



Dealer Policy & Procedure Manual



Disclaimer: This manual is for informational purposes only at time of printing and is subject to change without prior notice due to Tiffin Motor Homes, Inc.'s mission of continuous improvement.



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Introduction

This policy and procedure manual is a guide for Dealers on Tiffin Motor Homes, Inc.'s ("Tiffin") processes regarding Service, Warranty, and Parts. It is designed to serve as a resource for the Dealer's management and employees to reference when they have questions about how to perform specific tasks, handle situations, and understand our organization's policies. This manual is an essential tool that ensures consistency, compliance, and accountability and embodies Tiffin's commitment to excellence.

We value and appreciate your partnership. Your support and cooperation in following the guidelines outlined in this manual will ensure a successful partnership and will be instrumental in achieving our mutual goals and objectives.



CUSTOMER SERVICE CONTACT LIST

Pre-Authorizations & Technical Assistance:

Phone Number: (256) 356-0261

Email: service@tiffinmotorhomes.com

Warranty Claims Department:

Phone Number: (256) 356-0261

Email: warrantyclaims@tiffinmotorhomes.com

Parts Department:

Phone Number: (256) 356-0261

Email: parts@tiffinmotorhomes.com

Email for RGAs: partsreturns@tiffinmotorhomes.com

Warranty Registrations:

Email: warrantyregistration@tiffinmotorhomes.com

Customer Service Addresses:

Parts Return: Tiffin Motor Homes, Inc.
904 Gates Street
Red Bay, AL 35582

Correspondence: Tiffin Motor Homes, Inc.
P. O. Box 596
Red Bay, AL 35582

Tiffin Service Center: Tiffin Motor Homes, Inc.
904 Gates Street
Red Bay, AL 35582

Business Hours:

Dealer Services (*Technical Assistance*): Monday – Friday 7:00am – 4:00pm CST

Parts: Monday – Friday 7:00am – 3:30pm CST

Tiffin Service Center (*Repair Shop*): Monday – Friday 6:00am – 2:30 pm CST and Saturday for drop-offs only 6:00am – 2:30pm CST



New Motorhome Inspection

Following proper inspection procedures when receiving new motorhomes is crucial for both the Dealer and Tiffin. Thoroughly inspecting new motorhomes upon receipt helps identify any damages or shortages that may have occurred during transportation or handling. This process is essential to ensure that the Dealer can address these issues promptly and accurately, which in turn leads to efficient reimbursement.

Delivery Acceptance Form (DAF)

A Delivery Acceptance Form (DAF) is provided with every new motorhome (sample on the next page). The DAF must be filled out, signed, and submitted to Tiffin within **72 hours** of receiving the motorhome. At the time the motorhome arrives, the Dealer must thoroughly check for obvious signs of damage, exterior and interior, defects, shortages or missing parts, keys, and all manuals. Photographs of any damage should be taken and submitted with the request for authorization. Tiffin will not be responsible for damages or shortages that are not noted on the DAF.

All damages or shortages noted which require parts replacement, parts must be ordered within fourteen (14) days of the date the DAF is signed. All repairs for items noted on the DAF must be completed within sixty (60) days of the date the DAF is signed.

For motorhomes delivered during winter months, it is the Dealer's responsibility to clean the undercarriage of the motorhome to protect against corrosion. Tiffin will not be responsible for issues that occur in the future for the Dealer's failure to clean or wash the undercarriage from salt, grime, or debris.

If a motorhome arrives with transport damage, Dealer must note the damage on the DAF and Bill of Lading (BOL) before the driver leaves the dealership. The DAF, BOL, and an estimate of the damage along with photographs, must be sent to dealerservices@tiffinmotorhomes.com within one (1) hour of Dealer receiving the motorhome. This process includes rock chips in windshields. If not noted on the DAF & BOL, Tiffin will deny coverage.

Note: Paint damage must be noted on the DAF and BOL. Any paint repairs must be accompanied by a paint shop estimate with the estimate showing the breakdown of labor and paint materials. Any future claims for scratches, dents, chips, or damage to paint or decals will not be considered. Touch-up of minor scratches or chips which can be buffed out will be considered part of the PDI process and will not be covered.

Tiffin does not honor third-party inspections as warrantable defects.



New Motorhome Registration

A Warranty Registration form must be completed by the Dealer, signed by the customer, and submitted to Tiffin within five (5) business days of purchase. The form may be mailed to Tiffin at P.O. Box 596, Red Bay, AL 35582 or emailed at warrantyregistration@tiffinmotorhomes.com.

Failure to receive the warranty registration may result in a delay of warranty repairs to the customer.

Dealer must also make sure to inform Tiffin of any changes in ownership of any Tiffin product. A Change of Ownership form can be found in the Limited Warranty booklet placed in each motorhome.

Dealer is responsible for registering chassis warranties (Delayed Warranty Start forms) through the specific chassis manufacturer as follows:

- Ford registrations can be sent to: www.fordwsd.com.
- Freightliner registrations can be sent to: www.warrantydep@daimler.com.
- Mercedes Benz Sprinter registrations can be sent to: www.upfitterportal.com/dwf

Each chassis manufacturer has a separate limited warranty that applies to the chassis components, and these components are not covered under the Tiffin Limited Warranty. The chassis components include, but are not limited to:

- Engine
- Suspension
- Frame
- Transmission
- Brake System
- Tires
- Steering System

Note: If the chassis is a Tiffin PowerGlide chassis, with VINs that begin with “5VB”, contact service@tiffinmotorhomes.com for what is covered under the terms of the PowerGlide limited warranty.



WARRANTY REGISTRATION FORM

NOTE: MUST BE RETURNED FOR WARRANTY TO BEGIN

DEALERSHIP:
 DEALERSHIP ADDRESS:
 CITY, STATE, ZIP CODE:
 TIFFIN SERIAL NUMBER:
 CHASSIS VIN NUMBER:
 YEAR:
 MODEL:

(AFFIX DECAL HERE)

DATE OF PURCHASE: MONTH _____ DAY _____ YEAR _____
 MILEAGE: _____

DEALER SALESPERSON: _____ E-MAIL: _____ PHONE: _____	PURCHASER: _____ ADDRESS: _____ E-MAIL: _____ HOME PHONE: _____ CELL PHONE: _____
--	---

By signing this form as Purchaser of a Tiffin motorhome, I acknowledge:

- Before I purchased my motorhome, I received, read, and agreed to the terms and conditions of the Tiffin Motorhomes Limited Warranty. I further understand that I can read and print a copy of the Owner's Manual and Limited Warranty from Tiffin Motorhomes' website. If, for any reason, I did not receive, read and agree to the terms and conditions of the Limited Warranty before closing the purchase of the motorhome, I understand and agree that by requesting and accepting the performance of warranty repairs under the terms of the Limited Warranty, I am accepting all terms and conditions of the Limited Warranty.
- I understand and agree that the selling dealership is not an agent for Tiffin Motorhomes but is an independent entity.
- I understand that the chassis and certain components and appliances are covered by a warranty issued by their manufacturer and are excluded from coverage under the terms of the Tiffin Motorhomes Limited Warranty.
- I understand and agree to the reduction of the time period when any lawsuit must be commenced as set forth in the Limited Warranty.
- I understand and agree to the forum selection clause found in Tiffin Motorhomes' Limited Warranty.

PURCHASER(S)' SIGNATURE: _____ DATE _____
 _____ DATE _____

THIS FORM MUST BE COMPLETED AT TIME OF PURCHASE AND SENT TO THE BELOW ADDRESS WITHIN FIVE (5) DAYS:

TIFFIN MOTORHOMES
 P.O. BOX 598
 RED BAY, AL 35532
 OR
 Email to: warrantyregistration@tiffinmotorhomes.com



Dealer Responsibilities

A. Lot Maintenance

It is the Dealer's responsibility to properly maintain all motorhomes that are on the Dealer's lot until retail sold. Maintenance requirements can be found in the Owner's Manual that accompanies each product.

Maintenance items include, *but are not limited to*:

1. Inspection of all seals (roof, windows, moldings) on a regular basis and reseal as necessary.
2. Motorhomes delivered during the winter months must have the undercarriage cleaned to protect against corrosion.
3. Battery maintenance.
4. During certain times of the year, new motorhomes leaving Tiffin's manufacturing facility are winterized, however, it is the dealer's responsibility to verify and winterize if needed.
5. Any paint damage due to, including but not limited to, the use of non-authorized cleaners, tape, brush marks, or lack of maintenance, will not be covered under Tiffin's Limited Warranty.

Failure to perform routine maintenance which results in damage to the motorhome, or its components, will be considered lot damage and will not be covered under Tiffin's Limited Warranty.

B. Pre-Delivery Inspection (PDI)

Dealer is responsible for performing a pre-delivery inspection on all motorhomes received from Tiffin. The PDI process itself is not a reimbursable expense, however, if a warrantable item(s) is found during the PDI, the item(s) can be repaired and submitted on a warranty claim.

C. Retail Delivery

Dealer is responsible for performing a thorough orientation of the motorhome with the retail customer. This includes understanding the customer's experience level and focusing on the customer's areas of need. The retail customer should not only understand how to operate all features and components in the motorhome, but the maintenance of those items as well.



It is important that the retail customer is introduced to the Dealer's Service Center staff, knows who to contact for technical assistance, and is informed of what to expect when needing warranty repairs.

D. Dealer Facilities

The service facility should be adequately staffed and contain the necessary tools, equipment, and parts to effectively perform repairs to all Tiffin products.

It is the Dealer's responsibility to post a copy of Tiffin's Limited Warranty in an area of the facility that the customer has access to, to comply with Federal law regarding written warranties.

E. Dealer Scheduling and Repairs

It is recommended that service appointments are scheduled to allow for repairs to begin on the date of the appointment to avoid delays and "out of service" time. It is not recommended to allow the customer to drop off their motorhome prior to the appointment date, or in some cases without an appointment, unless clear and concise documentation is noted on the work order, or an Acknowledgement Letter is signed by the customer. A sample Acknowledgement Letter can be found on the next page.

If a customer has a concern that affects the use or safety of the motorhome (an LP leak, water leak, slide outs, or main 120V/12V electrical systems), they should be given priority for service appointments.

It is expected that repairs will be performed in a professional and timely manner. If a repair performed by the Dealer fails, the Dealer is responsible for all expenses incurred in making a second repair, unless it is a component defect. Any repeat repairs will be denied without prior communication with Tiffin.

The Dealer must notify Tiffin immediately when the customer is not using the motorhome for its intended purpose or if there have been modifications or alterations to the motorhome that affect its condition. This includes, but is not limited to, using the motorhome for rental purposes, full-time living, installation of aftermarket items that are not original equipment to the factory build. Failures that occur due to, or related to, modification, alterations or improper intended use of the motorhome are not covered under Tiffin's Limited Warranty and may void the Limited Warranty.



F. Transient Customers

Tiffin requires that all authorized selling and servicing Dealers perform warranty work on any Tiffin product, regardless of location of retail purchase. Selling a motorhome to an out-of-state customer does not release the Dealer from responsibility to continue to support the customer. Dealer may need to assist the customer in finding a service center, ordering parts, or providing technical assistance.

ACKNOWLEDGEMENT LETTER

Date _____

Vehicle Identification Number (VIN) _____

Owner acknowledges that he/she is dropping off the motorhome without, or prior to, a scheduled service appointment and _____ (Dealer Name) has agreed to store my motorhome until my scheduled service appointment date of _____.

Owner acknowledges dropping off the motorhome today and:

1. For the time between now and my service appointment, the motorhome is left at dealer by my choice prior to my service appointment; and
2. My motorhome can be picked up at any time prior to my scheduled service appointment for use.

If at any time between now and my service appointment, I would like to make arrangements to pick up my motorhome to use until the time of my scheduled service appointment, I will contact _____ and make the necessary arrangements to pick it up.

