

*Tiara  
Motor  
Coach*

**Conversion Van  
Owner's Guide  
and  
Warranty  
Information**





**Conversion Van**  
**Owner's Guide**  
**and**  
**Warranty Information**

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

By now you have probably had a chance to enjoy your new van, 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 Van. Questions concerning the van 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 Tiara Motor Coach. Please forward any comments to Tiara Motor Coach, Customer Care Center, PO Box 2525, Ocala, FL 34478. We wish you many years of enjoyment and happy motoring in your Tiara Motor Coach 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 Tiara Motor Coach'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 Motor Coach Van Conversions and explains the operation and maintenance of Tiara Motor Coach'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

## **Table of Contents**

Safety First -----	2
Safety Alert -----	5
Recall Procedures -----	6
Defect Investigation -----	6
Reporting Safety Defects -----	6
Appearance and Maintenance (Interior and Exterior) -----	7
Care and Cleaning of Graphics and Running Boards -----	7
Washing -----	8
Waxing -----	8
Window Cleaning -----	8
Wood Trim Cleaning -----	9
Shade Cleaning -----	9
Leather and Upholstery Cleaning -----	9
Carpeting Cleaning -----	9
Wheel Maintenance -----	9
Air Conditioning and Heating, Rear -----	11
A/C Maintenance -----	11
Optional Equipment -----	11
Switching Systems (overhead console) -----	12
Time Saver -----	13
Courtesy Lights -----	14
Door Lock Switch Location and Operation -----	14
Sofa Switch Location and Operation -----	14
Video Equipment -----	15
TV Operation (HIGH TOP) -----	15
VCP Operation (HIGH TOP) -----	15
TV Operation (LOW TOP) -----	16
VCP Operation (LOW TOP) -----	16
TV Speaker Operation -----	17
Video Game Center -----	17
CD Player Operation -----	17
Sound System -----	17
Headphone System -----	18
Front and Rear Interior Overhead Map/ Reading Lights -----	18
Overhead Map/Reading Light Bulb Replacement -----	18
Brake Light, Sport Top -----	19
Exterior Opera lights -----	19
Fuse Locations -----	19
Rear Air Conditioning/ Heater Fuse Locations -----	19
Captain's Chairs -----	20
Seat Adjustment for Captain's Chairs -----	20
Power Front Seat Adjustment -----	20



## **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.**
- **DO NOT ALLOW ANYONE TO LIE ON THE SOFA WHILE THE VAN IS IN MOTION.** All seats and sofa must be in the upright and locked position, with passenger seat belts in use while the van is moving.
- 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 van 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.
- 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 Van checked immediately by a Tiara Motor Coach Dealer if any of the electrical components are not functioning properly.
- **NEVER** disconnect safety devices installed on your Tiara Motor Coach conversion van. These devices are for **YOUR** protection and should not be tampered with.
- **DON'T OVERLOAD** your conversion van. Refer to weight and loading restrictions.
- Double check clearances on any overhead obstructions like bridges, branches, garage doors, overhangs, low hanging wires, etc.
- Keep all windows **FREE** of obstructions and make sure window shades are **FULLY OPEN** when driving the van. When backing up in congested areas, have someone **OUTSIDE** the van check to be sure the way is clear.
- **MAKE SURE** luggage, sports equipment, fishing gear and other cargo items are securely held in place when the van is in motion.
- **PLEASE - DO NOT DRINK AND DRIVE.**
- **OBEY 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 Tiara Motor Coach will also be provided.

**DEFECT INVESTIGATION:**

If a defect is discovered in the product, please contact an authorized Tiara Motor Coach 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 Tiara Motor Coach 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 Tiara Motor Coach Industries.

Tiara Motor Coach 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):**

Tiara Motor Coach 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 Tiara Motor Coach, read the following: Care And Cleaning Of The Tiara Motor Coach 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 Tiara Motor Coach 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 Tiara Motor Coach 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!**

Tiara Motor Coach 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.

### **SHADE CLEANING:**

#### **WARNING!**

**DO NOT** use abrasive cleaners, as the fabric has been treated with flame retardants.

- To clean shades, gently dust with a vacuum sweeper attachment. Shades kept in the full up position will remain clean over long periods of time. Should the shades become soiled, clean with a mild detergent and warm water, as soon as possible.

