



TRUCK OWNERS MANUAL

Customer & Warranty Department Number: (800) 824-6333

Welcome Letter

Sherrod's Commitment to You Our Customer

Congratulations on the purchase of your new Sherrod vehicle. This vehicle has been designed and engineered with your comfort in mind. What you see in your Sherrod, as in all Sherrod vehicles, is the pride and care our custom vehicle team take to make each Sherrod the best they can. This commitment guarantees quality in our product and years of satisfaction to you as an owner of a Sherrod vehicle.

Please take the time to read this manual to familiarize you with the operating instructions for your options and equipment. This will enhance your driving experience and avoid unnecessary trips for service or repair due to faulty operations. For assistance you may see your local Sherrod Dealer or call the Sherrod Service Department at 800-824-6333.

Also, it is a must to fill out the warranty registration sheet found behind this letter immediately after your purchase. This will ensure that we have a record of your ownership and your warranty will be registered.

Sincerely,

Jack C. Sherrod
President

Please note that this guide describes options, features and equipment in effect when this guide was approved for printing. Sherrod may discontinue or alter the design of these items without notice and without incurring obligation.

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Sherrod Owner's Registration Sheet

To register your warranty and properly record the purchase of your Sherrod Vehicle, please fill out this form and mail to Sherrod 3151 Industrial Blvd., Waycross, GA 31503 within 15 days after your purchase.

Date of Purchase: _____

Owner:

Name: _____

Address: _____

City/State/Zip: _____

Email Address: _____

Home Phone: _____

Work Phone: _____

Sherrod Salesperson: _____

Dealership:

Name: _____

Address: _____

City/State/Zip: _____

Salesperson: _____

Vehicle Information:

Vehicle I.D. Number: _____

Vehicle Make: _____

Model of Vehicle: _____

Conversion Type: _____

Quality Questions:

	Excel	Very Good	Good	Fair	Poor
How would you rate this Dealership?	_____	_____	_____	_____	_____
How would you rate this Vehicle?	_____	_____	_____	_____	_____

Did you experience any problems with:	Yes	No	Comments
Water Leaks	_____	_____	_____
Wind Noise	_____	_____	_____
Squeaks & Rattles	_____	_____	_____
Exterior Paint/Molding	_____	_____	_____

Would you buy another conversion from Sherrod? _____

Additional Comments: _____

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Maintenance

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Lifted, Leveled, or Lowered Kits

Maintenance intervals and specifications are listed in your conversion kit instructions. If you did not receive a copy of manufacturer instructions please call SHERROD Warranty Department as soon as possible and you will receive it by email or post parcel service.

WARRANTY PHONE NUMBERS: (800)-490-6333 or (912)-490-1210

WARRANTY EMAIL: sales@sherrodvans.com

Paint

Sherrod uses a State of the Art Base Coat & Urethane Clear Coat System. You will find the paint sticker in the truck. A mild non-abrasive car detergent in warm water is recommended to wash your BAJA Truck. The paint warranty is (3) year or 36,000 miles whichever comes first from original retail date.

Follow the guidelines that are set in the Factory Owner's Manual on how to care for the paint. Sherrod recommends that wax not be used on the components that Sherrod has painted for the first 45 days from manufacture.

Note: Automatic and high pressure car washes are not recommended and the use of them will void the paint warranty.

Decals

No silicone based or similar products should be used on the applications as the PVC vinyl may be damaged. Also, any detail work with a high speed buffer could result in portions of the decals being removed. We do not recommend the use of a commercial car wash because a brush wash causes scrapes on the decals and a brushless wash uses a high pressure spray that could remove the decals. Hand washing with a mild soap and no abrasion is recommended. No solvents should be used on the decals. The decal warranty is (1) year or 12,000 miles whichever comes first from original retail date.

Seats: Leather Recover:

Sherrod recommends the application of mild detergent and water to remove any soil from the surface of your seats. The surface should be wiped clean with a soft cloth. Use of silicone based products will void this warranty. Only condition and treat your seats by following the guidelines that are listed in the factory Owner's Manual.