Owner Signature

Owner Signature

Printed Name

Printed Name



Pre-Authorization Process

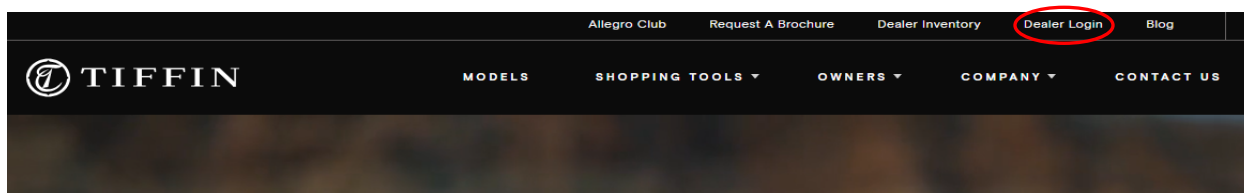
1. Pre-Authorization is required *before* any repair is to be performed, for all jobs that are above flat rate times. If warranty repairs exceed 15 items, even if all items are at flat rate, authorization is required.
2. Pre-authorization requests must contain the following information:
 - a. 17 Digit Vehicle Identification Number (VIN)
 - b. Customer name
 - c. Complete list of repairs
 - d. Labor time requested for job.
3. Photographs and any sublet documents will need to be submitted with the pre-authorization requests for documentation purposes and the sublet must have the correct flat rate code when submitting.
4. You may obtain a pre-authorization at dealerservice@tiffinmotorhomes.com. If an immediate pre-authorization is needed for a *single* job, you may call (256) 356-0261 to obtain authorization from our Customer Service Technicians. NOTE: Always ask for the name of the service technician you are dealing with, and any authorization received for future references.
5. For the most expedient and efficient process, we require a pre-authorization request to adhere to the following:
 - a. All requests be submitted with one list per dealer RO.
 - b. Any claims sent in with multiple authorizations will be denied.
6. If a job requires pre-authorization and a claim is received without one, the claim will be adjusted to the flat rate time for each specific job.
7. Pre-authorizations are valid for 180 days, unless it is an authorization obtained as part of the DAF process (see DAF section), and then it is only good for 60 days.



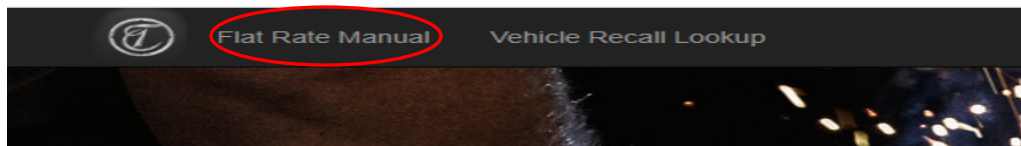
How to Access Tiffin's Flat Rate Manual

Tiffin's flat rate codes are separated by product line, i.e., Allegro Bus, Allegro Red, etc. The flat rate manual can be accessed by visiting www.tiffinmotorhomes.com. The flat rate manual can be used by selecting model, category, and sub-category for the repair. Recalls and Service Bulletins are in the categories as well and do require the model code to be included when the final claim is submitted electronically.

1. Log on to www.tiffinmotorhomes.com.
2. Click on "Dealer Login" in the top right-hand corner.



3. Click on "Flat Rate Manual" at the top of the page.



Flat Rate Manuals

For more information on the Flat Rate Manual, please see the attached overview: [Tiffi](#)

To begin your search, please select a model below:

Search Terms

4. To begin a flat rate code search, select the "Model" of motorhome in the first drop down box.
5. Select the "Section" of the flat rate manual related to the repair being performed, i.e., appliances, electrical, plumbing, etc.
6. Select the "Category". This will then populate all the flat rate codes related to your selections.



Submitting a Warranty Claim

Key Points to Remember when Submitting an Electronic Claim

1. Do not change any part of the front of the file name of the original warranty claim form that is emailed to you. The claim should come to you named Tiffin Warranty Claim Form.pdf. You may add notes to the back of the form, but you must not change any part of the front of the file name as our system will not recognize the changes and it will not be received. For example, Tiffin Warranty Claim Form Smith.pdf
2. If you are filing a claim for a Recall or Service Bulletin, and the coach is out of the one (1) year warranty period and you do not go over the time that we allow for the job, in the authorization box type "Recall" or "Service Bulletin". This acts as an authorization number for these jobs and prevents your claims from being rejected for the coach being out of warranty. If you go over flat rate time, dealer must obtain a pre-authorization number; use this number in the box. Note: Service Bulletins are only good for one (1) year from date of release.
3. If you are claiming a sublet, you must attach a copy of the sublet receipt/bill to the email when you are submitting your claim for reimbursement. This must be in a PDF format and the name of the attachment must be named "RECEIPTS" (must include the "s" at the end). If you do not have an attachment named "RECEIPTS" and you are submitting a sublet, your claim will be denied.
4. If you are using a web-based email the "Submit to Tiffin" button at the bottom of the claim form will not work for you. You will have to open a new email, manually attach your claim form and all supporting documents, and email them to: wclaims@tiffinmotorhomes.com.
5. When billing out your parts, the box on the claim form for the part cost is for the **COSTS ONLY** of the part. Please do not add mark up to your part total and put that amount in the Part Cost Total box. Your mark-up is automatically added for you when you select if you purchased the part from Tiffin or Other, your mark-up will be at the bottom of the claim form and will not be in the Part Cost Total box.
6. Please note that you cannot leave any blank lines on the claim form. If you leave a blank line, you will get a rejection stating, "Invalid Flat Rate Code". Please review your claim prior to submitting it and make sure there are no blank lines on the claim. If you have a blank line, click on the – (minus button) at the end of the line and it will take the line off for you.
7. Make sure that all lines that you are billing for have a flat rate code listed for that line. If you attempt to submit a line that does not have a flat rate code listed, your claim will be rejected. If you are just billing out parts you still must use a flat rate code.



8. Parts invoices must be supplied for any part that Part Cost Total, plus mark-up goes over \$100. All attachments must be in PDF format, or they will not be received, and the part will be subject to denial from the claim.
9. If parts that you are billing out on the claim have to be returned to us, once you have the claim completely filled out, you will print a copy of the electronic claim form and mail that form in with any parts that you are returning for that claim. We must be able to match the parts with a claim in order to give you credit for the part and not deduct it from the claim payment.
10. You should not attempt to submit any pictures with your claim for payment. All pictures that will be requested will be sent to the requestor only and not with the claim for payment.
11. Once you have correctly completed the PDF claim form and emailed it in, if you have submitted the claim form correctly, you will receive an email back stating that the claim was either ACCEPTED or REJECTED. If the claim was accepted, a Tiffin claim number will be issued. If something was wrong with your claim and it was rejected, the email will tell the Dealer exactly what was wrong with the claim, allowing you to correct the problem and resubmit your claim.

NOTE: If you do not receive an email reply back once the claim has been submitted, then your claim WAS NOT received and you need to email Amanda.young@tiffinmotorhomes.com for further review and instructions.

12. Late submissions of claims – Tiffin realizes that due to certain circumstances and organizational changes within the dealership, claims are sometimes submitted late. A claim is considered late if it is past 60 days from the completion of the repair date. Tiffin will assist our dealers when such issues arise, and exceptions are made at the following rate:
 - a. 61 -120 days old – No parts mark-up and 75% labor.
 - b. 121 – 180 days old – No parts mark-up and 50% labor.
 - c. Claims older than 180 days will not be considered for payment.



How to Submit an Electronic PDF Claim Form

1. Owner Information

A screenshot of the 'Owner's Information' section of a claim form. The title 'Owner's Information' is at the top in a grey bar. Below it are several input fields: 'Name', 'Street', 'State', 'Country', 'City', and 'ZipCode'. Each of these fields is highlighted with a red border. At the bottom left, there is a checkbox labeled 'Original Owner' which is checked.

- a. All boxes outlined in **RED** must be filled in. If you leave any of these boxes blank, you will not be able to submit your claim.
- b. If the motorhome is a STOCK UNIT, in the "Name" box, enter STOCK UNIT and then for the address, enter the dealership address.
- c. If you know the customer is the original owner of the motorhome, please check the box to select "Original Owner" as illustrated below.

Original Owner

2. Authorization Number

Authorization Number

- a. Under the Owner Information box is the box where you will enter the Authorization Number you obtained for the work, if needed. There should only be one (1) authorization number listed in this box. Only a VALID Tiffin authorization number entered in this box will be accepted, otherwise, the claim will be denied.



- b. The only time you will ever enter anything in this box other than a valid Tiffin authorization number is if you are billing out a **Recall** or **Service Bulletin** and the coach is **out of the one-year warranty period**. If the coach is out of the one-year warranty period and you DO NOT go over the time that we allow for the fix, you will enter RECALL or SERVICE BULLETIN as the authorization number. **If for any reason you go over the time that we allow for the Recall or Service Bulletin repair, you MUST have an authorization number to submit the claim.**

3. Dealer Details

Dealer Details	
Dealer Name	NO NAME RV CENTER NO NAME RV CENTER 1234 MOTORHOME LANE SAN DIEGO CA 91945
Phone	555-555-5555
Email	
<input checked="" type="radio"/> 1	CLASS A & SUPER C
<input type="radio"/> 2	CLASS B & C
<input type="radio"/> 3	TOWABLES
Dealer Repair Order	<input type="text"/>
Date Repair Received	<input type="text"/>
Date Repair Completed	<input type="text"/>

Note: The claim form you receive will already have your dealer’s name and address listed on the form, so you do not have to enter this information.

- a. All boxes outlined in **RED** must be filled in. If you leave any of these boxes blank, you will not be able to submit your claim. Your individual claim form has your approved labor rate embedded in the form and you will not be able to bill out anything over the approved labor rate. At any time, a new labor rate is approved for your dealership, a new claim form will be sent to the dealer with the new labor rate.



b. Dealer will select the Class box according to what type of motorhome you are submitting a claim for:

i. If you are submitting for an Allegro, Allegro Bay, Allegro Breeze, Allegro Bus, Byway, Allegro Red, Phaeton, or Zephyr, you will select Class A & Super C:

- 1 CLASS A & SUPER C
- 2 CLASS B & C
- 3 TOWABLES

ii. If you are submitting a claim for a Cahaba, B-Van or a Wayfarer, you will select the Class B & C:

- 1 CLASS A & SUPER C
- 2 CLASS B & C
- 3 TOWABLES

iii. If you are submitting a claim for a Vanleigh Fifth Wheel, you will select Towables:

- 1 CLASS A & SUPER C
- 2 CLASS B & C
- 3 TOWABLES

c. **Dealer Repair Order** – This is the Dealer’s Repair Order/Work Order Number is (this is NOT a date box, and a date should not be entered).

d. **Date Repair Received** – Date the repair started.

e. **Date Repair Completed** – Date repair completed.

Note: All date boxes have a drop-down calendar for you to select the date

Date Repair Received	<input type="text"/>
Date Repair Received	<input type="text"/>
Date Repair Complete	<input type="text"/>
Flat Rate Code	Hou

August 2023

Sun	Mon	Tue	Wed	Thu	Fri	Sat
30	31	1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31	1	2
3	4	5	6	7	8	9

Today: 8/21/2023



4. Motorhome Information

Motorhome Information	
VIN number	<input style="border: 2px solid red;" type="text"/>
Serial Number	<input style="border: 2px solid red;" type="text"/>
Date Of Purchase	<input type="text"/>
Mileage	<input type="text"/>

- a. All boxes outlined in **RED** must be filled in. If you leave any of these boxes blank, you will not be able to submit your claim.
- b. **VIN Number** – Enter the **entire** 17-digit Vehicle Identification Number of the motorhome. This form allows copy & paste so we encourage you to copy the entire VIN and paste into this box as the claim will be rejected if you enter even one digit incorrectly.
- c. **Serial Number** – Enter the entire 17-digit Serial Number of the motorhome. Note: Vanleigh Fifth Wheels do not have a serial number so the serial number box will be left completely blank.
- d. **Date of Purchase** – enter the Customer’s date of purchase.
- e. **Mileage** – Enter the current mileage of the motorhome. If a Vanleigh Fifth Wheel, leave blank.