### **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

### **CARPETING CLEANING:**

- For your added comfort, every Tiara Motor Coach comes equipped with a high quality pile-type carpeting. To prevent soiling, place floor mats in heavy traffic areas.
- To maintain the appearance of the carpeting, you should clean it often. Refer to your factory owner's manual for care and cleaning instructions.

### **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.

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

### **WARNING!**

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

### **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.**

### **Note!**

Refer to your Factory/OEM Owners Guide for all **Tire Inspection and Rotation Information.**

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.

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.

## **AIR CONDITIONING AND HEATING, REAR:**

### **CAUTION!**

The rear auxiliary A/C has a cover with vent openings that **MUST** be kept clear to maintain adequate air flow through the evaporator. **DO NOT BLOCK OFF** the vent openings in this cover. The louvers, or vents in the ceiling, connected to the rear unit must be partially open while the auxiliary unit is operating. If the louvers are completely closed, air backup will result in possible damage to the blower assembly.

### **NOTE!**

The rear auxiliary A/C is intended to assist the factory A/C heating unit and may not operate at the same cooling or heating temperatures.

- Rear auxiliary A/C will operate with the factory dash control positioned in the "MAX A/C" or "NORM" location. Rear heat will function to its maximum potential with the dash control positioned in "Floor" or "Heat".
- When the factory dash control is positioned in the "defrost " mode your air conditioner continues to cycle. This will reduce the amount of moisture or condensation in your vehicle . In the "Defrost " mode the output of the rear heat will be moderate.

## **A/C OR HEATER OPERATION:**

### **Full Size Van SE and Astro/Safari SE:**

- The rear auxiliary A/C and Heater has a separate three-speed blower/fan, controlled by a rotary switch on the dashboard. Select the blower/fan speed that provides the desired amount of air movement.

## **A/C MAINTENANCE:**

- Every now and then have your Dealership check your air conditioning system to be sure it has not lost any cooling ability. To keep your A/C unit working at peak performance, have it checked for refrigerant, oil leaks, refrigerant leaks and debris on the condenser and radiator. If you think the system is not working properly, have your Dealership check it out as soon as possible.

## **OPTIONAL EQUIPMENT:**

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

- **Television**
- **Video Cassette Player**
- **CD Player**

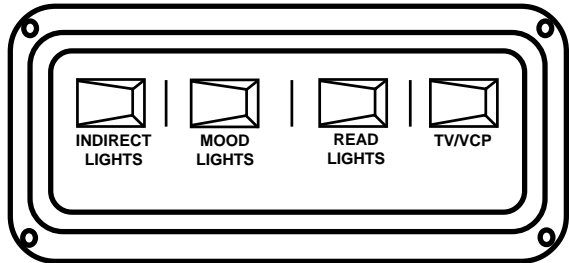
## **SWITCHING SYSTEMS (OVERHEAD CONSOLE):**

### **ELECTRONIC SWITCHING SYSTEM: (STANDARD ON STEALTH / EMERALD.)**

This system features four switches for activating the following circuits:

1. **Indirect lights** located in the valance, center beam.
2. **TV/VCP** switch sends power to the TV/VCP circuit. Power must also be turned on at the TV or VCP for operation.
3. **Reading lights**
4. **Mood Lights** Window ledge lighting

### **Stealth and Emerald Edition Switch Plate**

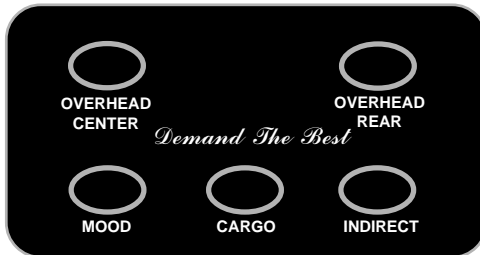


### **ELECTRONIC SWITCHING SYSTEM: (STANDARD ON DIAMOND MODEL.)**

This system features five switches for activating the following circuits:

1. **Overhead center lights** are mounted above each center seat.
2. **Overhead rear lights** are mounted above each side of the sofa.
3. **Mood lights** are located each side of the lower side walls beneath the window sills.
4. **Indirect lights** are located on each side in the upper window valances and in the center beam.
5. **Cargo Door light** is located in the center of the rear overhead above the rear cargo doors.

### **Diamond Edition Switch Plate**



### **WARNING!**

Do not add any electrical devices to any of the circuits in your van.

This will cause an overload condition, shut down the circuit, and possibly damage the system.

