

# Thank You!

*La Mesa and Rec Van would like to thank you for choosing us as your preferred RV dealer and congratulate you on your recent purchase. We hope to create a life-long relationship by providing you with remarkable customer service. Our goal is to provide an RV Lifestyle of Family, Fun and Memories.*

*La Mesa has locations from coast to coast. If you are in need of service in any of these areas, please do not hesitate to contact any one of our stores. We will work diligently to address your concerns and get you back to enjoying your RV as quickly as possible.*

*Your Advisor will direct his/her attention to your needs to make sure that the necessary repairs are completed with the highest level of quality. 100% customer satisfaction is our goal. If you are not receiving the level of service you expect, please do not hesitate to contact us.*



**LAMESA**

**REC  
VAN**

**VAN UP**



# So You're New to RVing!

***If this is your first trip with your new RV, here is a quick list of reminders:***

1. Plug in coach at least 8 hours prior to leaving to cool the refrigerator and to charge batteries.
2. Fill fresh water tank
3. Add water and chemicals to black tank
  - a). Add 1/3 tank of water
  - b). Add chemicals proportionate to black tank capacity
4. Fill water heater using city water pressure
5. Hook up hitch/equalizer, if unit is a towable
6. Check tire pressure according to data plate
7. Check lights and signals
8. Turn propane on to cool refrigerator while traveling; turn off propane prior to filling vehicle fuel tank and turn back on when leaving the gas station.
9. Confirm reservation with campground:
  - a.) Specify pull-thru or back-in spot
  - b.) Length of coach plus how many slides
  - c.) 30 or 50 amp service

## ***Upon Arrival:***

1. If backing a towable, remove equalizer bars prior to backing
2. Back in, chock tires, check side-to-side level of coach. Use wood or jack blocks under tires to level
3. Unhook vehicle, use tongue jack to level lengthwise
4. After unit is level, lower sway pads
5. Connect sewer hose, water hose and cable TV coax
6. Plug in shore power cord
7. Open slides
8. Turn on water heater

If dry camping, remember to conserve fresh water and run vehicle to charge batteries or run generator periodically

Check tank levels each day, empty when 2/3 full

Empty black tank first, then gray tank

## ***Going Home:***

Follow checklist provided when ready to leave.

1. Check tops of slides for debris, clean as needed
2. After everything is closed and stowed, double check your list

## ***Storing your RV***

Before storing your coach, be sure to do the following:

1. Drain and flush black tank
2. Drain grey tank
3. Drain fresh water tank and water heater.
4. Open low point drains
5. After coach is parked, shut off or disconnect batteries
6. Remove any food from refrigerator and wipe up any spills.

## ***Storing your RV in a HOT climate***

Place two or three 5 gallon buckets of water in coach for humidity which helps protect wood from drying out. Check water level monthly. Fill toilet to the top with water as this adds moisture to the air and keeps the seal on the outlet gate moist. A dry seal can let gas enter the coach from the black tank.

***After long-term storage, check exhaust on heater for nests or obstructions.***

## ***If coach is used constantly:***

1. Flush black tank weekly
2. Flush water heater every 3 months
3. Check water level in batteries every 3 months
4. Check tires before each trip

# Video Support

La Mesa RV has created a series of videos to enhance the use and enjoyment of your RV. We ask that you review as many of these videos prior to your orientation day. These videos will be online even after orientation so that you can refer to them as needed.

Please go to this website and select any subject listed:

**[LaMesaRV.com/CustomerHowTos](http://LaMesaRV.com/CustomerHowTos)**

We know that not all questions will be answered and that there will be specific items to your RV that are not covered by a video. New videos will continue to be developed and added so feel free to come back to this site to discover videos on new topics.

*Did you know that you can find information on how to use your RV, places you may want to experience and other tips for RVing on the La Mesa RV blog? Catch up with us at [experiencelife.lamesarv.com](http://experiencelife.lamesarv.com)*

# RV Departure Checklist

*Always have a lookout when backing up!*

### Pre-trip planning checklist

- Fill propane
- Fill fresh water, if needed
- Cool refrigerator 8+ hours before loading
- Test smoke, CO<sub>2</sub> and LP detectors
- 30/50 amp cord
- Water hose and pressure regulator
- Sewer hose
- Manual jack wrench or power drill for stabilizers
- Check batteries

### Pre-departure checklist

- Refrigerator in auto for travel and doors secured
- Cabinet doors and drawers closed and secured
- Vent lids closed if needed
- Secure TVs
- Water pump and water heater turned off
- Shower doors closed and or locked
- Pocket doors secured
- Microwave turntable secured
- Slide rooms retracted and locked if equipped
- Shore power cord disconnected and stowed
- Sewer line disconnected and stowed
- Fill or empty water tanks as needed
- Water hose disconnected and stowed
- Park cable line disconnected and/or stowed
- Portable antenna or satellite disconnected and stowed
- Awning stowed
- Steps stowed
- Entry and compartment doors closed and locked
- Entry handle folded in if necessary
- LP valves turned off if necessary
- Jacks raised and blocks stowed