5. Work Completed Information

Item	Problem/Cause/Remedy	Flat Rate Code	Hours	Labor Amount	Sublet Amount	Part Number	Part Qty	Part Cost	Where was the part purchased	Part Total Cost		
1	<input type="text"/>	<input type="text"/>	<input type="text"/>	\$0.00	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>



- a. All boxes outlined in **RED** must be filled in. If you leave any of these boxes blank, you will not be able to submit your claim.
- b. **Problem/Cause/Remedy** – Enter the description of the job that you are claiming. *Complaint, Cause and Correction* must be listed on all job lines. If this information is not provided on the claim, the claim will be denied.
- c. **Flat Rate Code** – Flat rate codes must be used for all job lines. Flat rate codes are available on our website and are model specific so you must use the correct codes that apply to the model motorhome you are submitting a claim for. You will not be able to submit a claim if the Flat Rate Code box is left empty or if you attempt to use the wrong model codes.
- d. **Hours** – Enter the time you are submitting for each job line.
- e. **Labor Amount** – Do not enter any information in this box as it will automatically populate based on the hours that you entered and your approved labor rate with Tiffin.
- f. **Sublet Amount** – If you are submitting a claim and a job line includes a Sublet, you will enter the Sublet amount in this box. Tiffin does not approve mark-up on Sublet repairs. A copy of the Sublet receipt, in PDF format, must be submitted with your claim and the file name must be RECEIPTS.
- g. **Part Number** – If you are submitting a claim with a job line that has a part, you must enter the part number in this box. If you purchased the part from Tiffin, enter the Tiffin part number that is listed on your part's invoice that you received, i.e., example below: the part number is 6248. If you purchased the part elsewhere, enter the description in the box, i.e., "zip ties". Make sure you do not leave this box blank if you have parts to claim because our parts will not automatically populate into the claim form from our system.

Item	Material/Description	Quantity	Unit	Price	Amount
10	6248 SOLENOID AIR VALVE FOR STEP CVR 1055 SOLENOID AIR VALVE FOR STEP COVER	1.00	EA	110.17	110.17

- h. **Part Quantity** – Enter the number of parts for the Part Number/Description.
- i. **Part Cost** – Enter the part's COST only. Do not enter the part's cost plus mark-up. See example below:

Item	Material/Description	Quantity	Unit	Price	Amount
10	6248 SOLENOID AIR VALVE FOR STEP CVR 1055 SOLENOID AIR VALVE FOR STEP COVER	1.00	EA	110.17	110.17

- j. **Where was the Part Purchased** – Select where you purchased the part, and it will automatically add your mark-up based on the selection you made. Your options are Tiffin or Other. If you purchase your part from Tiffin, a mark-up of



30% will be added to the part price. If you purchase your part elsewhere, a mark-up of 15% will be added to the part price. Note: If you do not want mark-up to be added to your claim leave this box blank.

Where was the part purchased

Tiffin
Other

- k. **Part Total Cost** – This will automatically calculate your Part Total Cost based on the Part Quantity entered and the Part Cost. Note: Your mark-up is not reflected in the Part Total Cost box. Your mark-up is listed separately at the bottom of the claim form in the “totals section”.
- l. The plus and minus signs at the end of the claim form are how you will add lines to your claim form or delete them if you add too many. Add your next line for your next job, or if the job you just entered has more than one part, you will add extra lines for as many parts used. Please see the example below. Line 2 is for the additional parts required for the job listed on Line 1. When you are billing out additional parts you do not have to enter anything in the additional lines for Problem, Cause, Remedy BUT you do have to bring the flat rate code down. You will just enter the same flat rate code as you used for the line with the job description. Then you will notice that Line 3 starts your next job that you are billing out.

Item	Problem/Cause/Remedy	Flat Rate Code	Hours	Labor Amount	Sublet Amount	Part Number	Part Qty	Part Cost	Where was the part purchased	Part Total Cost		
1	Perform Tiffin Hitch Recall 18V-328. Completed per instructions.	AL9838RC01	1	\$125.00		5074013	2	\$27.50	Tiffin	\$55.00	+	-
2		AL9838RC01		\$0.00		Bolts	10	\$0.25	Other	\$2.50	+	-
3	C/S screen door latch sticks, makes main door unable to open. Tightened latch on screen door.	AL06U110XX	0.2	\$25.00							+	-



Note: Please note that you can add as many lines to the claim as you need. It will not cut off at a certain number of job lines. **Be very careful to review your claim before you attempt to submit it, as it will not let you submit your claim with BLANK lines left on the claim form. If you have a blank line left on the claim form, just click on the minus sign at the end of the line and it will delete the line.**



6. Freight and Totals

- a. If you have been approved to be reimbursed for freight charges, those charges will be entered at the bottom of the claim form in the Totals Section where it says "Freight". **(This is the only spot to add freight. Freight should NEVER be added to your part cost, and it should never be entered as a line item on the claim form itself.)**

Dealer Labor Total	\$150.00
Sublet Total	
Part Cost Total	\$57.50
Freight	12.58
Part Markup Total	16.88
Estimated Claim Total	\$224.38

A large red arrow points from the right side of the table towards the 'Freight' row, specifically highlighting the value '12.58'.

- b. All of your totals will automatically be summed in this section of the claim form and the Estimated Claim Total is the amount that your claim was submitted for payment.

7. Comments

If there is anything you feel Tiffin needs to know about this claim other than what is already listed, you may leave a note in the "Comments" section. If you have tracking information for returned parts, leave the tracking number in the "Comments" section.

8. Dealer Representative

- a. **Name** – Enter the Dealer Representative's name.
b. **Date** – Enter the date submitting the claim.



Dealer Representative

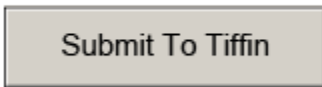
Name

Date

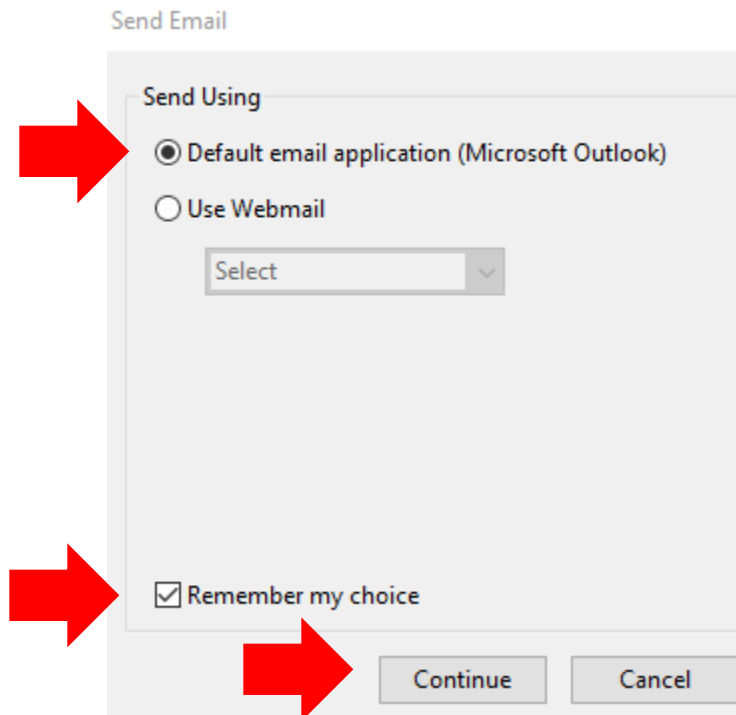
I certify that I have performed the repairs in accordance with the Tiffin Motorhome, Inc. policies and procedures.

9. Submit your Claim

- a. Once you have all the above information completed, you are ready to submit your claim to Tiffin for processing.
- b. Click the “Submit to Tiffin” button at the bottom of the claim form.



- c. The first time you submit a claim, you will get this pop-up box. Click “Default email application”, then “Remember My Choice” and then “Continue”.





- d. Once you complete this process, your email will automatically populate. It will have the email address already populated to where the claim(s) need to be sent (wclaims@tiffinmotorhomes.com) and it will have the claim form attached to the email. If an email is not automatically populated for you then the “Submit to Tiffin” button will not work and you will have to manually compose an email to wclaims@tiffinmotorhomes.com and manually attach the claim and all supporting documents.
 - i. Dealer will also attach all other supporting documents that need to be submitted with the claim, i.e., Parts invoices and Sublet receipts. All attachments must be in PDF format.
 - ii. Once all attachments have been added to the email, hit “Send”.

Clipboard		Basic Text		Names		Include		Tags	
Send	To...	wclaims@tiffinmotorhomes.com							
	Cc...								
	Subject	Warranty Claim							
Attached		Tiffin Warranty Claim Electronic Form 127 KB	PART INVOICE.pdf 321 KB	RECEIPTS.pdf 265 KB					

- e. Once claim has been submitted, and claim form has been named correctly, you will receive an email with either:
 - i. The claim was submitted successfully, and the email will provide a Tiffin Warranty Claim number.

The claim form has been successfully accepted by Tiffin Motor Homes.
 Claim number 000000266633 was created in system, Please save and reference this in any future communication.
 The following are the details of the motorhome,

- ii. The claim was denied, and the email will provide the reasons for the denial. You must correct the problems and then re-submit the claim.

EXAMPLE 1: This is an example that the claim was denied because the VIN was wrong

The form has been rejected by Tiffin MotorHomes for the reasons listed below.
 Invalid VIN number5VVR CY4A3KA119049
 Invalid Defect Codes BR077420AT for VIN 5VVR CY4A3KA119049
 Please correct the listed errors and resubmit your claim
 This is an automated email, Please do not reply



EXAMPLE 2: This is an example that the claim was rejected because a blank line was left on the claim form. Anytime it does not tell you exactly what code is incorrect, that means you have a blank line somewhere on the claim form that you will need to delete.

The claim form attached was submitted by [REDACTED]. The form has been rejected by Tiffin MotorHomes for the reasons listed below.
Invalid Defect Codes for VIN 1F66F5DY9K0A09145 Please correct the listed errors and resubmit your claim This is an automated email, Please do not reply

EXAMPLE 3: This is an example that the claim was denied for Invalid Defect Codes. The VIN they were billing out (5VBBA67A1JA118262) is a BUS and they were attempting to use Allegro Codes.

The claim form attached was submitted by [REDACTED].
The form has been rejected by Tiffin MotorHomes for the reasons listed below.
Invalid Defect Codes AL20A120AJ for VIN 5VBBA67A1JA118262
Please correct the listed errors and resubmit your claim

Note: If your Dealer's parts account is delinquent, the claim payment will be applied towards your parts account.

If you do not receive an email reply, your claim DID NOT go through. The main reason for claims not going through is the PDF file to the claim form itself has been named wrong. Please make sure to ALWAYS keep the front of the file name to the claim form "Tiffin Warranty Claim Form". If your file is named correctly and you do not receive an email reply, please notify Amanda Young immediately so she can help figure out what the problem is.

Please direct all questions regarding the Electronic Claim System to Amanda Young at Amanda.young@tiffinmotorhomes.com.



Parts

Tiffin has an online site for ordering parts which can be accessed at <https://b2bstore.tiffinmotorhomes.com> (do not use www.). To set-up a new account, the Dealer's parts manager will need to submit an email to store@tiffinmotorhomes.com with the name, email address, and job title of each person that will require access to the part's website. The user will have access to parts in the following categories: Accounting, IT Department, Manage, Purchase Only, and Receiving Department.

