

*Tiara  
Motor  
Coach*

**Conversion  
Pickup/SUV  
Owner's Guide  
and  
Warranty  
Information**





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MOTOR COACH

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**Conversion**  
**Pickup & SUV**  
**Owner's Guide &**  
**Warranty Information**

The associates of Tiara Motor Coach would like to thank you for choosing our Conversion Pickup/SUV. We feel YOU made a wise choice, because we manufacture the most luxurious and elegantly styled pickup, using the finest quality of design and workmanship, to end up with the best Luxury Pickup available in today's marketplace.

By now you have probably had a chance to enjoy your new pickup, if nothing more than driving it home. Should you have any questions we recommend you contact your Dealer or call us directly if the Dealer is unable to help you. However, may we suggest that you glance through this "Owner's Manual", which will probably answer most of your questions pertaining to the use and functions of your Tiara Motor Coach Luxury Conversion Pickup. Questions concerning the pickup chassis will be answered by your Dealer or by reading the manufacturer's "Owner's Manual."

In our quest to continually improve our product line we welcome any comments or suggestions you might like to forward to Mark III. Please forward any comments to tiara Motor Coach, Customer Care Center, Mark III Industries, PO Box 2525, Ocala, FL 34478. We wish you many years of enjoyment and happy motoring in your Tiara Luxury Conversion Vehicle.

**Safety First!**

**Note!**

All information and specifications in this owner's manual are current at the time of printing. However, due to Mark III's policy of continuous product improvement, we reserve the right to make changes at any time without written notice or obligation. This owner's manual applies to all Tiara Pickup and SUV Conversions and explains the operation and maintenance of Tiara's standard and optional equipment. Therefore, you may find information for equipment not installed in your vehicle.

**Note!**

The information and specifications contained in this owner's manual are intended to supplement any manuals supplied by the chassis manufacturer and/or accessories' manufacturer's manual. This owner's manual does not supersede any other manufacturers' manual. Refer to the chassis manufacturers' and the accessories' manufacturers' manuals for operating and maintenance information.

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Mark III Industries  
PO Box 2525  
Ocala, FL 34478

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## **SAFETY ALERT**

- Read your vehicle (General Motors, Ford or Chrysler) Owner's Manual concerning seating safety items. It covers many important safety points in addition to seat belts and seating positions.
- **ALWAYS** wear your seat belts while driving, and make sure your passengers do the same. **YOUNG CHILDREN AND INFANTS MUST BE SEATED AND RESTRAINED IN PROPER SAFETY SEATS.**
- Passengers should **ONLY** ride in designated seating area. **NEVER** in areas intended for cargo.
- **ALL** seat release, slide and recline mechanisms must be firmly engaged and locked when the pickup is in motion.
- **SEATS MAY BE HEAVY. USE CARE WHEN LIFTING TO AVOID INJURY.**
- **DO NOT** store items under the seats. Objects could damage airbag module under the drivers seat or obstruct or loosen locking mechanisms under any mid or rear passenger seats.
- Seat pedestals may have sharp edges. Please **EXERCISE CARE** when handling.
- Keep fingers and hands **AWAY** from any pivot points or moving components to avoid personal injury.
- The optional convenience step and running boards **MAY BECOME SLIPPERY** during wet, snowy or icy conditions, use them with **CAUTION** and always be sure your foot is firmly placed on the running board or step when using them.

- Running board maximum weight limit must not exceed 500 lbs.
- Have your Conversion Pickup checked immediately by a Mark III Dealer if any of the electrical components are not functioning properly.
- **NEVER** disconnect safety devices installed on your Mark III conversion van. These devices are for **YOUR** protection and should not be tampered with.
- **DON'T OVERLOAD** your conversion pickup. Refer to weight and loading restrictions.
- Double check clearances on any overhead obstructions like bridges, branches, garage doors, overhangs, low hanging wires, etc.
- **MAKE SURE** luggage, sports equipment, fishing gear and other cargo items are securely held in place when the pickup is in motion.
- **PLEASE - DO NOT DRINK AND DRIVE.**
- **OBHEY ALL TRAFFIC LAWS AND SPEED LIMITS. ADJUST SPEED TO FIT ROAD AND WEATHER CONDITIONS. BE ESPECIALLY CAUTIOUS ON ICY ROADS OR IN STRONG, GUSTY WINDS.**
- **STAY ALERT.** Don't drive for long periods of time without stopping. On long trips, allow plenty of time to stop for rest and refreshments.

**RECALL PROCEDURES:**

In the event of a recall, you will be notified of procedures to correct the recall defect along with the dealer location. A toll free number to contact Mark III will also be provided.

**DEFECT INVESTIGATION:**

If a defect is discovered in the product, please contact an authorized Tiara Dealership, immediately!

**REPORTING SAFETY DEFECTS:**

If you believe that your vehicle has a defect that could cause a crash or could cause injury or death, you should immediately inform the National Highway Traffic Safety Administration (NHTSA) along with notifying Mark III Industries.