Exclusions:

Sherrod will not be held responsible for claims for abrasions, scuffs, scratches, cuts or abusive and excessive wear or for color dye lot variations with any warranty claims. The exclusive obligations of this warranty shall be limited to repair any defected workmanship or materials, or at the discretion of Sherrod Vans, to replace with comparable product. The seat recover warranty is (1) year or 12,000 or whichever comes first from original retail date.

Tires

Warranty is provided by the tire manufacturer and is limited to one (1) year or 12,000 or whichever comes first from original retail date. Please refer to your tire manufacturer's warranty manual for details.

Wheels

Warranty is provided by the wheel manufacturer and is limited to (1) year or 12,000 miles or whichever comes first from original retail date. Typical road soil may cause corrosion to your wheels over a period of time if proper maintenance is not performed. Brake dust is corrosive and can cause pitting of the wheel finish if not removed frequently, as much as weekly, depending on your driving habits. Use a soft, non-abrasive cloth to wash your wheels and a mild dishwashing soap and water. **Never spray water on wheels that are hot.** Commercial wheel cleaners are not recommended. Failure to perform proper maintenance may void your warranty. Please refer to your Wheel manufacturer's wheel maintenance that is listed at the back of this manual for more details.

***Included with your vinyl warranty bag is an adapter lug nut that will remove your aftermarket wheel lug nuts, also included you will find factory lug nuts to install the spare tire. Do not use the chrome lug nuts on the factory spare tire.**

Electronic

Electronics

Warranty is provided by the electronics manufacturer and is limited to one (1) year or 12,000 miles whichever comes first from original retail date. Please refer to your manufacturer's warranty manual for details.

Maintenance & Repair Records

Sherrod recommends that you retain receipts covering performance of regular vehicle maintenance.

Repairs required due to damage resulting from lack of maintenance are not covered under your warranty. Receipts can be very important if a question arises as to whether a malfunction is caused by lack of maintenance or a defect in material or workmanship.

Service & Parts Policy

For assistance at any time you may call Sherrod at 800-824-6333

Service Policy

All Sherrod vehicles manufactured for 3 years or 36,000 miles, whichever comes first, from date of original purchase for items that Sherrod Manufactured; All other items that were installed by Sherrod but NOT manufactured by Sherrod are covered by the Manufacturer Warranty which is one (1) year from original retail date or 12,000 miles whichever comes first. Some examples of items that are installed by Sherrod but not Manufactured by Sherrod are but are not limited to: Exterior graphics, paint accents, wheels, tires, leather recovers and paint.

To have warranty work performed on your vehicle, see your Sherrod Dealer.

Defects in materials and workmanship in the conversion will be repaired or replaced by Sherrod without charge for parts or labor. Warranty is not transferable from the original purchaser.

To Coordinate Service:

1. The Sherrod Dealer must call Sherrod and after giving a description of the problem(s) and a fair estimate, an authorization number will be issued to do the work.
2. The Dealer may use a local shop if Sherrod or the dealer has an agreement with them. We will use only those shops which meet the highest of standards in customer courtesy, quality and fair prices.
3. **Note: A copy of any sublet bill must be submitted with your claim and NO Dealer markup will be paid by Sherrod.**

For Prompt Response to Warranty Calls; the following steps are necessary and information has to be supplied:

1. The Sherrod Stock number and/or VIN number
2. The current mileage

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3. The day of retail purchase
4. Dealer repair order number
5. Customer name

Remember: No work will be performed until a Repair Order Number has been issued by Sherrod. Service repair bills will NOT be paid from any statements. The copy of the repair order with detailed description of work done and Sherrod authorization number must be received before payment will be made.

Parts Policy to Our Dealers

All warranty parts will be shipped at no charge. Upon, Sherrod's approval; warranty parts are to be returned to Sherrod within 15 days or the dealer will be invoiced for parts at the end of that 15 day period.

1. Purchase Order number is required for warranty parts
2. Purchase parts must have a Purchase order number or the parts will be shipped C.O.D
3. Current items that are manufactured by Sherrod will be shipped within 3 to 7 days as production time allows.
4. Obsolete items will be shipped within 3 weeks...examples: seats, walnut wood products and painted items.