Cabinets, doors, and wood products in general, cannot be ordered online. If Dealer needs wood products, the below forms need to be filled out and sent to our Parts Department at parts@tiffinmotorhomes.com. One form is for Tiffin Class A products and the other form is for Vanleigh RV towable products. If Dealer orders a wood product online, the order will be rejected.



Tiffin Class A Wood Order Form

SERVICE & WARRANTY WOOD ORDER					
This paperwork is to stay with part throughout all processes.					
ALL PARTS MUST BE SUBMITTED WITH A PICTURE, NO EXCEPTIONS					
DOCUMENT #		TIME:	10/12/2023 16:42		
FLOOR PLAN		YEAR			
VIN #					
WOOD COLOR OPTIONS: <i>(CHECK ONE)</i>					
<input type="checkbox"/> WHITE LINEN <input type="checkbox"/> STERLING <input type="checkbox"/> ENGLISH CHESTNUT <input type="checkbox"/> AMBER GLAZE <input type="checkbox"/> SHADOW <input type="checkbox"/> NATURAL ALDER <input type="checkbox"/> OTHER <input type="text"/>					
<i>FINISH</i>					
<input type="checkbox"/> STANDARD <input type="checkbox"/> LUSTER SHEEN					
Décor Package: <i>(CHECK ONE)</i>					
<input type="checkbox"/> WAYPOINT <input type="checkbox"/> CAFÉ II <input type="checkbox"/> MIST III <input type="checkbox"/> DIOR II <input type="checkbox"/> MOONDANCE <input type="checkbox"/> STONEWASHED <input type="checkbox"/> SANDBAR III <input type="checkbox"/> PORTICO LINEN II <input type="checkbox"/> CITY SHADOW III <input type="checkbox"/> STONEY CREEK <input type="checkbox"/> SOFT SUEDE <input type="checkbox"/> DARK BREW II <input type="checkbox"/> SILVER LIGHT III <input type="checkbox"/> URBAN PUTTY II <input type="checkbox"/> KHAKI SHADE <input type="checkbox"/> RESORT TAN <input type="checkbox"/> MOROCCO <input type="checkbox"/> OCEANSIDE <input type="checkbox"/> CAPRI <input type="checkbox"/> TREND BEIGE III <input type="checkbox"/> COASTAL SAND III <input type="checkbox"/> ARTISTS TAUPE III <input type="checkbox"/> LATTE III <input type="checkbox"/> ART DECO II <input type="checkbox"/> CHANEL II <input type="checkbox"/> TEMPEST III <input type="checkbox"/> LAGOS <input type="checkbox"/> FOX HOLLOW <input type="checkbox"/> HAIKU <input type="checkbox"/> JEWEL OF THE NILE <input type="checkbox"/> NIGHT FORT II <input type="checkbox"/> SHORE CLUB II <input type="checkbox"/> OTHER <input type="text"/>					
PART(S) REQUESTED:					
POCKET DOOR:	<input type="checkbox"/> LEFT <input type="checkbox"/> RIGHT	Width		Height	
KNOB DOOR:	<input type="checkbox"/> LEFT <input type="checkbox"/> RIGHT	Width		Height	
CABINET DOOR:	<input type="checkbox"/> MIRROR	Width		Height	
CABINET DOOR HINGE:	<input type="checkbox"/> LEFT <input type="checkbox"/> RIGHT <input type="checkbox"/> TOP				
MISC. PART INFO:					
NAME OF PART:					
SIZE OF PART:	<input type="checkbox"/> DRIVER <input type="checkbox"/> PASSENGER	Width		Height	
COUNTER TOP:	<input type="checkbox"/> DRIVER <input type="checkbox"/> PASSENGER	Width		Height	
MATERIAL:			LOCATION:		
BACKSPLASH:			Width	Height	
NAME OF TILE:			LOCATION:		
FASCIA:	<input type="checkbox"/> DRIVER <input type="checkbox"/> PASSENGER	Width		Height	
<input type="checkbox"/> VERTICAL <input type="checkbox"/> HORIZONTAL <input type="checkbox"/> RIGHT FACING <input type="checkbox"/> LEFT FACING <input type="checkbox"/> BED SLIDE <input type="checkbox"/> VANITY SLIDE					
ADDITIONAL INFO:					

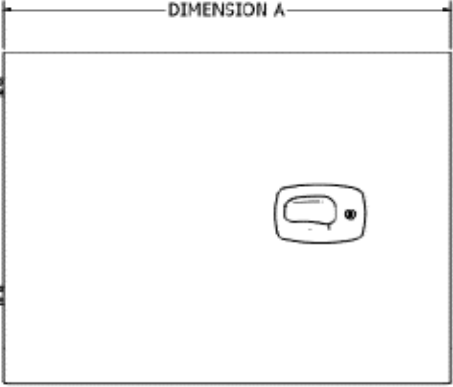
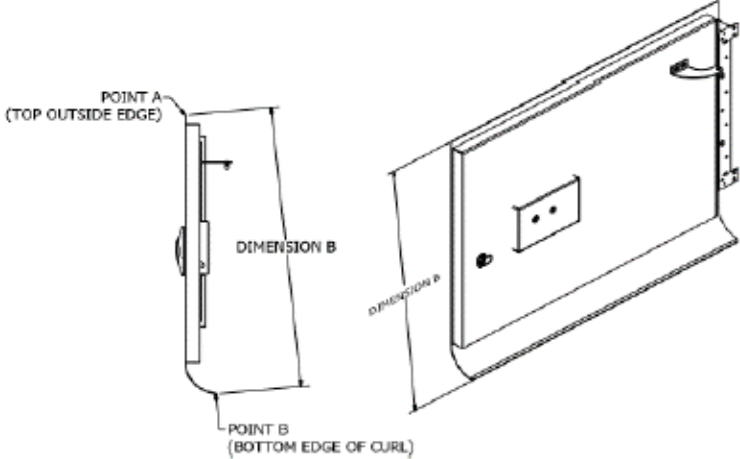
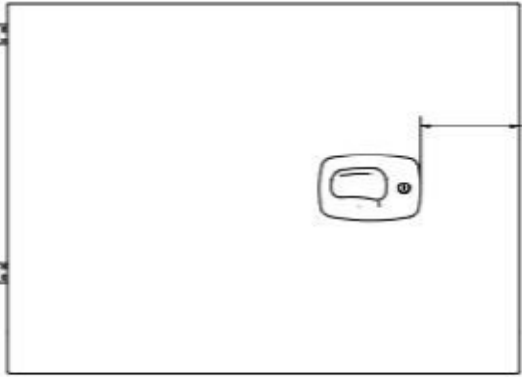


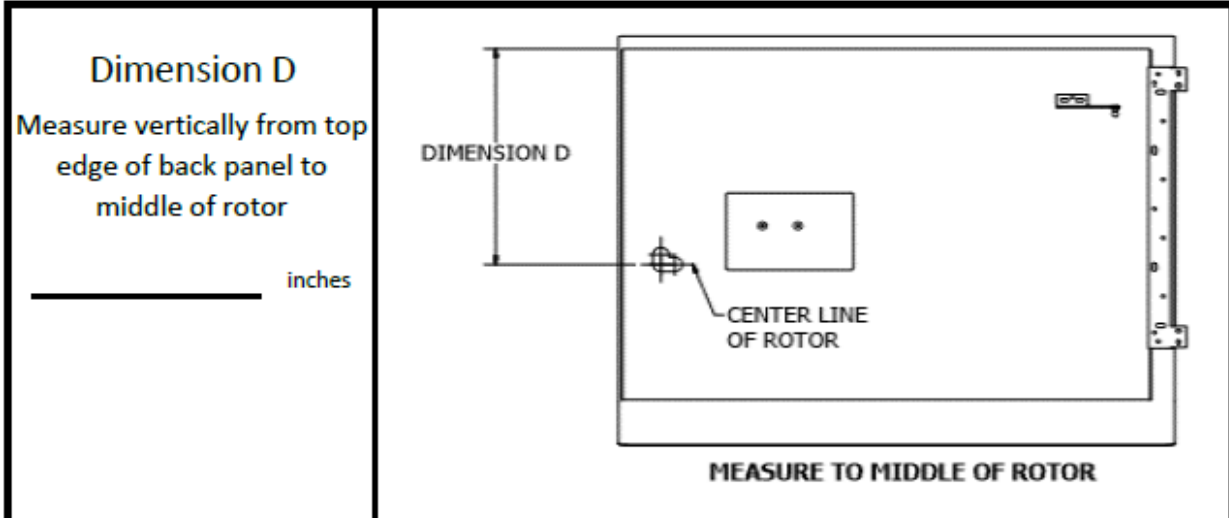
As with wood product orders, compartment doors cannot be ordered online. If Dealer needs to order a compartment door, the below forms need to be filled out and sent to our Parts Department at parts@tiffinmotorhomes.com. **A photo of the damaged door showing the location of the motorhome must be included in the email with the forms.**



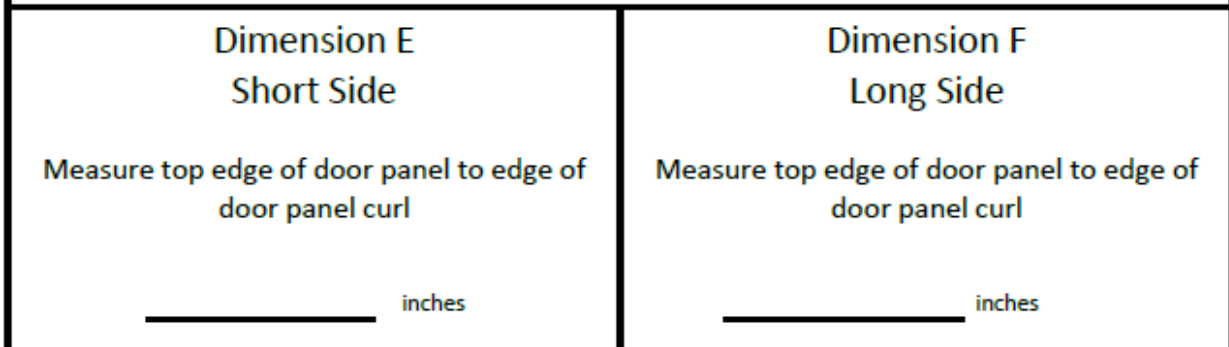
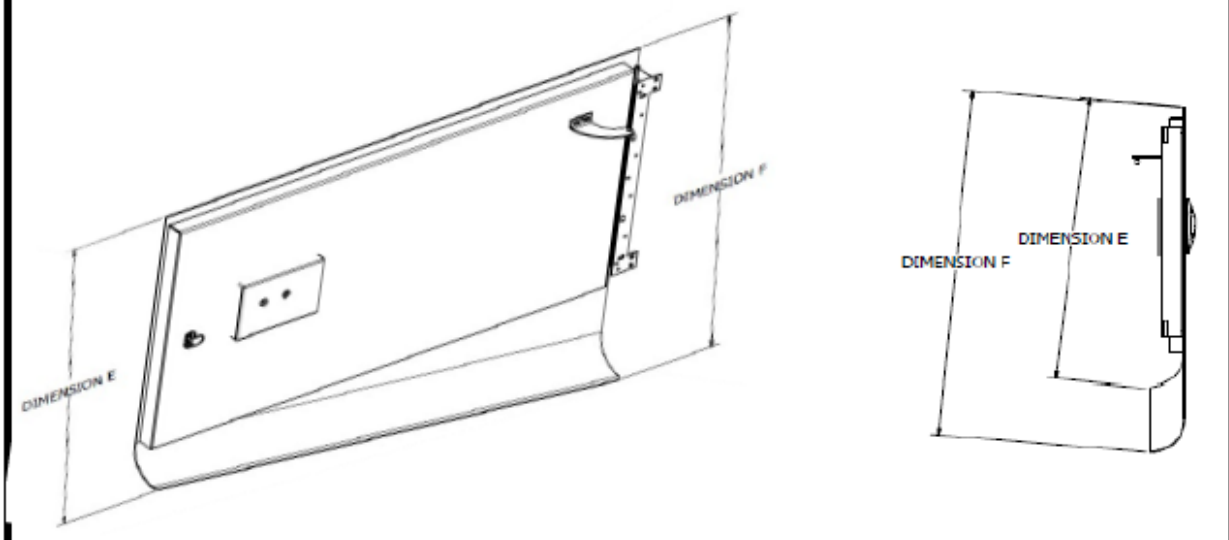
CARGO DOOR REPLACEMENT ORDER FORM			
ALL orders MUST have accompanying prints NO EXCEPTIONS			
NAME:			
DOCUMENT #		DATE:	
PURCHASE ORDER #			
VIN #		YEAR & MODEL	
<input type="checkbox"/> CARGO DOOR PRINT ATTACHED PULL VIN TO SEE .PDF FILE OF CORRECT PRINT			
SIDE OF COACH			
<input type="checkbox"/> DRIVER'S SIDE		<input type="checkbox"/> PASSENGER'S SIDE	
TYPE OF DOOR(S)			
<input type="checkbox"/> UPSWINGING DOOR(S) - HINGED AT TOP OF DOOR		<input type="checkbox"/> SIDE SWINGING DOOR(S) - HINGED AT FRONT OF DOOR	
SIDE SWINGING DOOR(S)			
HINGE TYPES (PIANO HINGE STYLE)			
<input type="checkbox"/> 26 3/4" STANDARD HINGE TPN 34175		<input type="checkbox"/> 19 3/4" STANDARD HINGE TPN 34176	
<input type="checkbox"/> 26 3/4" ADJUSTABLE HINGE TPN 5048854		<input type="checkbox"/> 19 3/4" ADJUSTABLE HINGE TPN 5078763	
SIDE SWINGING DOOR(S)			
HINGES (TOP & BOTTOM STYLE HINGES)			
TOP		BOTTOM	
<input type="checkbox"/> DRIVER'S SIDE TPN 5056953		<input type="checkbox"/> DRIVER'S SIDE TPN 5056951	
<input type="checkbox"/> PASSENGER'S SIDE TPN 5056952		<input type="checkbox"/> PASSENGER'S SIDE TPN 5056954	
ELECTRIC OPTIONS			
<input type="checkbox"/> CHECK BOX IF EQUIPPED WITH ELECTRIC CARGO DOOR LOCKS			
<input type="checkbox"/> CHECK BOX IF EQUIPPED WITH ELECTRIC SLIDE TRAY			
DOOR LOCKS			
<input type="checkbox"/> CHROME DOOR LOCKS		<input type="checkbox"/> PAINTED DOOR LOCKS	
STAINLESS STEEL ROCK GUARDS			
<input type="checkbox"/> CHECK BOX IF EQUIPPED WITH STAIN STEEL ROCK GUARDS AT BOTTOM OF CARGO DOOR			
*** PICTURES REQUIRED ***			
WHEN TAKING PICTURES, PLEASE GET PICTURES OF THE ENTIRE SIDE OF THE UNIT EFFECTED. THEN TAKE PICTURE(S) OF INDIVIDUAL DOOR(S) NEEDED AS WELL.			