If **NHTSA** receives similar complaints, it may open an investigation, and if it finds that a safety defect exists in a group of vehicles, it may order a recall and remedy campaign. However, **NHTSA** cannot become involved in individual problems between you, your Dealer, or Mark III Industries.

**Tiara Toll Free Number - 1-800-735-0317.**

***To contact NHTSA, you may either call the Auto Safety Hotline toll-free at 1-800-424-9393 (or 366-0123 in Washington, D.C. area) or write to NHTSA, US Department of Transportation, Washington D.C. 20590. You can also obtain other information about Motor Vehicle Safety from the Hotline.***

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### **APPEARANCE AND MAINTENANCE (INTERIOR AND EXTERIOR):**

Mark III uses the same high quality materials as the chassis manufacturers', therefore please refer to your chassis manufacturers' owner's manual for maintenance of interior/exterior items. For maintenance of items installed by Mark III, read the following: Care And Cleaning Of The Mark III Graphics Package, Running Boards/ Ground Effects Washing/Waxing, Vehicle Washing And Waxing, Window Cleaning, Window Shade Cleaning, Wood Trim Cleaning And Cleaning Of Leather Upholstery...see below, or read through your accessories manuals.

### **WARNING!**

The portion of the running board **behind** the rear wheel is not supported and is intended as a splash guard only. Stepping on this area could damage the running board and **cause serious personal injury**.

Most colored Gelcoat and painted surfaces may be damaged by ultraviolet rays. As a result, the color may fade, yellow, and/or the gloss finish may dull due to exposure to ultraviolet rays. There is also the possibility of stains from contact with various chemical products. A simple maintenance plan can help greatly in reducing these problems.

For example, if salt has collected on the vehicle's surface it should be removed **as soon as possible**. Road tar can leave a stain if left for a long time. Remember, if it's bad for your vehicle, it's likely to be bad for the fiberglass running boards, ground effects, and/or raised fiberglass sport top.

Use **mild** biodegradable soap and warm water to clean the fiberglass surface. Dry thoroughly with a **clean soft** cloth. **DO NOT** use abrasive or solvent based cleaners.

### **CARE AND CLEANING OF GRAPHICS, RUNNING BOARDS, AND GROUND EFFECTS:**

- Cleaning products can be hazardous. When you use anything in a container to clean your unit, be sure to **follow the instructions**.
- Listed below are some items that should **NEVER** be used to clean your vehicle:
  - Gasoline, Carbon Tetrachloride, Turpentine, Benzene, Acetone, Lacquer Thinner, Naphtha Paint Thinner, Nail Polish Remover. All the above **can be hazardous**, some more than others, and they can all damage your vehicle.
- Waxing is recommended **2 to 4 times a year**. It helps protect the Gelcoat from elements such as rain, snow, dust, sand etc.. Use a wax recommended for Gelcoat fiberglass finishes. **Do not** apply wax in direct sunlight.



### **WASHING:**

The frequent washing of your Mark III unit will aid in removing dirt, sand and other contaminants from the painted and vinyl graphic surfaces. This is particularly important in industrial and urban areas subjected to industrial fall out (e.g. acid rain). Use either a **mild** household detergent diluted in water or an automotive washing product along with cold to moderately warm water. A **soft sponge or towel** should be used to wipe the surface **(be sure they are nonabrasive and are free from dirt)**. Rinse the vehicle **thoroughly** to remove the soap and loosened dirt. If a towel or chamois is used to dry the vehicle, be sure they are soft and free of dirt and grit. **DO NOT USE A HIGH PRESSURE WASHER DIRECTLY ON YOUR VINYL GRAPHICS.** High pressure car washes may cause water to enter your vehicle.

### **WAXING:**

- Generally, the same wax used for painted surfaces may be used over your vinyl graphic package. A thin layer of wax properly applied and maintained will aid in protecting the vinyl surface from exposure and abrasion.
- Although waxes generally do not exhibit a detrimental effect on vinyl graphics, we recommend the following guidelines:
  - Use a wax that does not contain any of the previous mentioned substances, **especially** acetone or carbon tetrachloride.
  - Use a **liquid** wax rather than a paste wax.
  - Use caution in the amount of rubbing force to remove the wax around graphic areas. **Hard rubbing can damage your graphic package.**
  - Buffing with a mechanical or electrical tool is not recommended.
  - Finally, care should be taken not to use excessive wax, as an edge buildup can occur around your graphics, which can be aesthetically objectionable.
- When possible it is advisable to shelter your vehicle from sunlight, rain, sand, etc. Sunlight and sand can be particularly harmful in fading or changing the color of the vinyl graphics package, as well as your exterior paint.
- Proper vehicle care, as described previously, combined with sheltering the vehicle when possible will help increase the lifetime of your exterior vinyl graphics package and the exterior of your Mark III unit.