### **STANDARD SWITCH SYSTEMS: (MINI VANS)**

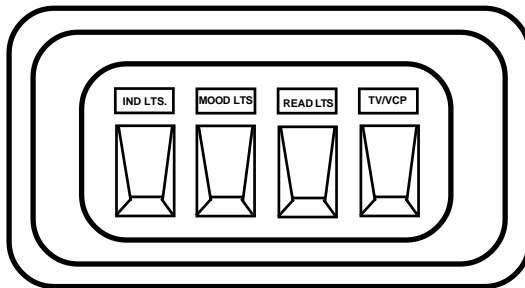
This Systems features four switches for activating interior lighting and TV/ VCP operations.

1. **Indirect lights** (valance center beam).
2. **TV/VCP** switch sends power to the TV/VCP circuit. Power must also be turned on at the TV or VCP for operation.
3. **Reading Lights**
4. **Mood lights** (window ledge lighting.)

### **WARNING!**

Do not add any electrical devices to any of the circuits in your van. This will cause an overload condition, shut down the circuit, and possibly damage the system.

The System will activate when the ignition is turned on . The display will indicate which device has been turned on.



### **TIME SAVER SYSTEM:**

This is located next to the conversion fuse block, on the wall behind the drivers seat. The specific function of the Time saver Relay is to stop power to the Switch Panel below a stated voltage.

The Time saver Relay has two (2) functions:

1. A **Time Adjustment** from 1 to 100 minutes that allows the customer use of the Switch Panel functions after the key (ignition) is turned off. (The adjustment knob is located on the relay).
2. A **Voltage Guard** that will stop the power to the switch panel when the voltage drops to 9.5 volts + or - 2%. The battery must exceed 13.5 volts + or - 2% to return power to the switch panel. The Voltage Guard works when the key is turned to ignition, accessory or when the key is turned off.

### **WARNING!**

The Voltage Guard shuts down the Switch panel functions only. If head lights are left on or key (ignition/accessory) is left on, this will drain the battery and will not allow the vehicle to start.

Best performance from the Voltage Guard is received when the Time Saver is activated, or when key (ignition) is off. If in ignition position, and the engine is not running, the accessories not controlled by the Switch Panel will continue to operate.

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

### **Caravan/Voyager/Windstar:**

#### **NOTE!**

The switch panel lighting functions when the ignition switch is operated.

### **Operation of the Switches**

- **Indirect Light :**

The main power for the indirect lighting is turned on and off by depressing the INDIRECT LIGHTS button on the switch panel. Switch **UP IS ON** and switch **DOWN IS OFF**. (See Courtesy Light section for additional information.)

- **Reading Lights :**

The main power for the reading lights is turned on and off by depressing the READING LIGHTS button on the switch panel. Switch **UP IS ON** and switch **DOWN IS OFF**. (See Courtesy Light section for additional information.)

- **TV / VCP Power :**

The main power for the TV / VCP is turned on and off by depressing the TV / VCP POWER button on the switch panel. Switch **UP IS ON** and switch **DOWN IS OFF**.

- **Rear Speaker:**

The front radio or TV audio can be selected to be heard through the rear speakers. A mute function can also be selected to silence the rear speakers.

### **Courtesy Lights**

Whenever a door is opened the courtesy lights will come on. The indirect and reading lights will also come on. Once all doors are closed, the courtesy, indirect, and reading lights will turn off.

### **DOOR LOCK SWITCH LOCATION AND OPERATION:**

Rear Cargo Door lock switch is located on the rear wall behind the sofa on either the passenger or driver's side.

#### **SWITCH OPERATION:**

**UP** will unlock the doors

**DOWN** will lock the doors

### **SOFA SWITCH LOCATION AND OPERATION:**

Sofa switch is located on the rear wall behind the sofa on either the passenger or driver's side.

#### **SWITCH OPERATION:**

**UP** will raise the sofa.

**DOWN** will recline the sofa.

## **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 (HIGH TOP):**

### **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. Push the MENU button on the TV panel so "ANTENNA" appears on the TV screen. Push the enter button and select "AIR" on the screen. Push enter, TV is now on Channel 1. Operate TV per the TV Owners Manual.
3. Ensure the rear speaker switch is adjusted for TV.
4. 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.
5. 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 (HIGH TOP):**

1. Turn the TV/VCP overhead console switch to "ON," if equipped.
2. Push the TV and VCP power control buttons to "ON."
3. Press the TV power control button on the TV or remote control to turn the TV on. Push the MENU button on the TV panel so "ANTENNA" appears on the TV screen. Push the enter button and select "STD" on the screen. Push enter, TV is now on Channel 1. Press channel selector and select channel "3". Operate TV per the TV Owners Manual.
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.