CARGO DOOR REPAIR DIMENSION FORM (2 pages)

<p>Dimension A</p> <p>Front Panel Width</p> <p>_____ inches</p>	
<p>Dimension B</p> <p>Measure top edge of door panel to edge of door panel curl</p> <p>_____ inches</p>	
<p>Dimension C</p> <p>Measure edge of door panel to door handle</p> <p>_____ inches</p>	



FOR ANGLE DOORS ONLY: TWO MEASUREMENTS NEEDED





A. Parts Return

1. When ordering parts, make sure you order the part under the VIN number. All warranty parts are to be ordered as “Dealer Warranty” (DW).
2. Any parts over \$200 requires pre-authorization.
3. If parts are ordered at Dealer Pay pricing, these parts are sent out with shipping fees applied and those shipping fees are non-refundable. Components that must ship through a freight service, a call tag or BOL will need to be obtained from partsreturn@tiffinmotorhomes.com to return these items. Please note any parts shipped via FedEx, UPS, or USPS will already have a call tag in the shipment.
4. For questions on which parts need to be returned, please refer to the flat rate code for each job. If you need further assistance, send an email to warrantyclaims@tiffinmotorhomes.com.
5. All part returns require proper documentation for accurate payment of the claim and a copy of the claim submittal form must be returned with each part. Return parts and the claim submittal form to:
Tiffin Motor Homes, Inc.
904 Gates Street
Red Bay, AL 35582
6. **Parts must be returned within thirty (30) days of the claim submittal date, or the parts, and associated labor, will be deducted from the claim.**
7. Any new parts that are returned will be subject to a 25% restocking fee.
8. New parts that were installed or used for a repair, then removed, cannot be returned.
9. Parts under \$100 cannot be returned unless the component is defective.
10. Special-order parts cannot be returned or cancelled; this includes wood, fashion, compartment doors, fiberglass, molded parts, or countertops.
11. Unboxed electronics cannot be returned.
12. If a part is returned, and Tiffin or the component Supplier tests the part, and the part tests “good”, the Dealer will be charged back for the parts & labor of the repair.
13. Recall and Technical Service Bulletin parts cannot be ordered online.
14. Any expedited or special shipping requests require pre-authorization.

B. Parts Return Email Notification

After the claim is received, the claim is reviewed for the required parts to be returned. The parts return requirements can be found in the flat rate code. If the flat rate code has a RP or XP beside it, it requires the part to be returned. You will receive an email from warrantyclaims@tiffinmotorhomes.com with the claim number, VIN, and the needed parts to be returned. The email will have in the subject line the following information: Parts Return/Claim Number/VIN and the body of the email will have the same information and the parts return descriptions. For example:



Subject Line: parts return/123456/KN00001

Body of email: Claim number: 123456

VIN: KN00001

Parts to be returned: water pump, slide mechanism.

If you did not receive a call tag or need a BOL, email partsreturn@tiffinmotorhomes.com. The request must include the VIN, Invoice Number, part(s), and name of the Dealer or Service Center. If the part was purchased locally, the email must also include the weight and dimensions.

C. Payments and Adjustments

1. Claims are paid on a 30-day basis from the date the claim is received unless claims are being held for parts return or by parts accounting.
2. Adjustments to claims are made bi-weekly. Claims are reviewed to make sure all parts are sent in and the labor times match with the pre-authorization.
3. Payments are made once a week for claims that are deemed “clean”, and do not require further review, parts, etc.

D. Parts Invoices

When submitting claims with parts through the electronic claim system, a copy of the parts invoice (PDF format) MUST be attached to the email, and it must be an actual invoice from the place the part was purchased.



Labor Rate Increase Request

1. Requests for labor rate increase will only be allowed for review once a year.
2. The “Dealer or Service Provider Labor Rate Change Request” form must be completed in its entirety and sent to greg.dees@tiffinmotorhomes.com along with supporting documentation and photographs.
3. The request will be reviewed upon receipt of the form and supporting documents and Dealer will be notified in writing of Tiffin’s decision.



105 Second Street NW
Red Bay, Alabama 35562
tiffinmotorhomes.com

Phone: 256-356-8861
Fax: 256-356-8219

TIFFIN

Dealer or Service Provider Labor Rate Increase Request

Please submit completed form to greg.dees@tiffinmotorhomes.com

Date: _____
 Name of Dealer or Service Provider: _____
 Address: _____ Phone: _____
 _____ Fax: _____
 Dealer Number: _____
 Requestor name & email address: _____
 If requesting for multiple locations, please list them here along with dealer numbers:

Current Warranty Labor Rate per hour USD: _____
 Requested Labor Rate per hour USD: _____
 Requested Labor Rate Change Date: _____

Service Center Information:
 # of Bays: _____ Total Technicians: _____ Avg. Tech. Tenure: _____
 # of RVIA Certified Techs: _____ RVIA Certification Level for Each: _____
 List any other component or appliance manufacturers your facility has been authorized to
 make warranty repairs on (i.e., Aqua-hot, Coleman, Girard): _____

Along with this document, please submit at least three warranty claims from 3 other
 manufacturers reflecting the requested labor rate.

***It is the responsibility of the dealer or service provider to submit the requested
 information to Tiffin Motorhomes. Failure to do so will result in delays for any
 increase request.**

***Tiffin Motorhomes allows one labor rate increase request every 12 months.**

For Office Use Only	
Dealer Number: _____	Date of Approval or Denial: _____
Current Rate: _____	Overall Dealer Score: _____
Date of Last Increase: _____	Approved By: _____
Rate Prior to Last Increase: _____	



Recalls and Technical Service Bulletins

A. Recalls

Tiffin follows the National Highway Traffic Safety Administration guidelines in releasing and monitoring Recalls. A Recall is issued when a defect has the potential safety risk of a vehicle crash, property damage and/or injury.

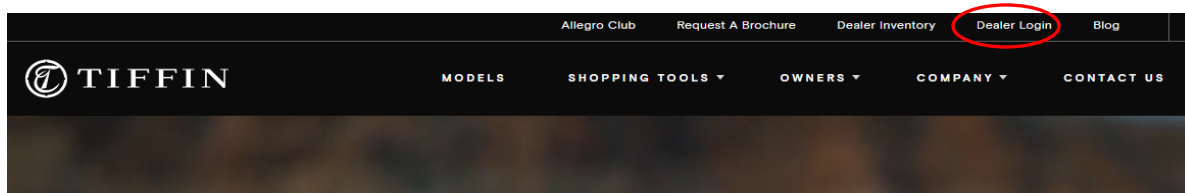
It is against Federal Law to retail deliver a new motor vehicle with an open Recall.

Upon the release of a Recall, Tiffin will notify the Dealer via mail and on the dealer website. Mailings will contain all the VINs Tiffin shows being owned by the Dealer at the time of the release of the Recall. Repair instructions can be found in the flat rate manual section on the dealer website by flat rate code.

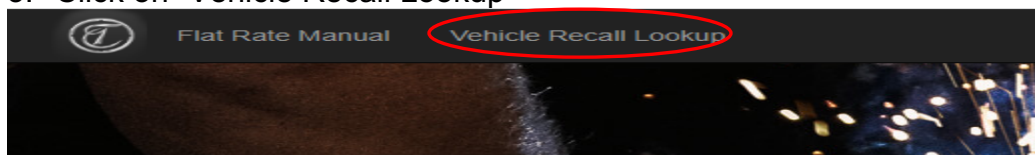
If any motorhomes were sold prior to the release of the Recall, it is the Dealer's responsibility to notify the retail customer as well as notify Tiffin of any ownership changes.

Dealer can verify if a motorhome has an open Recall on the dealer website as follows:

1. Log on to www.tiffinmotorhomes.com.
2. Click on "Dealer Login" in the top right-hand corner.



3. Click on "Vehicle Recall Lookup"



4. Enter the entire 17-digit VIN in the search box and click on "Search". If there are open Recalls, a message will appear with a list of the open Recalls.



 There are open recalls on your 2021 ALLEGRO 22 36 UA with VIN 1F66F5DN6 [REDACTED]

ID	Issue Date	NHTSA Recall Number	Title
RC-TIF-118	10/20/2021	21V-680	SOFA SEAT BELT MOUNTING POINTS 2018-2022
RC-TIF-120 2000W	03/16/2022	22V-068	DCD Panel Torque,Buss Bar, & Label 18-22
RC-TIF-122	05/31/2022	22V-273	OPEN ROAD SLIDE ROOM CYLINDERS 2021-2022
RC-TIF-124	08/17/2022	22V-511	Possible Defective LPG Tank Svc Valve

B. Technical Service Bulletins

A Technical Service Bulletin is issued when a defect affects the functionality of a component or system and does *not* have a safety risk. Dealer notification is handled in a similar fashion to Recalls where the Dealer is notified by mail and on the dealer website. Dealer can verify if a motorhome has an open Technical Service Bulletin the same way as the Recall lookup, by entering the entire 17-digit VIN in the search box and clicking on the “Search” button.