### **WINDOW CLEANING:**

#### **WARNING:**

#### **DO NOT USE ABRASIVE CLEANERS.**

To clean windows, wipe with a clean cloth and a window cleaner solution.

### **WOOD TRIM CLEANING:**

#### **NOTE!**

Mark III uses genuine wood products throughout our conversion vehicles. Therefore, like fine furniture, the appearance will be enhanced with age. Should a piece of wood need to be replaced, the replacement piece may appear slightly different from the surrounding wood. Over time, this wood will match other pieces in your vehicle.

- To remove dirt from wood trim, wipe with a damp cloth or dust cloth.

### **LEATHER AND UPHOLSTERY CLEANING:**

- For routine cleaning, wipe the surface with a soft, damp cloth. For more thorough cleaning, wipe the surface with a mild soap and then wipe the surface with a soft, damp cloth

### **WHEEL MAINTENANCE:**

#### **WARNING!**

Lug nut torque for custom wheels **MUST** be checked at **50** miles and after lug nuts are removed for **ANY** reason. The proper lug nut torque is **85 ft.**

**lbs.** Failure to properly torque lug nuts at the prescribed intervals could result in the lug nuts loosening and coming off, wheel loss, damage to the vehicle and serious personal injury or death.

#### **NOTE!**

All warranty claims will be voided if improper maintenance or improper cleaning agents are used. Wheel alignment, torquing and balancing are not covered under the Mark III Warranty.

#### **WARNING!**

It is not recommended to use tire chains. This may result in damage to conversion, running boards, ground effects and/or wheels.

Typical road soils trap moisture that can cause corrosion over a period of time. Brake dust, caused by friction of your vehicle's braking system, is corrosive and can cause pitting of the wheel's finish. Custom wheels should be **CLEANED ROUTINELY**, even weekly, depending on your driving habits.

## **WHEEL MAINTENANCE (CONTINUED):**

Remove chemical deposits from smog, sand, ocean air, salt from icy roads, etc. as soon as possible. Use soap and water only. **DO NOT USE ANY CHEMICALS.** Even most household cleaning agents contain harsh chemicals and abrasives and are **NOT** to be used. Clean in a circular motion to correspond to the brushed finish or high polished finish of the wheel.

To prevent scratching of the wheel's finish, **NEVER** clean your wheels with scouring pads or mag polish. If you use automatic car washes, tell them not to use a pressurized cleaner or chemicals to wash your wheels. They can cause permanent staining or corrosion.

See that adequate care has been taken to protect your wheels against the hard silicon carbide rotating brushes used at some car washes. Also see that the guide tracks will not damage your wheels.

Use **EXTREME CAUTION** when cleaning tires with steel wool or a bristle brush. These types of abrasive materials must not come in contact with the wheels. **NEVER** allow any harsh chemicals or tire cleaners to come into contact with the wheels as they will damage the appearance of the wheel permanently. **NEVER** spray cold water on extremely hot wheels. **ALWAYS** allow time to cool before cleaning with soap and water.

## **SWITCHING SYSTEMS (OVERHEAD CONSOLE):**

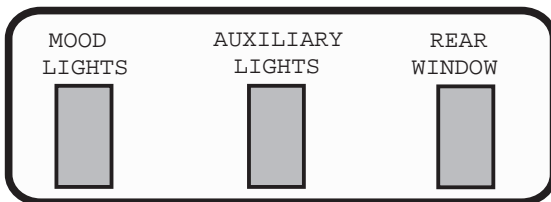
### **Pickup Trucks (except GM Suburban)**

Your vehicle may have an overhead console. It will have one or more of the following switches:

**Rear Window Switch** - See operation of "window rear power."

**Mood Light Switch** - Switch up to turn the mood light on. Switch down to turn the mood lights off.

**Auxiliary Light Switch** - Switch up to turn the auxiliary lights on. Switch down to turn the auxiliary lights off.



**SWITCHING SYSTEMS (OVERHEAD CONSOLE):**

**GM Suburban:**

**AUXILIARY SWITCH** - Switch up to turn the auxiliary lights on. Switch down to turn the auxiliary lights off.

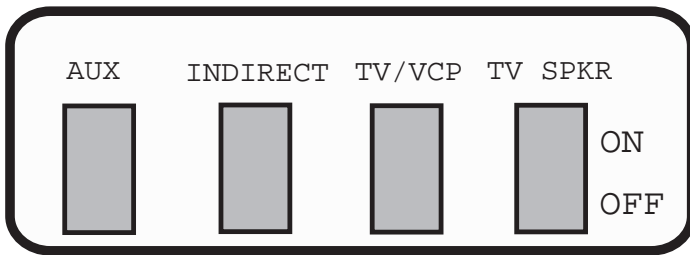
**INDIRECT SWITCH** - Switch up to turn the indirect lights on. Switch down to turn the indirect lights off.

**Note!**

Indirect lights are located in the overhead roof console, side doors and in the valances over the rear side windows.