**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 (LOW TOP):**

**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.
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 (LOW TOP):**

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:**

#### **FULL SIZE VAN AND ASTRO/SAFARI :**

- TV Sound will come through the 2 speakers located in the right and left mid walls.

#### **VOYAGER/ CARAVAN AND WINDSTAR MINI-VANS WITH SPORT TOP:**

- The TV sound comes through the 2 upper speakers.

#### **VOYAGER/CARAVAN MINI-VAN LOW TOP:**

- The TV sound comes through the single speaker on the Center Beam.

### **VIDEO GAME CENTER:**

To operate your Sega, Nintendo or Super Nintendo Video game insure the following is accomplished:

1. Connect the game power input to the game center output (with provided power cable).
2. Connect the special video game Audio/Video cable to the game center and game. (The special video game Audio/Video cables are not provided, they can be bought at a local video game store.)
3. Insure the game center switch is in video game mode. Turn the TV "ON."
4. Insure the TV is in Video mode by pressing the TV/Video button located on your TV/VCP remote control.
5. Operate the video game per the operating instructions.

### **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.

### **SOUND SYSTEM:**

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

## **HEADPHONE SYSTEM:**

### **NOTE**

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

- 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 Jack:** Operate the TV. Sound can now be received through the TV jack.
- **Rear Radio Jack:** Operate the Rear radio per the accessory manufacturer's owner's manual. Sound can now be received through the Rear Radio jack.
- Operate the Rear Speaker Switch (Overhead Console), if equipped, to turn off rear speaker for headphone use 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:**

Tiara Motor Coach has equipped your van 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.

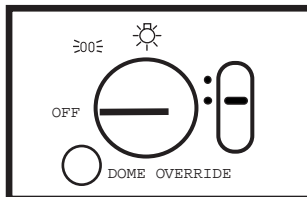
## **OVERHEAD MAP/READING LIGHT BULB REPLACEMENT:**

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.



### **BRAKE LIGHT, SPORT TOP:**

Should you ever need to change the bulb in the upper rear brake light on a Sport Top, refer to your factory owner's manual.

### **EXTERIOR OPERA LIGHTS:**

There may be one opera light on each side of the vehicle. They are actuated when the headlights are engaged.

### **FUSE LOCATIONS:**

#### **FULL SIZE VANS AND ASTRO/SAFARI**

All fuses are located at the interior fuse block, behind the driver (except for the Auxiliary A/C and Heat Fuse, see Rear Air Conditioning and Heater Fuse Locations). The Mark III fuse block power-up wiring is protected with the factory fuses in the Modified Vehicle Power-up located under the hood.

#### **VOYAGER/CARAVAN :**

##### **Voyager/Caravan Sport Top**

Fuses are accessed under the driver's seat. Fuse amp rating is printed on all fuse holders.

##### **Voyager/Caravan Low Top**

TV/VCP utilize the factory fuse for the cigarette lighter receptacle. Fuse amp rating is printed on all fuse holders.

### **REAR AIR CONDITIONING/ HEATER FUSE LOCATIONS:**

#### **Full Size Van with Dash Switch:**

- Factory/OEM fuse (for the factory rear air switch on the dash) is used which is located at the factory/OEM fuse block. Refer to your Factory/OEM Owners manual for fuse information.
- Additional rear A/C and heater fuse is located behind the rear A/C shroud. The shroud is located at the drivers side rear lower wall. Remove shroud by removing the screws and then remove shroud. Verify fuse status and reinstall the shroud, being careful not to over tighten the screws on the shroud.

#### **Astro Safari Van with Dash Switch:**

- Factory/OEM fuse (for the factory rear air switch on the dash) is used which is located at the factory/OEM fuse block. Refer to your Factory/OEM Owners manual for fuse information.

## **CAPTAIN'S CHAIRS:**

### **NOTE!**

To insure a safe and comfortable ride, every Tiara Motor Coach Van comes equipped with Captains Chairs. Extended seat backs, and/or headrests, are designed to help reduce the risk of neck injuries.