Note: Technical Service Bulletins are only valid for *warranty coverage* for one year from the release date of the Technical Service Bulletin.



TIFFIN MOTORHOMES LIMITED WARRANTY

COVERAGE TO PURCHASER. Except as provided below as to the unitized construction portions of the motorhome and sidewall delamination, this Limited Warranty applies to the original retail purchaser (Purchaser) only and is not transferable. This Limited Warranty covers only substantial defects in the house portion (and not the chassis) of those motorhomes purchased in the United States or Canada and operated in those countries and does not apply to any motorhomes, issues, or components identified under the heading "What is Not Covered" below.

LIMITATIONS AND DISCLAIMER OF IMPLIED WARRANTIES. UNLESS PROHIBITED BY LAW, ANY IMPLIED WARRANTY OF MERCHANTABILITY, WHICH MAY ARISE BY OPERATION OF STATE LAW, IS EXPRESSLY LIMITED TO: (a) THE DURATION OF THIS LIMITED WARRANTY; (b) THE SCOPE OF COVERAGE TO THOSE PORTIONS OF YOUR MOTORHOME COVERED BY THIS LIMITED WARRANTY; (c) DEFECTS EXISTING AT THE TIME OF SALE THAT WERE DISCOVERED AND REPORTED WITHIN THE DURATION OF THE IMPLIED WARRANTY OF MERCHANTABILITY.

THERE ARE NO EXPRESS WARRANTIES OR IMPLIED WARRANTIES OF MERCHANTABILITY ON THOSE PORTIONS OF THE MOTORHOME EXCLUDED FROM COVERAGE. NOTWITHSTANDING THE ABOVE PROVISIONS, TIFFIN MOTORHOMES EXPRESSLY DISCLAIMS AND EXCLUDES ANY AND ALL IMPLIED WARRANTIES AND CONDITIONS, STATUTORY OR OTHERWISE, WHEN THE MOTORHOME IS USED FOR COMMERCIAL, RENTAL OR BUSINESS USE OR WHEN THE MOTORHOME IT TITLED OR REGISTERED IN A BUSINESS NAME OR WHEN THE MOTORHOME IS SOLD IN CANADA.

There is no warranty of any nature made by Tiffin Motorhome beyond that contained in this Limited Warranty. No person has the authority to enlarge, amend, or modify this Limited Warranty. The dealer is not Tiffin Motorhomes' agent. Tiffin Motorhomes is not responsible for any undertaking, representation, or warranty made by any dealer or any other person.

Some states do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you.

DISCLAIMER OF CONSEQUENTIAL AND INCIDENTAL DAMAGES. YOU, AS THE FIRST RETAIL BUYER OF THE MOTORHOME, AND ANY PERSON WHO IS AN INTENDED OR UNINTENDED USER OR BENEFICIARY OF THE MOTORHOME, SHALL NOT BE ENTITLED TO RECOVER FROM TIFFIN MOTORHOMES ANY CONSEQUENTIAL OR INCIDENTAL



DAMAGES RESULTING FROM ANY DEFECT IN THE MOTORHOME, INCLUDING FUEL AND TRANSPORTATION EXPENSES TO DELIVER THE PRODUCT TO THE SERVICING DEALER, HOTEL ROOMS, LOST WAGES, DEPRECIATION, OR DAMAGES CAUSED BY MOISTURE SUCH AS MOLD, MILDEW, OR RUST AND CORROSION. THE EXCLUSION OF CONSEQUENTIAL AND INCIDENTAL DAMAGES SHALL NOT BE DEPENDENT ON WARRANTY REPAIRS SUCCESSFULLY CURING ANY DEFECT; THE EXCLUSION OF CONSEQUENTIAL AND INCIDENTAL DAMAGES SHALL SURVIVE ANY FAILURE OF THE LIMITED WARRANTY REMEDIES FULFILLING THEIR PURPOSE.

Some states do not allow the exclusion or limitation of consequential or incidental damages, so the above exclusions may not apply to you.

COVERAGE PERIOD; CLAIMS PERIOD. Coverage ends 12 months after the date of purchase by the first retail Purchaser only from an authorized dealership **OR** after the odometer reaches 12,000 miles, whichever occurs first. **ANY CLAIMS AND CAUSES OF ACTION AGAINST TIFFIN MOTORHOMES ARISING OUT OF THIS LIMITED WARRANTY, OR THE PURCHASE OR OPERATION OF THE MOTORHOME, INCLUDING FOR BREACH OF THIS LIMITED WARRANTY, IMPLIED WARRANTY, REVOCATION OF ACCEPTANCE, OR VIOLATION OF STATE CONSUMER PROTECTION AND DECEPTIVE TRADE LAWS MUST BE COMMENCED NOT MORE THAN 90 DAYS AFTER THE WARRANTY ENDS (I.E., 1 YEAR AND 90 DAYS AFTER PURCHASE).**

10-YEAR UNITIZED CONSTRUCTION AND 5-YEAR SIDEWALL DELAMINATION LIMITED WARRANTY

1. For a period of ten (10) years from the date of purchase, Tiffin Motorhomes promises to repair or replace, as necessary, for the Purchaser or to the first subsequent owner after the original Purchaser, any defects in material or workmanship to the unitized construction of the motorhome. The unitized construction consists of the steel and/or aluminum portions of the roof, walls, and floor structure, and does not include the slide-out construction.
2. As provided below, Tiffin Motorhomes promises to repair or replace, as necessary, for the Purchaser or for the first subsequent owner after the original Purchaser, affected portions of the Hydra-Vac fiberglass sidewalls in the event of delamination. As used herein, "delamination" means measurable separation within the fiberglass laminate. This includes blistering, microcracking, crazing, thermal fatigue cracking, air pockets, board lines, rot, or substrate corrosion. The Limited Warranty related to sidewall delamination varies in length and coverage as follows:
 - a. For a period of three (3) years from the date of original purchase or 50,000 miles, whichever occurs first, Tiffin Motorhomes will pay the entire cost of any repairs or replacement.
 - b. In the fourth year, Tiffin Motorhomes will pay 50% of the cost of materials and 50% of the cost of labor for any repairs or replacement.



- c. In the fifth year, Tiffin Motorhomes will pay 25% of the cost of materials and 50% of the cost of labor for any repairs or replacement.

WHAT IS NOT COVERED. The following motorhomes, systems, damages or parts are not covered by this Limited Warranty:

- Any motorhome used for rental or other commercial and/or business purposes. It shall be concluded that the motorhome has been used for commercial and/or business purposes if the Purchaser files a tax form claiming any business or commercial tax benefit related to the RV, or if the motorhomes is purchased, registered or titled in name of any business entity (i.e., an LLC, corporation, or partnership).
- Any motorhome not used solely for recreational travel and camping.
- Any motorhome sold or used outside the United States, U.S. Territories or Canada.
- The leveling jacks, automotive chassis, and power train, including, by way of example, the engine, drive-train, steering, ride and handling, braking, wheel balance, muffler, tire wear or failure, tubes, batteries and gauges.
- Tires and wheels, appliances, television, leveling jacks, VCR, DVD, stereo system, GPS, satellite TV, radio, furniture, and generator.
- Any other component part or appliance separately warranted by its manufacturer.
- The parts and labor which are used to maintain your motorhome.
- The parts of your motorhome which are subject to normal wear and tear, such as windshield wiper blades, bulbs, filters, programming and reprogramming of electronic devices, sealant, and adjustment to slide-outs.
- Damage which results from fire, accident, acts of God, environmental conditions, or any other cause of damage beyond Tiffin Motorhomes' control.
- Damage which results from someone altering or modifying the motorhome, misusing it, tampering with it or any of its parts, or use of improper fuel or other items.
- Deterioration of sheet metal, paint, sealant, or other items which result from use and exposure to the environment including but not limited to exposure to marine (salt water) atmosphere, spray of either salt or freshwater or corrosive chemicals, as or fumes generated or released by motorhomes or any other source, including any rust or corrosion or flaking, peeling and chips or other defects or damage related to paint or finish.
- Items that are working as designed, but that you are unhappy with.



- Any damages caused by moisture intrusion or exposure, such as rust, mold, and mildew.
- Additional equipment or accessories installed by any dealership or other place of business, or by any party other than Tiffin Motorhomes. By way of example, fabric or leather protectant.
- Transportation costs and related expenses.
- Damages which result from failure to properly maintain your motorhome in accordance with the Owner's Manual which accompanied your motorhome. In particular, damages from failure to regularly check and maintain seals around roof penetrations, windows, joints, and seams, as required in the Tiffin Motorhomes Owner's Manual, shall not be covered under this Limited Warranty. Purchaser shall retain documentation in the form of service receipts proving compliance with the required maintenance schedule included in the Tiffin Motorhomes Owner's Manual.
- Damage caused by failing to take reasonable protective steps after discovering a problem or defect or damage caused by delays in reporting a covered defect.

Various items and components on your motorhome will require adjustment from time to time. This warranty does not cover those adjustments as they are part of ordinary maintenance. Such items include slide-outs, entry doors, storage bay doors, cabinet doors, shelving, interior doors, etc.

REPAIR REMEDY; BACK-UP REMEDY. Tiffin Motorhomes' sole and exclusive obligation is to repair any covered substantial defects discovered within the warranty coverage period if: (a) within 10 days of your discovery of the covered defect you notify Tiffin Motorhomes or an authorized dealership of the defect; and (2) you deliver your motorhome to Tiffin Motorhomes or an authorized dealership (at your expense), provided, however, that at Tiffin Motorhomes' option, it may require you to deliver the motorhome to its facilities in Red Bay, Alabama or to another authorized service center or dealership for certain repairs.

If this primary remedy fails to successfully cure any defect after a reasonable number of repair attempts, your sole and exclusive remedy shall be to have Tiffin Motorhomes pay an independent service shop of your choice to perform repairs to the defect OR if the defect is incurable, to have Tiffin Motorhomes pay diminished value damages (i.e. the difference in the fair market value of the motorhome as designed by Tiffin Motorhomes minus the value of the motorhome with the incurable defect).

The repair remedy and the back-up remedy must both be exhausted and both remedies must fail to fulfill their essential purpose before you can seek legal or equitable remedies for breach of this Limited Warranty or for breach of any implied warranty.

THIS LIMITED WARRANTY IS NOT A WARRANTY THAT PROMISES OR EXTENDS TO FUTURE PERFORMANCE OF THE MOTORHOME BECAUSE THE WARRANTY DOES NOT



MAKE A REPRESENTATION ON HOW YOUR MOTORHOME WILL PERFORM IN THE FUTURE BUT INSTEAD REPRESENTS ONLY WHAT THE REMEDY WILL BE IF A SUBSTANTIAL DEFECT EXISTS IN THE MOTORHOME THAT IS DISCOVERED DURING THE WARRANTY PERIOD.

Tiffin Motorhomes reserves the right to make parts and design changes from time to time without notice to anyone. Tiffin Motorhomes reserves the right to make changes in the design or materials of its product without incurring any obligation to incorporate such changes in any products previously manufactured.

REPAIRS OR MAINTENANCE; GOODWILL. Warranty repairs should be expected. Tiffin Motorhomes may use new and/or re-manufactured parts or components of substantially equal quality to complete a repair. Any performance of repairs after the warranty coverage ends or any performance of repairs to motorhomes that are excluded from coverage or portions of a motorhome excluded from coverage shall be considered “goodwill” repairs, whether Tiffin Motorhomes expressly informs you that the repairs are “goodwill” or not. Performance of “goodwill” repairs or any promise to perform repairs will not operate as a waiver on the part of Tiffin Motorhomes nor will it extend the coverage under this warranty or any statute of limitations for bringing claims. In addition, the motorhome Purchaser’s obligation to notify Tiffin Motorhomes, or one of its independent, authorized dealers, of a claimed defect does not modify any obligation placed on the motorhome Purchaser to contact Tiffin Motorhomes directly when attempting to pursue remedies under state or federal law.