**TV/VCP SWITCH** - Switch up to turn on power to the TV and VCP. Switch down to turn off power to the TV and VCP. Operate TV and VCP per instructions in this Owner's Guide.

**TV SPEAKER SWITCH** - Switch up to turn on sound from the TV to the speakers. Switch down to turn off sound from the TV to the speakers.



## **FUSE LOCATIONS:**

### **FUSE BLOCK LOCATION/OPERATION**

#### **PICKUP TRUCKS:**

Mark III Industries Pickup trucks (except the GM Suburban utilize an in-line fuse block located under the driver's side dash. All Mark III Industries accessories are routed through this fuse block, except for the following items:

- Keyless Entry/ Alarm System - in-line fuse located under the dash.
- Fog lamp/ auxiliary lights - Fuse located in the factory (OEM) fuse block.

#### **GM SUBURBAN:**

Mark III Industries GM Suburbans are now equipped with a "Smart Fuse Block" which is located under the front floor console and is accessed under the center floor console storage compartment. The Smart Fuse Block incorporates all fuses required for the operation of the conversion electrical systems. Chevrolet/GMC Suburban's are equipped with factory fuse links, located in the factory wiring harness.

#### **SMART FUSE BLOCK EQUIPPED VEHICLES (GM SUBURBAN):**

The Smart Fuse Block is intended for use in Mark III Industries vehicles as the central distribution point for the electrical components added by Mark III Industries. It provides both fusing as well as time controlled outputs for use with lighting, radio, and TV circuits. These timed outputs provide a number of features.

#### **Following are the important customer features of this systems.**

**Automatic Interior Light Delay** - Keeps the interior lights on for approximately 12 seconds after closing the doors or until the ignition switch is turned on.

**Automatic Timed Off Function** - Allows the use of the interior lights, radio, or TV for ten minutes after the ignition is turned off or the doors are opened and closed. After the ten minute time period, the power to the lights and TV, goes off automatically. If the doors are left open, the lights also go out in ten minutes.

**Operation** - When a door is opened power is turned on to the Courtesy Lights, TV, radio, and lights power outputs. When the doors are closed, the Courtesy Lights output remains on for 12 seconds or until the ignition is turned on. The TV, radio, and lights will have power while the ignition is on and for ten minutes after the ignition is turned off or a door is opened.

### **OPTIONAL EQUIPMENT:**

For the operation and features of the options listed below please refer to the manufacturer's manual provided with your pickup.

- **Television**
- **Video Cassette Player**
- **CD Player**
- **Rear Radio**
- **Thermotronics Cupholder**
- **Alarm Systems**

### **WINDOW REAR POWER (OPTIONAL):**

Your Power Slider Window has been designed and engineered to provide trouble free operation. This innovative, unique product requires cleaning and maintenance outlined in this booklet.

- **Opening and Closing:**

Your Power Slider Window operates from the rocker type switch, located on the overhead console or on your dash. To open, press the switch and allow the window to open as much as desired.

- **To Close:**

To close, press the switch and allow the window to close as much as desired.

#### **CAUTION:**

**Holding the switch down after full travel of the power window could result in damage to the drive motor or the electrical system.**

#### **NOTE:**

There is no need to operate the switch after the window is opened or closed fully.

### **WINDOW, REAR POWER SLIDER GENERAL MAINTENANCE:**

- **Glass**

Clean the glass with a glass cleaner or soap and water applied with a clean soft cloth. Never use an abrasive cleaner.

- **Frame**

Clean the frame with water and mild soap or detergent. Car washing products are generally acceptable if you observe the following precautions. Do not run high pressure water streams directly against the sliding glass panel as this may cause leaking into the cab.

To avoid scratches or surface marring, never clean the frame or glass with a dry rag or finger. Use a clean, dampened soft cloth or chamois only.

- **Lower Window Track**

should be cleaned of debris periodically for ease of movement.

## **VIDEO EQUIPMENT:**

### **IMPORTANT NOTICE:**

**TO SAFEGUARD AGAINST DAMAGE TO TV, AND FOR THE TV TO FUNCTION PROPERLY, THE ENGINE SHOULD BE RUNNING WHEN THE TV IS TURNED ON.**

## **TV OPERATION:**

### **WARNING!**

**DRIVER MUST NOT ATTEMPT TO WATCH THE TV WHILE THE VEHICLE IS IN MOTION. THIS DISTRACTION WILL CAUSE LOSS OF VEHICLE CONTROL, RESULTING IN AN ACCIDENT WITH MAJOR DAMAGE TO THE VEHICLE AND SERIOUS PERSONAL INJURY OR DEATH TO THOSE INVOLVED.**

For best viewing results the TV is intended to be used as a standard monitor for the video cassette player (VCP).

