

Getting the Most Out of Your Dealer Walkthrough



The Big Idea

A proper walkthrough can make all the difference as a new RV owner. This is true whether you are buying your first RV or your fifth. The walkthrough allows you to inspect the RV and put it through its paces. You want to leave this experience feeling confident and prepared to care for your RV.

In this lesson we will explain what you should do during a dealer walkthrough.

What Should You Bring To a Dealer Walkthrough?

- ☐ Pencil/pen and notebook
- ☐ Fully-charged cell phone with plenty of storage for photos and video
- ☐ Flashlight
- ☐ Proper towing equipment
- ☐ Tire pressure gauge
- ☐ Basic toolkit

Tip

Bring drinks and snacks! You may be at the dealership for a few hours.

How Do You Remember Information During a Walkthrough?

- ☐ Use a dealer-provided checklist if available
- ☐ Assign a designated note-taker to write everything down
- ☐ Utilize the camera on your smartphone to record everything
- ☐ If your RV tech is camera shy, offer to leave them out of the recording!

Tip

When taking video, don't record the entire walkthrough in one file. Record short segments focused on specific information so that it is easier to reference later.

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What Should a Technician Do During a Walkthrough?

- Demonstrate how everything works—and we mean everything
- Answer all of your questions
- Clarify anything you don't understand
- Take the time to make sure you are comfortable operating your new RV

What Should Be Demonstrated During a Walkthrough?

- ☐ Electric, water, and sewer hookups
- ☐ Filling and emptying the fresh water tank
- ☐ Winterizing/dewinterizing
- ☐ Air conditioning/heating
- ☐ Opening and closing awnings and slides
- ☐ Television, stereo, and bluetooth capability
- ☐ Operating the refrigerator, stove top, oven, microwave, and any other appliance
- ☐ Pull-out or jackknife sofa beds
- ☐ LP gas tank and regulator operation
- ☐ Battery location and operation
- ☐ Generator operation

What Should You Personally Inspect During a Walkthrough?

- ☐ Open and close all cabinets, drawers, and doors
- ☐ Open and close all exterior compartment doors
- ☐ Visually inspect seams, walls, flooring, and roof
- ☐ Turn all lights on and off
- ☐ Use the entertainment system
- ☐ Inspect the exterior from front to back
- ☐ Look at the underbelly of the RV
- ☐ Check all locks and keys

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| How Should You Prepare To Tow Your New RV? (or Tow a Vehicle Behind Your New RV)

- If you are using sway bars, a weight distribution hitch, or a tow bar the technician should help you properly connect the system.
- If you have a brake control system, the technician should show you how to use it and adjust the settings.
- Practice with the technician watching multiple times.
- Record everything for later reference.

Tip

Ask your technician to help you measure the height, width, and length of your RV before you leave the dealership for navigation safety.

| Bonus Tips

- If you are buying a used RV from a dealer, you should still get a thorough walkthrough.
- New RVs sometimes need minor repairs. Most can be taken care of before you leave with your new RV.
- If any repairs cannot be immediately addressed, agree in writing on any repairs or modifications before finalizing the purchase.