HOW TO GET SERVICE. To obtain warranty service the Purchaser must:

1. Notify Tiffin Motorhomes, or an authorized Tiffin Motorhomes dealer, within the applicable warranty coverage period designated above, that you are making a warranty claim;
2. Provide the notification mentioned in (1), above, within ten (10) days of the discovery of a defect in material or workmanship; and
3. Promptly schedule an appointment with and take the motorhome to Tiffin Motorhomes or an independent, authorized dealer.

JURISDICTION AND VENUE. PURCHASER AND TIFFIN MOTORHOMES AGREE THAT EXCLUSIVE JURISDICTION OF ANY PROCEEDING HEREUNDER SHALL BE IN THE STATE COURT OF GENERAL JURISDICTION IN AND FOR FRANKLIN COUNTY, ALABAMA, OR IN THE FEDERAL DISTRICT COURT DIVISION THAT INCLUDES FRANKLIN COUNTY, ALABAMA. PURCHASER AND TIFFIN MOTORHOMES AGREE TO SUBMIT THEMSELVES, IN ANY LEGAL ACTION OR PROCEEDING BETWEEN THEM RELATING TO THIS LIMITED WARRANTY OR OTHERWISE TO THE STATE OR FEDERAL COURT FOR FRANKLIN COUNTY, ALABAMA, AND CONSENT THAT ANY ACTION OR PROCEEDING SHALL BE BROUGHT IN SUCH COURTS, AND HEREBY WAIVE ANY OBJECTION THAT EACH MAY NOW OR HEREAFTER HAVE TO THE VENUE OF ANY ACTION OR PROCEEDING IN ANY SUCH COURT. THIS LIMITED WARRANTY SHALL BE GOVERNED BY THE LAWS OF THE STATE OF ALABAMA.



SURVIVAL. If any provision of the terms and conditions of this Limited Warranty shall, for any reason, be held prohibited by or invalid under applicable law, in whole or in part, such provision shall be ineffective to the extent of such prohibition or invalidity, without invalidating the remainder of such provision or the remaining provisions hereof. Except for such invalid provision, the remainder of the agreement shall survive and be enforced without regard to such invalid provision.



B- VAN LIMITED WARRANTY

COVERAGE TO PURCHASER. This Limited Warranty applies to the original retail purchaser (Purchaser) only and is not transferable. This Limited Warranty covers only substantial defects in the house portion (and not the chassis or body) of those RVs purchased in the United States or Canada and operated in those countries and does not apply to any RV, issues, or components identified under the heading "What is Not Covered" below.

LIMITATIONS AND DISCLAIMER OF IMPLIED WARRANTIES. UNLESS PROHIBITED BY LAW, ANY IMPLIED WARRANTY OF MERCHANTABILITY, WHICH MAY ARISE BY OPERATION OF STATE LAW, IS EXPRESSLY LIMITED TO: (a) THE DURATION OF THIS LIMITED WARRANTY; (b) THE SCOPE OF COVERAGE TO THOSE PORTIONS OF YOUR RV COVERED BY THIS LIMITED WARRANTY; (c) DEFECTS EXISTING AT THE TIME OF SALE THAT WERE DISCOVERED AND REPORTED WITHIN THE DURATION OF THE IMPLIED WARRANTY OF MERCHANTABILITY.

THERE ARE NO EXPRESS WARRANTIES OR IMPLIED WARRANTIES OF MERCHANTABILITY ON THOSE PORTIONS OF THE RV EXCLUDED FROM COVERAGE. NOTWITHSTANDING THE ABOVE PROVISIONS, TIFFIN MOTORHOMES EXPRESSLY DISCLAIMS AND EXCLUDES ANY AND ALL IMPLIED WARRANTIES AND CONDITIONS, STATUTORY OR OTHERWISE, WHEN THE RV IS USED FOR COMMERCIAL, RENTAL OR BUSINESS USE OR WHEN THE RV IS TITLED OR REGISTERED IN A BUSINESS NAME OR WHEN THE RV IS SOLD IN CANADA.

There is no warranty of any nature made by Tiffin Motorhome beyond that contained in this Limited Warranty. No person has the authority to enlarge, amend, or modify this Limited Warranty. The dealer is not Tiffin Motorhomes' agent. Tiffin Motorhomes is not responsible for any undertaking, representation, or warranty made by any dealer or any other person.

Some states do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you.

DISCLAIMER OF CONSEQUENTIAL AND INCIDENTAL DAMAGES. YOU, AS THE FIRST RETAIL BUYER OF THE RV, AND ANY PERSON WHO IS AN INTENDED OR UNINTENDED USER OR BENEFICIARY OF THE RV, SHALL NOT BE ENTITLED TO RECOVER FROM TIFFIN MOTOHROMES ANY CONSEQUENTIAL OR INCIDENTAL DAMAGES RESULTING FROM ANY DEFECT IN THE RV, INCLUDING FUEL AND TRANSPORTATION EXPENSES TO DELIVER THE PRODUCT TO THE SERVICING DEALER, HOTEL ROOMS, LOST WAGES, DEPRECIATION, OR DAMAGES CAUSED BY MOISTURE SUCH AS MOLD, MILDEW, OR



RUST AND CORROSION. THE EXCLUSION OF CONSEQUENTIAL AND INCIDENTAL DAMAGES SHALL NOT BE DEPENDENT ON WARRANTY REPAIRS SUCCESSFULLY CURING ANY DEFECT; THE EXCLUSION OF CONSEQUENTIAL AND INCIDENTAL DAMAGES SHALL SURVIVE ANY FAILURE OF THE LIMITED WARRANTY REMEDIES FULFILLING THEIR PURPOSE.

Some states do not allow the exclusion or limitation of consequential or incidental damages, so the above exclusions may not apply to you.

COVERAGE PERIOD; CLAIMS PERIOD. Coverage ends 24 months after the date of purchase by the first retail Purchaser only from an authorized dealership **OR** after the odometer reaches 24,000 miles, whichever occurs first. **ANY CLAIMS AND CAUSES OF ACTION AGAINST TIFFIN MOTORHOMES ARISING OUT OF THIS LIMITED WARRANTY, OR THE PURCHASE OR OPERATION OF THE RV, INCLUDING FOR BREACH OF THIS LIMITED WARRANTY, IMPLIED WARRANTY, REVOCATION OF ACCEPTANCE, OR VIOLATION OF STATE CONSUMER PROTECTION AND DECEPTIVE TRADE LAWS MUST BE COMMENCED NOT MORE THAN 90 DAYS AFTER THE WARRANTY ENDS (I.E., 1 YEAR AND 90 DAYS AFTER PURCHASE).**

WHAT IS NOT COVERED. The following RVs, systems, damages or parts are not covered by this Limited Warranty:

- Any RV used for rental or other commercial and/or business purposes. It shall be concluded that the RV has been used for commercial and/or business purposes if the Purchaser files a tax form claiming any business or commercial tax benefit related to the RV, or if the RV is purchased, registered or titled in name of any business entity (i.e. an LLC, corporation, or partnership).
- Any RV not used solely for recreational travel and camping.
- Any RV sold or used outside the United States, U.S. Territories or Canada.
- The leveling jacks, automotive chassis, and power train, including, but not limited to, the engine, drive-train, steering, ride and handling, braking, wheel balance, muffler, tire wear or failure, wheels, tubes, batteries and gauges.
- Appliances, including, but not limited to, television, leveling jacks, DVD, stereo system, GPS, satellite TV, radio, furniture, refrigerator, and generator.
- Any other component part or appliance separately warranted by its manufacturer.
- The parts and labor which are used to maintain your RV.
- The parts of your RV which are subject to normal wear and tear, such as windshield wiper blades, bulbs, filters, programming and reprogramming of electronic devices, and sealant.



- Damage which results from fire, accident, acts of God, environmental conditions, or any other cause of damage beyond Tiffin Motorhomes' control.
- Damage which results from someone altering or modifying the RV, misusing it, tampering with it or any of its parts, or use of improper fuel or other items.
- Sheet metal or paint.
- Sealant, or other items which result from use and exposure to the environment including but not limited to exposure to marine (salt water) atmosphere, spray of either salt or freshwater or corrosive chemicals, and or fumes generated or released by RV or any other source, including any rust or corrosion or flaking, peeling and chips or other defects or damage.
- Items that are working as designed, but that you are unhappy with.
- Any damages caused by moisture intrusion or exposure, such as rust, mold, and mildew.
- Additional equipment or accessories installed by any dealership or other place of business, or by any party other than Tiffin Motorhomes. By way of example, fabric or leather protectant.
- Transportation costs and related expenses.
- Damages which result from failure to properly maintain your RV in accordance with the Owner's Manuals which accompanied your RV. In particular, damages from failure to regularly check and maintain seals around roof penetrations, windows, joints, and seams, as required in the Tiffin Motorhomes Owner's Manual, shall not be covered under this Limited Warranty. Purchaser shall retain documentation in the form of service receipts proving compliance with the required maintenance schedule included in the Tiffin Motorhomes Owner's Manual.
- Damage caused by failing to take reasonable protective steps after discovering a problem or defect or damage caused by delays in reporting a covered defect.

Various items and components on your RV will require adjustment from time to time. This warranty does not cover those adjustments as they are part of ordinary maintenance. Such items include, but are not limited to, cabinet doors, shelving, interior doors, etc.

REPAIR REMEDY; BACK-UP REMEDY. Tiffin Motorhomes' sole and exclusive obligation is to repair any covered substantial defects discovered within the warranty coverage period if: (a) within 10 days of your discovery of the covered defect you notify Tiffin Motorhomes or an authorized dealership of the defect; and (2) you deliver your RV to Tiffin Motorhomes or an authorized dealership (at your expense), provided, however, that at Tiffin Motorhomes' option, it may require you to deliver the RV to its facilities in Red Bay, Alabama or to another authorized service center or dealership for certain repairs.



If this primary remedy fails to successfully cure any defect after a reasonable number of repair attempts, your sole and exclusive remedy shall be to have Tiffin Motorhomes pay an independent service shop of your choice to perform repairs to the defect OR if the defect is incurable, to have Tiffin Motorhomes pay diminished value damages (i.e. the difference in the fair market value of the RV as designed by Tiffin Motorhomes minus the value of the RV with the incurable defect).

The repair remedy and the back-up remedy must both be exhausted and both remedies must fail to fulfill their essential purpose before you can seek legal or equitable remedies for breach of this Limited Warranty or for breach of any implied warranty.

THIS LIMITED WARRANTY IS NOT A WARRANTY THAT PROMISES OR EXTENDS TO FUTURE PERFORMANCE OF THE RV BECAUSE THE WARRANTY DOES NOT MAKE A REPRESENTATION ON HOW YOUR RV WILL PERFORM IN THE FUTURE BUT INSTEAD REPRESENTS ONLY WHAT THE REMEDY WILL BE IF A SUBSTANTIAL DEFECT EXISTS IN THE RV THAT IS DISCOVERED DURING THE WARRANTY PERIOD.

Tiffin Motorhomes reserves the right to make parts and design changes from time to time without notice to anyone. Tiffin Motorhomes reserves the right to make changes in the design or materials of its product without incurring any obligation to incorporate such changes in any products previously manufactured.

REPAIRS OR MAINTENANCE; GOODWILL. Warranty repairs should be expected. Tiffin Motorhomes may use new and/or re-manufactured parts or components of substantially equal quality to complete a repair. Any performance of repairs after the warranty coverage ends or any performance of repairs to RVs that are excluded from coverage or portions of a RV excluded from coverage shall be considered “goodwill” repairs, whether Tiffin Motorhomes expressly informs you that the repairs are “goodwill” or not. Performance of “goodwill” repairs or any promise to perform repairs will not operate as a waiver on the part of Tiffin Motorhomes nor will it extend the coverage under this warranty or any statute of limitations for bringing claims. In addition, the RV Purchaser’s obligation to notify Tiffin Motorhomes, or one of its independent, authorized dealers, of a claimed defect does not modify any obligation placed on the RV Purchaser to contact Tiffin Motorhomes directly when attempting to pursue remedies under state or federal law.