### **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.

## **SEAT ADJUSTMENT FOR CAPTAIN'S CHAIRS:**

### **MANUAL FRONT AND MID 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.

### **POWER FRONT SEAT ADJUSTMENT:**

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

- The inboard switches 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 rearward seat movement and toggles up and down to control seat height.

### **SEAT LUMBAR SUPPORTS:**

This Adjustment control is located on the outside of the seat. It is operated by turning the control knob clockwise or counterclockwise to adjust the back support.

### **QUICK RELEASE CENTER SEATS REMOVAL PROCEDURE:**

1. Position yourself in the front of the seat.
2. Unscrew two ( 2 ) knobs completely from pedestal top by turning counterclockwise.
3. Slide the quick release pedestal top to the rear.
4. Lift and remove the seat and pedestal assembly.

### **QUICK RELEASE CENTER SEATS INSTALLATION PROCEDURE:**

1. Set the seat and the pedestal assembly onto the floor plate. Be sure that the pedestal rivets are in the rivet pockets on the floor plate.
2. Pull the pedestal forward until the holes in the pedestal line up with the two welded nuts in the floor plate.
3. Hand tighten the knobs clockwise until secure.
4. If the rear of the seat raises when the seat assembly is moved forward perform the following. Unscrew the knobs and realign the pedestal rivets with the pedestal pockets. Repeat steps 2 and 3.

**SOFA OPERATION: MANUAL RECLINE SOFA (FULL SIZE VANS):**

The Sofa should seat three people comfortably. The standard sofa has two positions, a sofa position and a bed position. To convert from the sofa to the bed position, lift up on the front of the seat and pull. When the back has pivoted down to horizontal position, push the seat section back down to complete the conversion. To convert back to a sofa, lift the front and push towards the rear. The sofa back will again follow and pivot up into its upright position automatically. When reconvert to the sofa position, make sure to pull the seat belt out to their usable position

**WARNING!**

For safe operation, the sofa must be in up right position when occupied by passengers. Do not lay or sleep on sofa with vehicle in motion.

**MANUAL RECLINE SOFA (MINI VANS ASTRO / SAFARI):**

The sofa should seat three people comfortably. The standard sofa has two positions, a sofa position and a bed position. To convert from the sofa to the bed position, pull the lever on the front or rear of the sofa to release the sofa back. The sofa back will then lay down to a horizontal position. To reconvert to a sofa, pull the lever and lift the sofa back into its upright position. To slide the sofa, release the lever on the right side and move the sofa forward or back. These levers can be operated from the front or the rear of the sofa.

*When repositioning to the sofa position, make sure to pull the seat belts out to their usable position.*

**WARNING!**

For Safe operation, the sofa must be in the upright position when occupied by passengers.

**SOFA OPERATION, ELECTRIC, ALL VANS (2 SWITCHES):**

**CAUTION!**

**DO NOT SIT ON THE SOFA WHILE ELECTRICALLY OPERATING.**

**CAUTION!**

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

Ensure sofa is in the full upright position while vehicle is in motion.

**NOTE!**

**DO NOT STORE/PLACE ITEMS UNDER THE SOFA.**

- Remove both head rests.
- Mid Seats (both) must be in full forward position (if equipped).
- **TO RECLINE SOFA UP AND DOWN:**  
Depress switch "DOWN", this lowers the rear sofa. Depress switch "UP", this raises the sofa. The Sofa Switch is ignition operated (vehicle must be running.)
- **TO SLIDE SOFA FORWARD & BACKWARD:**  
Depress switch "UP", this moves the sofa forward. Depress switch "DOWN" this will move the sofa back. The Sofa Switch is ignition operated (vehicle must be running.)

### **SOFA REMOVAL AND INSTALLATION:**

If your vehicle is equipped with removable sofa brackets, the sofa may be removed for additional cargo space. The removable brackets clamp over the square frame of the sofa and hold it secure. Turn the knobs (1) counter clock wise to release the sofa from the floor bracket (2). Then remove sofa through the back of the van. Take care not to damage the upholstery or the interior components of the van when removing or installing the sofa. Make sure to save the knobs , washers, and hold down brackets for reuse. When reinstalling the sofa make sure to line up the “Quick Release Clamp label, release clamp and replace all parts as they were originally installed.

#### **NOTE!**

The sofa is extremely heavy, use caution when removing. Sofa removal requires 2 persons to prevent injury.

#### **NOTE!**

If you have the power sofa option be sure to disconnect the power plug before removing the sofa from your van.