1. Turn the TV/VCP overhead console switch to "ON," if equipped.
2. Press the TV power control button on the TV or remote control to turn the TV on.
3. Ensure the rear speaker switch is adjusted for TV (GM Suburban Only).
4. Refer to the TV owner's manual for additional TV operating instructions.
5. Whenever your vehicle is in motion, you may experience some common problems associated with signal reflection, such as rolling picture, poor reception, fading, flutter, double images, poor audio or poor color.
6. Signal reflection can be caused by the vehicle movement itself, vehicle or building obstructions, television station location, signal strength, etc. These are all conditions that are normal with any television placed in a vehicle.

## **VCP OPERATION:**

1. Turn the TV/VCP overhead console switch to "ON," if equipped.
2. Push the TV and VCP power control buttons to "ON."
3. Push the TV/Video button on the remote control or the TV/AV button located on the inside of the TV panel so "VIDEO" appears on the TV screen.
4. Refer to the VCP owners manual to play a video tape.
5. Ensure the rear speaker switch is adjusted for TV.
6. Ensure the Game Ready Control Panel Switch is on VCP, if equipped.

## **TV SPEAKER OPERATION:**

### **GM Suburban:**

- TV Sound will come through the 2 speakers (in the mid side doors) and the 2 speakers (above the rear cargo door) when the TV Speaker switch is turned on (up position).

### **NOTE:**

**GM Tahoe/Yukon** - TV sound comes through the headphones only

**GM Crew Cab/Dually** - TV sound comes through the headphones only.

## **CD PLAYER OPERATION (TURNING UNIT ON/PLAYING A CD):**

- Vehicle ignition must be on. Turn on the front factory radio and select FM band. Tune the radio to either 89.1 or 88.7 (depending on frequency chosen during installation). We suggest dedicating a Preset radio Station Button to the frequency chosen during installation. To turn the CD Changer on, press the Play/Pause Button. The LCD panel on the controller will illuminate and show the Disc Number, the Track Number, and Playing of first disc will begin. Refer to your CD Player Owner's Manual for operation of the CD Player.

## **HEADPHONE/ REAR RADIO SYSTEM:**

### **NOTE:**

Head phone jack back lighting functions with the ignition on/ vehicle running

### **NOTE:**

## **GM SUBURBAN REAR RADIO OPERATES THROUGH THE HEADPHONES ONLY.**

- When equipped, TV and the rear radio can be enjoyed at the same time, through the headphones, if TV and/or rear radio are operating.
- **TV Headphone Jack:** Operate the TV. Sound can now be received through the TV jack.
- **Rear Radio Headphone Jack (GM Suburban):** Operate the Rear radio per the accessory manufacturer's owner's manual. Sound can now be received through the Rear Radio headphone jacks only.
- Operate the TV Speaker Switch (Overhead Console), to turn off rear TV speakers for headphone use only (**GM Suburban Only**).
- Headphone stations are active when the TV or Rear radio are turned on, even if TV sound is coming through the speakers.

### **NOTE:**

If no sound can be heard from the headphones, verify that the headphone volume control (if equipped) or the TV/Rear Radio volume controls are properly adjusted.



**FRONT AND REAR INTERIOR OVERHEAD MAP/READING LIGHTS:**

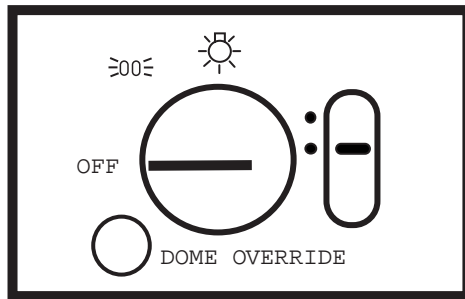
Mark III may have equipped your vehicle with standard three way lights. These lights will function in three ways:

1. When the front doors and /or side rear cargo doors are open.
2. When you depress light lens to turn on the light.
3. Map lights will also operate with the factory Dome Light switch.

**NOTE!**

General Motors vehicles are equipped with a dash-mounted "DOME OVERRIDE" button switch. This switch should be in the "OUT" position at all times for proper dome circuit operations.

Refer to your factory Owner's Manual for operation of the Dome Override Switch.



**READING LIGHT/OVERHEAD MAP LIGHT BULB REPLACEMENT:**

1. Remove lens cover from lamp with a small flat blade screwdriver.

**NOTE!**

Care should be taken to not damage the bulb or contact terminals while removing the bulb.

2. Remove bulb.
3. Install the new bulb. **(4 Watt Maximum P/N 168 or 168BP)**
4. Install the lens cover by centering cover over lamp and snap together.

**SOUND SYSTEM:**

Refer to your optional sound system and factory owner's manuals.

## **SEAT ADJUSTMENT:**

### **Manual Seat Adjustment:**

- To recline the seat, lift up on the seat lever located on the seat bottom and recline the seat back to the desired position. Release the lever.
- To move the seat forward or backward, pull the slider lever located under the front center of the seat and slide the seat to the desired position . Release the lever.

### **WARNING**

All seat backs should be upright while the vehicle is in motion. Failure to put the seats in the upright position while the vehicle is in motion could result in serious personal injury or death to the occupants.

