

## PRE DELIVERY INSPECTION OF NEW VANS

We at [www.van.life](http://www.van.life) took the leap into the new vehicle business starting with delivery of our first inventory in December 2019 because we were frustrated with the availability, quality, and speed of local service and of dealers' expectations that customers should just accept that is how the RV business works. 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 Midwest Automotive Designs 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](http://www.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.

No RV is 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](#).

We at Van.Life 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 readings of heater, air conditioner, fridge and freezer temperatures, battery voltages, and charge amperage that we take during our inspection period. You don't take our word that your van works as it should; we prove it to you! If you have feedback about our process, we are happy to review it and make changes to address your concerns as they relate to a particular coach.

## PRE DELIVERY INSPECTION OF NEW VANS

We document things like pressure test of the propane system and continuous data points taken from amperage your alternator puts out while we test it. We 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 van 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.
- Test smoke, CO, and LP detectors. Ensure fire extinguisher is present.
- Cycle battery master switch on/off.
- Plug into shore power.
- Run hot water in sink and bath 5 minutes.
- Install stopper and fill sink(s) with water to guarantee no leaks.
- Flush toilet.
- Turn on refrigerator; install temperature probes in fridge and freezer and record temperature all week. 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.
- 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.

## PRE DELIVERY INSPECTION OF NEW VANS

- 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. Fill gray and black tanks; ensure no leaks.
- 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 and record temperature on sensors.
- Check solar charging and document solar voltage and amperage throughout the day on excel spreadsheet. Look for unexpected charge behavior.
- 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.

## PRE DELIVERY INSPECTION OF NEW VANS

- 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.
- Open doors. Test heat at 90 degrees. Ensure the heater will run at least 3 hours as expected; can run all day if it is cold out. Install temperature probe next to discharge and chart in excel for customer.
- 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. Hard spray at doors, windows, and other model specific known weak points and look for leaks.
- 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.