#### **WARNING!**

Tighten sofa clamp knobs securely. Failure to tighten these knobs could result in serious injury or death.

### **ADD-A-BACK SOFA EXTENSION (MANUAL OR ELECTRIC SOFA):**

(Stealth, and Emerald, Diamond models only)

This feature is mounted behind the sofa . It adds to the bed area when the sofa is reclined . Its framework supports a cushion with fabric matching the interior decor. It is also removable if necessary

This Sofa extension is attached to the sofa frame. It can be used by reclining the sofa to a horizontal position. **The head rest must be removed before lowering the sofa back.**

To remove the headrests:

1. Lift the headrest until you can access the release lever located on the outside of the insert sleeve.
2. When the release lever is engaged the headrest is free to come up and off of the sofa back.

#### **WARNING:**

To avoid damaging the rear door panels the sofa must be in the full forward position when lowering the Add-A-Back sofa extension.

**REAR FLOOR CONSOLES WITH COOLER: (FULL SIZE VANS ONLY):**

This feature is convenient for keeping beverages cold. It consists of plastic interior that will hold ice or frozen cooler packs to keep drinks or food items cold. When using ice the melting ice will drain through a tube passing through the floor of the van . It is recommended that you wash the cooler after each use with mild soap and water. If the drain should clog, it is recommended that you use a drain cleaner that will not harm petroleum based materials (plastic).

**CENTER FLOOR CONSOLE WITH COOLER:**

This feature is convenient for keeping beverages cold. It consists of plastic interior that will hold ice or frozen cooler packs to keep drinks or food items cold. It is recommended that you wash the cooler after each use with mild soap and water.

**RUNNING BOARDS WEIGHT LIMITS:**

Running boards maximum total load limit per running board is 500 pounds.

**CLOTHES HANGER WEIGHT LIMIT:**

Maximum total load of each hanger is 20 pounds.

**VEHICLE HEIGHT FOR RAISED ROOF (SPORT TOP) VANS:**

Your raised roof (sport top) van height can range from **84" to 94"** depending on the model. If you require this measurement please call Tiara Motor Coach Customer Care at **1-800-735-0317**

**ROOF RACK:**

**Warning:**

**Don't use the roof rack for carrying luggage or to tie down other items. The roof rack is ornamental in nature and is not intended to bear such loads.**

**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.**

**SHADES OPERATION:**

**WARNING!**

DO NOT allow **ANY** window coverings to obscure vision in rear door windows while the vehicle is in motion. Any obstructions to the driver's rear vision could cause an accident resulting in major vehicle damage and serious personal injury or death to the occupants or other persons in the accident.

### **VISTA BAY WINDOW AND CARGO DOOR WINDOW SHADES:**

Some Tiara Motor Coach Vans are equipped with soft pleated window shades. Simply pull down on the cross bar to lower the shades, and push up on the cross bar to raise them.

#### **NOTE!**

To retain crisp pleats, pleated shades should be left in the raised position whenever possible.

### **TIRE JACK AND JACK TOOLS:**

#### **WARNING!**

**Before using the jack or lug wrench, refer to your factory owner's manual for operation of the Jack and Jack Tools. After use ensure the jack and handle are secured properly.**

#### **NOTE!**

**Windstar, Caravan and Voyager refer to your Factory Owners Manual for removal and storage of the Jack and Jack Tools.**

### **Chevy G-Van, GMC, G-Van, Dodge and Ford Full Size Vans Removal of Jack and Jack Tools**

- The jack and lug wrench are located at the right rear of the van under a color coordinated shroud.
- Shroud is removed by pulling the sides of the shroud outward. The Shroud is secured by velcro tape.
- Remove the Jack and Jack Tools per your factory owners manual.

### **Storage of Jack and Jack Tools**

- Follow removal of jack and tools instructions in reverse order.

### **Astro and Safari**

- The jack and lug wrench are located under the rear sofa in a storage bag
- After use install the tire jack into the storage bag and place the jack bag under the rear sofa.

## **SEAT BELT OPERATION:**

### **NOTE!**

Tiara Motor Coach utilizes the same high quality materials as the chassis manufacture so please refer to your factory owners manual for a detailed description of seat belt use and operation.

### **WARNING!**

A child in a rear-facing child restraint can be seriously injured if the right front passenger's air bag inflates. This is because the back of a rear-facing child restraint would be very close to front passenger's air bag. If your vehicle has a right rear -facing child restraint in a rear seat. You may, however secure a forward-facing child restraint in the right front seat. Before you secure a forward-facing child restraint always move the front passenger seat as far back as it will go. Or, secure the child restraint in a rear seat.