It is our desire to respond to your needs in the most efficient way possible.

Return Parts Procedure

When returning defective parts to Sherrod please follow this procedure:

1. Call Sherrod Parts Department at 1-800-824-6333 for a return authorization number (and call tag if requested).
2. Package parts and write the return authorization number on the outside of the package.
3. Enclose a copy of the Sherrod shipping order (packing slip) to ensure proper credit to your account.
4. Hold package until UPS or RPS call tag arrives (if requested)

Or ship to:

Sherrod

3151 Industrial Blvd

Waycross, GA 31503

Please put your return address on the package.

Warranties

Sherrod Warranty

36 months, 36,000 Miles LIMITED WARRANTY

Sherrod, Inc warrants all items that Sherrod fabricates for installation in its conversion of the automotive chassis to be free from defects in material and workmanship, under ordinary non-commercial use for thirty-six (36) months or thirty-six thousand 36,000 miles on the chassis, which ever comes first, from the date of original retail purchase with the following exclusions, exceptions and limitations:

1. **Warrantor:** This warranty is granted by Sherrod, Inc 3151 Industrial Blvd, Waycross GA 31503. No Sherrod dealer has authority to change, alter or modify this warranty in any way.
2. **Parties to Whom Warranty is extended:** Any original retail buyer; provided the product is used for non-commercial, family or household use.

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3. **Items Not Covered:** Sherrod does not warranty the chassis. Sherrod does not warranty parts manufactured by others which come with their own manufacturer's warranty (audio systems, electronics, tires, etc...) Sherrod does not warranty anything other than proper installation. Sherrod provides manufacturer's warranties with these products and information on how to obtain service. Purchasers should always follow these procedures should any problems arise:

The repair or replacement of items such as trim, interior moldings and other appearance parts manufactured and installed by Sherrod is confined to cases where the item is defective and not in cases of wear, neglect or accident.

Problems with body paint, exterior molding and vinyl graphics applied by Sherrod are normally apparent during new vehicle inspection by the dealer and/or customer and are to be corrected at that time. Exterior graphics and paint accents are warrantied for (1) one year or 12,000 miles whichever comes first from the original retail date.

Any and all parts supplied with the chassis by the auto by the automotive chassis manufacturer are warranted for (1) one year or 12,000 miles whichever comes first from original retail date.

Any and all parts supplied with the chassis by the automotive chassis manufacturer are not covered by this warranty.

These include but are not limited to engine, frame, transmission, factory air conditioner and heater, axles, brakes, suspension, tires, batteries, exterior paint defects and factory body defects (weld marks, etc.) See Chassis manufacturer's warranty with regard to these items. This warranty does not cover any equipment or alterations added by the dealer or other sources or problems with components related to such alterations.

What Is Not Covered

Tires are warranted separately by the tire manufacturer. The tire warranty is included with the owner's literature supplied with your new vehicle. Damage caused as a result of any of the following is not covered:

Mishandling	Accident	Customer Abuse
Misuse	Neglect	Abnormal Driving Conditions
Acts of God	Wheel Balancing	Customer supplied items installed by Sherrod
Normal Wear & Tear	Fraudulent Claims	Lack of Recommended Conversion Kit Maintenance

Collision, fire, theft, vandalism, riot, explosion, or objects striking the tire are not included.

Alterations, modifications or additions to the finished product after final assembly by Sherrod are not included. These are the responsibility of the party authorizing the alterations, modifications or additions and not Sherrod. In addition, coverages do not apply if the odometer has been disconnected, its reading has been altered or mileage cannot be determined.

Damage or corrosion due to environment, chemical treatments or after Market Products will not be covered. Damage caused by airborne fallout (chemicals, tree, sap, stone, hail, earthquake, water, flood, windstorm, lightning, and application or sealants subsequent to manufacturer, etc) are not covered.