### **Power Front Seat Adjustment**

#### **(Optional):**

The power seat control is located on the side of the seat.

- The inboard switch controls the front tilt of the seat
- The outboard switch controls the rear tilt of the seat.
- The center switch toggles left to right to control forward and backward seat movement and toggles up and down to control seat height.

### **RUNNING BOARDS:**

Running Boards provide a step for passengers when entering or exiting the vehicle.

### **CAUTION!**

Care should be taken when using the running boards, as they may become slick during wet, snowy or icy conditions. In any weather always be sure your foot is placed firmly on the running board before putting your weight on it. **FAILURE TO DO SO MAY RESULT IN PERSONAL INJURY.**

### **RUNNING BOARDS/STEP TUBE WEIGHT LIMITS:**

#### **RUNNING BOARD MAXIMUM TOTAL LOAD LIMIT:**

Per running board, is 500 pounds.

#### **STEP TUBE MAXIMUM TOTAL LOAD LIMIT:**

Per step tube, is 500 pounds.

**MANUFACTURING LABEL:**

**LOADING OF VEHICLE:**

**WARNING!**

Do not load your vehicle any heavier than the manufacture GVWR (Gross Vehicle Weight Rating). Over loading your vehicle will alter the way the vehicle handles. This can create unsafe driving conditions and can shorten the life of your vehicle.

**WARNING!**

It is not recommended to use tire chains. This may result in damage to conversion, running boards, ground effects and/or wheels.

**NOTE:**

**Your Warranty does not cover parts or components that fail due to overloading.**

**WARNING!**

Objects that you put inside your vehicle can strike and injure people in a sudden stop, turn, or in a crash. Secure items in the recommended cargo area behind the rear most seating (such as rear sofa) in your vehicle. Try to spread the weight evenly and as far to the rear as possible. Never stack heavier things, like suitcases, inside the vehicle so that some of them are above the tops of the seats or sofas. **DO NOT** leave an unsecured child restraint in your vehicle. When you carry anything inside the vehicle, secure it whenever you can.

**NOTE!**

Refer to your factory Owner's Guide for additional Loading Information.

**TIRE SIZE AND TIRE PRESSURE:**

**NOTE!**

Do not exceed the maximum tire pressure rating indicated on the tire sidewall.

The manufacturing label, found on the driver door, or in the door jamb shows the tire size (***installed on your vehicle***) with recommended inflation pressures, and the rims (wheels) needed to obtain the gross weight capacity of your vehicle. The tire decal will also reflect the GVWR, GAWR and Available Cargo Weight Rating if available (see description below).

**GVWR (GROSS VEHICLE WEIGHT RATING):**

The GVWR is the total allowable weight of your vehicle. This includes driver, passengers, and cargo. The total load must be limited so that you do not exceed the GVWR.

**GAWR (GROSS AXLE WEIGHT RATING):**

The GAWR is the maximum capacity of the front and rear axles. Distribute the load over the front and rear axles evenly. Make sure that you do not exceed either front or rear GAWR.

**AVAILABLE CARGO WEIGHT RATING:**

Is the maximum Cargo Capacity of this vehicle (if available).

### **THE 36 MONTH/ 36,000 MILE WARRANTY:**

- Under this Limited Mileage Warranty on your Tiara Conversion, Tiara warrants that the authorized Dealer will repair, replace or adjust all parts that are found to be defective in Tiara supplied materials and workmanship. The defects must occur under normal use of the vehicle during the Warranty coverage period. While Tiara reserves the right to correct any defect on the conversion package, it is recommended that you take your vehicle to your Tiara authorized Dealer to ensure your continued satisfaction with the vehicle you purchased.

### **COVERAGE PROVIDED:**

- Tiara Motor Coach, 36 month/ 36,000 mile Limited Warranty “Bumper to Bumper” Coverage.
- Accessories’ Manufacturer Warranties (Separate Warranty provided by Manufacturer.)

### **WHEN DOES THE WARRANTY COVERAGE BEGIN:**

- The Tiara 36 month/ 36,000 mile/limited Mileage Warranty begins on your vehicle’s Warranty start date which is the earlier of (1) the date you take delivery of your new vehicle, or (2) the date the vehicle was first put into service (for example, as a dealer “DEMO” or as a company vehicle.)

### **WHO IS COVERED:**

- The current Tiara owner for the duration of the original Warranty.

### **WHAT DOES YOUR WARRANTY COVER:**

- All vehicle conversion items are covered. This coverage includes cost of all parts and labor needed to repair any items that are defective in materials or workmanship. You will not be charged for these warranty repairs.
- Note: See exceptions under items not covered.

The Tiara Conversion Warranty coverage's and exclusions are listed below. For more details, refer to the "Limited 3 Year/ 36,000 Mile Warranty."