## **COMBINATION LAP AND SHOULDER BELTS WITH CENTRIFUGAL SEAT BELT RETRACTORS:**

While your vehicle is in motion, the combination lap and shoulder belts adjust to your movement. However, if you brake hard, corner hard or if your vehicle receives an impact, the lap and shoulder belt locks and helps reduce your forward movement.

### **LAP BELTS WITHOUT RETRACTORS:**

On the center seat of the rear sofa/ bench seat, you will find a lap belt without a retractor. To make the belt longer, tip the tongue at a right angle to the belt and pull the belt over your lap until the tongue reaches the buckle. Adjust the belt so that it fits snugly and as low as possible around the hips.

## **CHILD RESTRAINT INFORMATION**

### **WHERE TO PUT THE SEAT BELT RESTRAINT**

Accident statistics show that **CHILDREN ARE SAFER** if they are restrained in the **REAR RATHER THAN THE FRONT SEAT**. We, at General Motors, therefore recommend that you put your child restraint in a rear seat. If your vehicle has a front passenger air bag, never put a rear-facing child restraint in the front passenger seat.

**SECURING A CHILD RESTRAINT IN A REAR OUTSIDE SEAT POSITION:**

You'll be using the lap-shoulder belt. See the instructions that came with your car seat.

1. Put the restraint on the seat.
2. Pick up the latch plate, and run the lap and shoulder portions of the vehicle's safety belt through or around the restraint. The child restraint instructions will show you how. If the shoulder belt goes in front of the child's face or neck, put it behind the child restraint.
3. Buckle the belt. Make sure the release button is positioned so you would be able to unbuckle the safety belt quickly if you ever had to.
4. Pull the rest of the shoulder belt all the way out of the retractor to set the lock.
5. To tighten the belt, feed the shoulder belt back into the retractor while you push down on the child restraint. If you're using a forward facing child restraint, you may find it helpful to use your knee to push down on the child restraint as you tighten the belt. Push and pull the child restraints seat to be sure it is secure.

**SECURING A CHILD RESTRAINT IN A CENTER SEAT POSITION:**

**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.

1. Make the belt as long as possible by tilting the latch plate and pulling it along the belt.
2. Put the restraint on the seat.
3. Run the vehicle safety belt through or around the restraint. The child restraint instructions will show you how.
4. Buckle the belt. Make sure the release button is positioned so you would be able to unbuckle the safety belt quickly if you ever had to.
5. To tighten the belt, pull its free end while you push down on the child restraint. If you're using a forward-facing child restraint, you may find it helpful to use your knee to push down on the child restraint as you tighten the belt.
6. Push and pull the child restraint in different directions to be sure it is secure.

**MANUFACTURING LABEL:**

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

### **COVERAGE PROVIDED:**

- Tiara Motor Coach Industries, 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 Motor Coach 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 Motor Coach owner for the duration of the original Warranty.

### **WHAT DOES YOUR TIARA MOTOR COACH 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 Motor Coach 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 Tiara Motor Coach 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 Motor Coach 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 OEM 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 Motor Coach 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 Tiara Motor Coach 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 Motor Coach 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 Motor Coach 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 Motor Coach. 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 Motor Coach Owner's Manual Wheel Maintenance is considered Normal Maintenance and is **NOT COVERED** by this Warranty (See Tiara Motor Coach Owner's Manual Wheel Maintenance.)
- This Warranty does **NOT COVER** alterations or equipment added to the Tiara Motor Coach 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 Motor Coach conversion package.
- **Maintenance** - Normal Maintenance such as those detailed in the Factory Owner's manual and the Tiara Motor Coach 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 Motor Coach will substitute parts of comparable function and value. Defective items may be replaced with new, re-manufactured, reconditioned or repaired components.

### **TIARA MOTOR COACH ORIGINAL EQUIPMENT ALTERATIONS:**

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

### **PRODUCTION CHANGES:**

- Tiara Motor Coach Industries 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 Motor Coach Industries.

### **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 Industries does not authorize any person, Dealer, and/or other entity to create for it any other obligation or liability with your Tiara Motor Coach 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 Industries 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 Industries. 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 Industries 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 Industries 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 Industries 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 Industries Customer Care Center by writing:

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

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



*Publication Design Team*

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