Economic loss or extra expenses incurred are not covered. Damage caused by lack of maintenance or by the use of fluids not recommended in the owner's manual is not covered. Also, items requiring replacement or repair from routine wear, use and exposure are not covered.

Examples include:

Loss of vehicle use	Storage
Vehicle rental expense	Inconvenience

Payment of loss time or pay Lodging, meals, or other travel costs

Natural Material Changes: Any changes in color or hue of natural wood trim are not covered. Damage caused by lack of maintenance or by the use of fluids not recommended in the owner's manual is not covered. Also, items requiring replacement or repair from routine wear, use and exposure are not covered.

Examples include:

Light bulbs Batteries Fuses

Exterior graphics and paint accents are warranted for one (1) year or 12,000 miles from the original retail date.

Repairs required to correct defects attributable to unauthorized repairs after the time of delivery is not covered.

In addition the vehicles sold as "used" due to transit damage, theft, collision, accident or other causes are not covered under this warranty.

4. If within the warranty period, any part or installation work included in this warranty proves to be defective in material or workmanship, Sherrod shall, at its option, repair or replace the defective part without charge for the parts and repair labor. Sherrod will not pay transportation costs.

DISCLAIMER OF WARRANTIES: THERE ARE NO WARRANTIES WHICH EXTEND BEYOND THE DESCRIPTION OF THE FACE HEREOF. THERE ARE NO WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE INCLUDED.

5. Dealer Service: Any work under warranty performed in the field by the dealer with original Sherrod parts will constitute a fulfillment of Sherrod's liability under the limited warranty as pertaining to such repairs.
6. Design changes: Sherrod reserves the right to make changes in design and material to its products without incurring obligation to incorporate these changes in any product previously manufactured.

Reporting Safety Defects:

In the 50 United States and Washington D.C. if you believe that your vehicle has a defect which could cause a crash or injury or death you should immediately inform the National Highway Traffic Safety Administration (NHTSA).

If NHTSA received 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 and your dealer.

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, U.S. Dept. of Transportation, Washington D.C. 20590 You can also obtain other information about motor vehicle safety from the hot line.

Custom Wheel Maintenance from the Wheel Manufacturer

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Lack of maintenance, road salts, chemicals, and caustic materials used in some car washers can cause surface corrosion or dull the finish. To maintain the factory new look, we suggest the following:

- All CUSTOM wheels should be washed with a mild detergent routinely and weather –resistant wax applied liberally.
- Abrasive cleaners should never be used on plated or painted surfaces.
- Road salts will attack and corrode the finish with harmful chemicals building up on the surface of the wheels while simply driving around. Beach or Coastal climates also adversely affect wheel finish due to the ocean salts in the air. If you use your wheels in these conditions be prepared to clean and wax them at least weekly to prevent the road salts from eating away the finish.

Failure to preform proper maintenance may void your warranty.

CAUTION

Lug nuts must be rechecked at the first 100, 1000 and 6000 miles. Refer to owner's manual for proper torque settings.

Lifted, Leveled, or Lowered Truck Conversion Maintenance

Valued Sherrod Truck Conversion Customer:

Please be aware that it is necessary to perform maintenance on your truck's conversion. Recommended maintenance intervals and specifications are listed in the lift, leveling, or lowering kit manufacturer's installation instructions per your truck conversion. Sherrod recommends the customer keep records and receipts of all maintenance performed o your truck conversion should questions arise. Failure to perform required maintenance on your truck conversion may void the warranty and result in costly repairs to you, the customer. If for any reason you did not receive a copy of the truck's conversion kit manufacturer's instructions or have any questions in regard to your truck's conversion, please contact SHERROD's Warranty Department by phone or email as soon as possible. Upon request we will send you a copy of the needed manufacturer instructions by email or post/parcel carrier.

Open Hours: MON-FRI 8a.m.-5p.m.

WARRANTY PHONE NUMBERS: (800)-490-6333 or (912)-490-1210

WARRANTY EMAIL: sales@sherrodvans.com

Thank you for your purchase of a SHERROD Truck Conversion and we at SHERROD hope you enjoy many years of its use.