# Important Phone Numbers and Websites

## *La Mesa and Rec Van Service Centers*

El Cajon, CA	(858) 874-8063	Albuquerque, NM	(505) 717-3921
Davis, CA	(530) 747-8496	Fort Myers, FL	(239) 271-8321
Tucson, AZ	(520) 807-7226	Port Saint Lucie, FL	(772) 293-6722
Phoenix, AZ	(623) 299-4471	Sanford, FL	(407) 710-4837

## **ROADSIDE ASSISTANCE / CUSTOMER SERVICE PHONE NUMBERS AND WEBSITES**

COACH-NET	(877) 801-0333	Coach-Net.com
FLEETWOOD RV / REV ROADSIDE	(855) 268-0414	REVGroup.com/REV-Assist
FORD ROADSIDE	(800) 241-3673	<a href="https://m.Ford.com/roadside.html">https://m.Ford.com/roadside.html</a>
FREIGHTLINER ROADSIDE	(800) 385-4357	<a href="http://fccrv.com/fccc/#infinite-support">fccrv.com/fccc/#infinite-support</a>
MERCEDES (SPRINTER) ROADSIDE	(877) 762-8267	MercedesRoadSide.com
SAFE RIDE RV	(855) 731-9248	N/A
PORTFOLIO SERVICE CONTRACT	(833) 487-5447	PortfolioCO.com
FCA US LLC / RAM PROMASTER	(866) 726-4636	<a href="http://RamTrucks.com/ram-promaster.html">RamTrucks.com/ram-promaster.html</a>
AQUA HOT	(800) 685-4298	AquaHot.com
ATWOOD/DOMETIC	(866) 869-3118	Dometic.com
CAREFREE OF COLORADO	(800) 622-3230	CarefreeOfColorado.com
COLEMAN / SUBURBAN	(316) 832-4357	Airxcel.com
GIRARD AWNINGS	(800) 382-8442	GirardRV.com
GIRARD TANKLESS WATER HEATER	(866) 559-1221	GreenRVProducts.com
LIPPERT COMPONENTS	(866) 524-7821	LCI1.com
NORCOLD	(800) 543-1219	Norcold.com
ONAN GENERATORS	(800) 888-6626	<a href="http://CumminsEngines.com/MotorHome">CumminsEngines.com/MotorHome</a>
POWER TECH GENERATORS	(352) 365-2777	PowerTechGenerators.com
SHURFLO	(800) 854-3218	<a href="http://Shurflo.com/RV-Products">Shurflo.com/RV-Products</a>
TRUMA	(855) 558-7862	Truma.net
WINEGARD	(866) 609-9374	Winegard.com

## **RV MANUFACTURER PHONE NUMBERS AND WEBSITES**

AMERICAN COACH	(800) 435-7345	AmericanCoach.com
COACHMEN	(800) 453-6064	CoachmenRV.com
CROSSROADS / REDWOOD	(844) 361-8455	<a href="http://CrossRoadsRV.com/Products/Redwood-RV">CrossRoadsRV.com/Products/Redwood-RV</a>
CRUISER RV	(855) 266-7496	CruiserRV.com
DUTCHMEN	(866) 425-4369	Dutchmen.com
DRV LUXURY SUITES	(260) 562-3500	DRVsuites.com
ENTEGRAL COACH	(800) 517-9137	EntegraCoach.com
FLEETWOOD	(800) 322-8216	FleetwoodRV.com

*Phone numbers and web addresses were current at time of publication. Phone numbers and websites can change. Additional phone numbers or web addresses may be located in the specific owner's manual.*

# Important Phone Numbers and Websites

## RV MANUFACTURER PHONE NUMBERS AND WEBSITES

GRAND DESIGN	(574) 825-9679	GrandDesignRV.com
HEARTLAND RV	(574) 262-5992	HeartlandRVs.com
HOLIDAY RAMBLER	(877) 466-6226	HolidayRambler.com
JAYCO	(574) 825-5861	Jayco.com
KEYSTONE	(866) 425-4369	KeystoneRV.com
LANCE	(800) 423-7996	LanceCamper.com
LEISURE TRAVEL VANS	(204) 325-4361	LeisureVans.com
MIDWEST AUTOMOTIVE DESIGNS	(574) 522-4878	MidwestAutomotiveDesigns.com
PHOENIX USA RV	(574) 266-2020	PhoenixUSARV.com
PLEASURE WAY	(800) 364-0189	PleasureWay.com
REGENCY VAN	(800) 839-7551	RegencyRV.com
RENEGADE RV	(888) 522-1126	RenegadeRV.com
ROADTREK, INC.	(888) 762-3873	Roadtrek.com
STORYTELLER OVERLAND	(888) 999-7442	StoryTellerOverland.com
THOR MOTOR COACH	(877) 855-2867	ThorMotorCoach.com
TIFFIN MOTORHOMES	(256) 356-0261	TiffinMotorHomes.com
VANLEIGH	(662) 612-4040	VanleighRV.com
WINNEBAGO	(800) 537-1885	Winnebago.com
WINNEBAGO TOWABLES	(574) 825-5250	Winnebago.com

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