master switch on/off.

DAY 6

- Ensure battery is fully charged from shore power. Document voltage on inspection report. Disconnect.
- Cycle battery master switch on/off.
- Wash and detail for customer delivery. Look for any leaks at windows.
- Make warranty repairs as necessary.
- Plug in to shore power at end of day.
- Cycle battery master switch on/off.

DAY 7

- Ensure battery is fully charged from shore power. Document voltage on inspection report.
- Cycle battery master switch on/off.
- Make repairs as necessary.