**WARRANTY ITEMS COVERED**

<b>Component</b>	<b>Warranty Coverage</b>
Carpet	Defects in material; seams; separating.
Upholstery	Flaws or defects in fabric; seams coming apart; abnormal wear patterns.
Wood	Cracked or split.
Exterior Paint	Cracked ; flaking.
Fiberglass	Structural defects.
Vinyl Graphics	Peeling or Fading due to manufacturing or installations.
Seat Frames	Structural defects
Rear Air Conditioner and Heater	Component failure.
Corrosion	Conversion related.
Seat Belts	The front seat belts are factory. Mid seat and sofa belts are covered against tearing or breaking.
Custom Wheels	Structural Defects.

**WARRANTY ITEMS NOT COVERED**

<b>Component</b>	<b>Warranty Coverage</b>
Carpet	Stains; Normal wear.
Upholstery, Leather	Stains; Normal wear.
Wood	Scratches; chips.
Exterior Paint	Road hazards, paint chips, scratches.
Vinyl Graphics	Peeling or Fading due to harsh chemical to remove wax or tar.
Rear Air Conditioner and Heater.	Lack of normal maintenance.
Light Bulbs	Except for those noted at delivery.
Corrosion	Surface.
Custom Wheels	Normal wear and tear; problems due to improper maintenance or if improper cleaning agents are used. Wheels alignment, torquing and balancing are not covered by this warranty

### **ACCESSORIES MANUFACTURER WARRANTIES:**

- Many accessories installed on Mark III conversions have separate warranties offered by the accessory manufacturer. Written warranties by manufacturers of these products are provided with each new conversion. The items include, but are not limited to Television, CD Player, Headphone Systems, Rear Air Conditioner Systems, and Tires.

### **LIMITED ORIGINAL EQUIPMENT MANUFACTURER WARRANTY:**

- Your chassis Manufacturer Warranty covers automotive chassis, engine, drive train and other items that have been produced by the original equipment manufacturers. For details on your OEM Warranty refer to your factory Warranty Book.

### **WHAT IS NOT COVERED?**

- Damage caused by lack of maintenance or any liquid not recommended in the owner's manuals. Tiara recommends that you keep all receipts and make them available if questions arise about maintenance.
- Damages to your vehicle that results from fire, accident, theft, vandalism, riot, explosion, or objects striking the vehicle.
- Misuse of the vehicle, driving over curbs, overloading, racing, or other competition.
- Damage that results from alteration to the vehicle, or misusing the conversion package. In addition any alterations to the odometer will result in the voiding of the Warranty coverage.
- **Note: This Warranty is void on vehicles currently or previously, scrapped, junked, or totaled**
- Deterioration due to use and exposure are not covered by the Warranty. The instructions in the owner's manual regarding the care of paint, trim, upholstery, glass and other appearance items should be followed closely.
- Removal of conversion parts to repair defective Original Equipment Manufacturer parts.
- Customer applied chemicals per O.E.M Warranty.
- "Incidental or Consequential Damages" connected with the failure of your vehicle under Warranty. Such damages include but are not limited to, lost time; inconvenience; the loss of the use of your vehicle; the cost of rental cars; gasoline; telephone expenses; travel or lodging; the loss of personal or commercial property; the loss of revenue; etc. as allowed by state law.

**ITEMS NOT COVERED (CONTINUED):**

- Tiara does not Warranty the automotive chassis.
- The repair or replacement of items such as soft trim, interior trim, and other appearance items manufactured and installed by Mark III is confined to cases where the item is defective and not to cases involving wear, neglect or accident.
- Imperfections in body trim paint, exterior moldings and/or vinyl graphics applied by Tiara are normally apparent during new vehicle inspection by the Dealer and/or retail customer and are to be corrected then. For your protection, we suggest that if you find any Tiara related paint or appearance defects, report them to your Dealer immediately, as normal wear and tear due to use and exposure is **NOT COVERED** by this Warranty.
- Any and all parts supplied with the automotive chassis by the chassis manufacturer are **NOT COVERED** by Tiara. These include, but are not limited- to, engine, frame, transmission, factory air conditioner and heater, axles, brakes, suspensions, tires, batteries, exterior paint defects, and factory body defects (weld marks, minor factory defects, etc.). Consult the chassis manufacturer's Warranty regarding these items.
- Custom wheels are warranted for three (3) years or thirty-six thousand (36,000) miles in cases of structural defects. Normal wear and tear due to use and exposure or other problems due to improper maintenance or improper torquing of the wheels are **NOT COVERED** by this Warranty. Retorquing of wheels per Tiara Owner's Manual Wheel Maintenance is considered Normal Maintenance and is **NOT COVERED** by this Warranty (See Tiara Owner's Manual Wheel Maintenance.)
- This Warranty does **NOT COVER** alterations or equipment added to the Tiara conversion or chassis by the Dealer or other sources or problems with other components related to such alterations or additions.
- The cost of repairing damage caused by environment factors or "Acts of God." "Environmental factors" include but are not limited to such things as airborne fallout, chemicals, tree saps, salt, ocean spray and road hazards. "Acts of God" includes, but are not limited to, such things as hail storms, wind storms, tornados, sand storms, lightning, floods, hurricanes, earthquakes, the application of chemicals or sealants subsequent to manufacture, etc., are **NOT COVERED**.

### **ITEMS NOT COVERED (CONTINUED):**

- Any part that was replaced under warranty will be covered for the duration of the Original Conversion Warranty **ONLY**.
- **Tires are warranted by the tire manufacturer.** The tire Warranty is included with your Tiara conversion package.
- **Maintenance** - Normal Maintenance such as those detailed in the Factory Owner's manual and the Tiara Owner's Manual are not covered and are the owner's expense. Also, items requiring replacement or repair from routine wear, use, and exposure are **NOT COVERED** by this warranty.

### **CHEMICAL PAINT SPOTTING:**

- Some weather and atmospheric conditions can create a chemical fall-out. Air borne pollutants can fall and may damage painted surfaces on your vehicle. This damage can take many forms, including blotching/ring let shaped discoloration's and small irregular dark spots etched into the painted surfaces. Chemical paint spotting is **NOT COVERED** by this Warranty.

### **INTERIOR/ EXTERIOR PAINT, TRIM, AND APPEARANCE ITEMS:**

- Defects in paint, trim, upholstery or other appearance items are normally corrected during new vehicle inspections. If you find any paint or appearance concerns advise your Dealership as soon as possible. Deterioration due to use and exposure are **NOT COVERED** by this Warranty. The instructions in the owner's manual regarding the care of paint, trim, upholstery, glass, and other appearance items should be followed closely.
- **Note: Cosmetic or surface corrosion (resulting from stone chips, scratches in the paint, for example) is not included in the Paint, Trim, and Appearance Items coverage.**

### **REPLACEMENT PARTS (WARRANTY AND NON-WARRANTY)**

- Replacement parts provided under terms of the warranty will, whenever possible, match original equipment. When necessary Tiara will substitute parts of comparable function and value. Defective items may be replaced with new, remanufactured, reconditioned or repaired components.



### **MARK III ORIGINAL EQUIPMENT ALTERATIONS:**

- This Warranty does **NOT COVER** any damage or failure resulting from modification or alteration to the Tiara conversion equipment, as manufactured or assembled by Tiara Motor Coach.

### **PRODUCTION CHANGES:**

- Tiara reserves the right to make changes in vehicles built or sold by them at any time without incurring any obligation to make the same or similar changes on vehicles previously built or sold by Tiara.

### **ROADSIDE ASSISTANCE:**

- For Roadside Assistance programs, Refer to your factory owner's manual.

### **SHEET METAL COVERAGE:**

- **Corrosion:** Body sheet metal panels are covered against rust for 3 years or 36,000 miles, whichever comes first.
  - **Note:** Cosmetic or surface corrosion (resulting from stone chips, scratches in the paint, for example) is **NOT INCLUDED** in the sheet metal coverage.

### **OTHER WARRANTY TERMS:**

- This warranty gives you specific legal rights in addition to other legal rights that vary from state to state.
- Tiara Motor Coach does not authorize any person, Dealer, and/or other entity to create for it any other obligation or liability with your Tiara Conversion vehicles.
- **Any implied warranty of merchantability or fitness for a particular purpose applicable to this vehicle is limited in duration to the duration of the written warranty. Performance of repairs and needed adjustments is the exclusive remedy under this written warranty or an implied warranty. Tiara Motor Coach shall not be liable for incidental or consequential damages (such as, but not limited to, loss wages or vehicle rental expenses) resulting from breach of this written warranty or any implied warranty \***
- Some states do not allow limitations on how long an implied warranty will last or the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusions may not apply to you.

## **CUSTOMER ASSISTANCE:**

Your complete satisfaction is important to your Dealer and Tiara Motor Coach. We will assist you in resolving any misunderstanding or conversion-related problem if you have already tried to have your concerns addressed by your Dealer. If any concern has not been resolved, despite the best intentions of all concerned, the following steps should be taken:

1. Contact a member of your Dealership Management. Most complaints are quickly resolved at this level.
2. If it appears your problem cannot be resolved by the Dealership Management, contact Tiara Motor Coach Customer Care Center by calling **1-800-735-0317**.
3. Please have the following information available to give our Customer Assistance Representative:
  - Your name, address, and telephone number
  - Tiara Motor Coach production number or Vehicle Identification Number (VIN). (This is available on the manufacturing label attached to the driver's door post.)
  - Delivery date and current mileage.
  - Nature of problem/ history of repairs.

When contacting Tiara Motor Coach for assistance, please remember that our initial effort will be to give your Dealer all possible assistance in resolving your problem, using the Dealer's facilities, equipment and personnel.

If you are still not satisfied after trying steps 1 through 3, please contact Tiara Motor Coach Customer Care Center by writing:

Attn.. Customer Care Center  
Tiara Motor Coach  
PO Box 2525  
Ocala, Florida, 34478

We will review your case and contact you with the outcome of our review.



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