HOW TO GET SERVICE. To obtain warranty service the Purchaser must:

1. Notify Tiffin Motorhomes, or an authorized Tiffin Motorhomes dealer, within the applicable warranty coverage period designated above, that you are making a warranty claim;
2. Provide the notification mentioned in (1), above, within ten (10) days of the discovery of a defect in material or workmanship; and
3. Promptly schedule an appointment with and take the RV to Tiffin Motorhomes or an independent, authorized dealer.

JURISDICTION AND VENUE. PURCHASER AND TIFFIN MOTORHOMES AGREE THAT EXCLUSIVE JURISDICTION OF ANY PROCEEDING HEREUNDER SHALL BE IN THE STATE COURT OF GENERAL JURISDICTION IN AND FOR FRANKLIN COUNTY, ALABAMA, OR IN THE FEDERAL DISTRICT COURT DIVISION THAT INCLUDES FRANKLIN COUNTY,



ALABAMA. PURCHASER AND TIFFIN MOTORHOMES AGREE TO SUBMIT THEMSELVES, IN ANY LEGAL ACTION OR PROCEEDING BETWEEN THEM RELATING TO THIS LIMITED WARRANTY OR OTHERWISE TO THE STATE OR FEDERAL COURT FOR FRANKLIN COUNTY, ALABAMA, AND CONSENT THAT ANY ACTION OR PROCEEDING SHALL BE BROUGHT IN SUCH COURTS, AND HEREBY WAIVE ANY OBJECTION THAT EACH MAY NOW OR HEREAFTER HAVE TO THE VENUE OF ANY ACTION OR PROCEEDING IN ANY SUCH COURT. THIS LIMITED WARRANTY SHALL BE GOVERNED BY THE LAWS OF THE STATE OF ALABAMA.

SURVIVAL. If any provision of the terms and conditions of this Limited Warranty shall, for any reason, be held prohibited by or invalid under applicable law, in whole or in part, such provision shall be ineffective to the extent of such prohibition or invalidity, without invalidating the remainder of such provision or the remaining provisions hereof. Except for such invalid provision, the remainder of the agreement shall survive and be enforced without regard to such invalid provision.



WAYFARER LIMITED WARRANTY

COVERAGE TO PURCHASER. Except as provided below as to the sidewall delamination, this Limited Warranty applies to the original retail purchaser (Purchaser) only and is not transferable. This Limited Warranty covers only substantial defects in the house portion (and not the chassis) of those motorhomes purchased in the United States or Canada and operated in those countries and does not apply to any motorhomes, issues, or components identified under the heading "What is Not Covered" below.

LIMITATIONS AND DISCLAIMER OF IMPLIED WARRANTIES. UNLESS PROHIBITED BY LAW, ANY IMPLIED WARRANTY OF MERCHANTABILITY, WHICH MAY ARISE BY OPERATION OF STATE LAW, IS EXPRESSLY LIMITED TO: (a) THE DURATION OF THIS LIMITED WARRANTY; (b) THE SCOPE OF COVERAGE TO THOSE PORTIONS OF YOUR MOTORHOME COVERED BY THIS LIMITED WARRANTY; (c) DEFECTS EXISTING AT THE TIME OF SALE THAT WERE DISCOVERED AND REPORTED WITHIN THE DURATION OF THE IMPLIED WARRANTY OF MERCHANTABILITY.

THERE ARE NO EXPRESS WARRANTIES OR IMPLIED WARRANTIES OF MERCHANTABILITY ON THOSE PORTIONS OF THE MOTORHOME EXCLUDED FROM COVERAGE. NOTWITHSTANDING THE ABOVE PROVISIONS, TIFFIN MOTORHOMES EXPRESSLY DISCLAIMS AND EXCLUDES ANY AND ALL IMPLIED WARRANTIES AND CONDITIONS, STATUTORY OR OTHERWISE, WHEN THE MOTORHOME IS USED FOR COMMERCIAL, RENTAL OR BUSINESS USE OR WHEN THE MOTORHOME IS TITLED OR REGISTERED IN A BUSINESS NAME OR WHEN THE MOTORHOME IS SOLD IN CANADA.

There is no warranty of any nature made by Tiffin Motorhomes beyond that contained in this Limited Warranty. No person has the authority to enlarge, amend, or modify this Limited Warranty. The dealer is not Tiffin Motorhomes' agent. Tiffin Motorhomes is not responsible for any undertaking, representation, or warranty made by any dealer or any other person.

Some states do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you.

DISCLAIMER OF CONSEQUENTIAL AND INCIDENTAL DAMAGES. YOU, AS THE FIRST RETAIL BUYER OF THE MOTORHOME, AND ANY PERSON WHO IS AN INTENDED OR UNINTENDED USER OR BENEFICIARY OF THE MOTORHOMES, SHALL NOT BE ENTITLED TO RECOVER FROM TIFFIN ANY CONSEQUENTIAL OR INCIDENTAL DAMAGES



RESULTING FROM ANY DEFECT IN THE MOTORHOME, INCLUDING FUEL AND TRANSPORTATION EXPENSES TO DELIVER THE PRODUCT TO THE SERVICING DEALER, HOTEL ROOMS, LOST WAGES, DEPRECIATION, OR DAMAGES CAUSED BY MOISTURE SUCH AS MOLD, MILDEW, OR RUST AND CORROSION. THE EXCLUSION OF CONSEQUENTIAL AND INCIDENTAL DAMAGES SHALL NOT BE DEPENDENT ON WARRANTY REPAIRS SUCCESSFULLY CURING ANY DEFECT; THE EXCLUSION OF CONSEQUENTIAL AND INCIDENTAL DAMAGES SHALL SURVIVE ANY FAILURE OF THE LIMITED WARRANTY REMEDIES FULFILLING THEIR PURPOSE.

Some states do not allow the exclusion or limitation of consequential or incidental damages, so the above exclusions may not apply to you.

COVERAGE PERIOD; CLAIMS PERIOD. Coverage ends 12 months after the date of purchase by the first retail Purchaser only from an authorized dealership **OR** after the odometer reaches 12,000 miles, whichever occurs first. **ANY CLAIMS AND CAUSES OF ACTION AGAINST TIFFIN MOTORHOMES ARISING OUT OF THIS LIMITED WARRANTY, OR THE PURCHASE OR OPERATION OF THE MOTORHOME, INCLUDING FOR BREACH OF THIS LIMITED WARRANTY, IMPLIED WARRANTY, REVOCATION OF ACCEPTANCE, OR VIOLATION OF STATE CONSUMER PROTECTION AND DECEPTIVE TRADE LAWS MUST BE COMMENCED NOT MORE THAN 90 DAYS AFTER THE WARRANTY ENDS (I.E., 1 YEAR AND 90 DAYS AFTER PURCHASE).**

3-YEAR SIDEWALL DELAMINATION LIMITED WARRANTY

For a period of three (3) years from the date of purchase, Tiffin Motorhomes promises to repair or replace, as necessary, for the Purchaser or to the first subsequent owner after the original Purchaser, affected portions of the laminated components in the event of delamination. As used herein, "delamination" means measurable separation within the fiberglass laminate. This includes blistering, microcracking, crazing, thermal fatigue cracking, air pockets, board lines, rot, or substrate corrosion.

WHAT IS NOT COVERED. The following motorhomes, systems, damages or parts are not covered by this Limited Warranty:

- Any motorhome used for rental or other commercial and/or business purposes. It shall be concluded that the motorhome has been used for commercial and/or business purposes if the Purchaser files a tax form claiming any business or commercial tax benefit related to the RV, or if the motorhomes is purchased, registered or titled in name of any business entity (i.e. an LLC, corporation, or partnership).
- Any motorhome not used solely for recreational travel and camping.
- Any motorhome sold or used outside the United States, U.S. Territories or Canada.



- The leveling jacks, automotive chassis, and power train, including, by way of example, the engine, drive-train, steering, ride and handling, braking, wheel balance, muffler, tire wear or failure, tubes, batteries and gauges.
- Tires and wheels, appliances, television, leveling jacks, VCR, DVD, stereo system, GPS, satellite TV, radio, furniture, and generator.
- Any other component part or appliance separately warranted by its manufacturer.
- The parts and labor which are used to maintain your motorhome.
- The parts of your motorhome which are subject to normal wear and tear, such as windshield wiper blades, light bulbs, filters, programming and reprogramming of electronic devices, sealant, and adjustment to slide-outs.
- Damage which results from fire, accident, acts of God, environmental conditions, or any other cause of damage beyond Tiffin Motorhome's control.
- Damage which results from someone altering or modifying the motorhome, misusing it, tampering with it or any of its parts, or use of improper fuel or other items.
- Deterioration of sheet metal, paint, sealant, or other items which result from use and exposure to the environment including but not limited to exposure to marine (salt water) atmosphere, spray of either salt or freshwater or corrosive chemicals, as or fumes generated or released by motorhomes or any other source, including any rust or corrosion or flaking, peeling and chips or other defects or damage related to paint or finish.
- Items that are working as designed, but that you are unhappy with.
- Any damages caused by moisture intrusion or exposure, such as rust, mold, and mildew.
- Additional equipment or accessories installed by any dealership or other place of business, or by any party other than Tiffin Motorhomes. By way of example, fabric or leather protectant.
- Transportation costs and related expenses.
- Damages which result from failure to properly maintain your motorhome in accordance with the Owner's Manual which accompanied your motorhome. In particular, damages from failure to regularly check and maintain seals around roof penetrations, windows, joints, and seams, as required in the Tiffin Motorhomes Owner's Manual, shall not be covered under this Limited Warranty. Purchaser shall retain documentation in the form of service receipts proving compliance with the required maintenance schedule included in the Tiffin Motorhomes Owner's Manual.



- Damage caused by failing to take reasonable protective steps after discovering a problem or defect or damage caused by delays in reporting a covered defect.

Various items and components on your motorhome will require adjustment from time to time. This warranty does not cover those adjustments as they are part of ordinary maintenance. Such items include slide-outs, entry doors, storage bay doors, cabinet doors, shelving, interior doors, etc.

REPAIR REMEDY; BACK-UP REMEDY. Tiffin Motorhomes' sole and exclusive obligation is to repair any covered substantial defects discovered within the warranty coverage period if: (a) within 10 days of your discovery of the covered defect you notify Tiffin Motorhomes or an authorized dealership of the defect; and (2) you deliver your motorhome to Tiffin or an authorized dealership (at your expense), provided, however, that at Tiffin Motorhomes' option, it may require you to deliver the motorhome to its facilities in Winfield, Alabama or to another authorized service center or dealership for certain repairs.

If this primary remedy fails to successfully cure any defect after a reasonable number of repair attempts, your sole and exclusive remedy shall be to have Tiffin Motorhomes pay an independent service shop of your choice to perform repairs to the defect OR if the defect is incurable, to have Tiffin Motorhomes pay diminished value damages (i.e. the difference in the fair market value of the motorhome as designed by Tiffin Motorhomes minus the value of the motorhome with the incurable defect).

The repair remedy and the back-up remedy must both be exhausted and both remedies must fail to fulfill their essential purpose before you can seek legal or equitable remedies for breach of this Limited Warranty or for breach of any implied warranty.

THIS LIMITED WARRANTY IS NOT A WARRANTY THAT PROMISES OR EXTENDS TO FUTURE PERFORMANCE OF THE MOTORHOME BECAUSE THE WARRANTY DOES NOT MAKE A REPRESENTATION ON HOW YOUR MOTORHOME WILL PERFORM IN THE FUTURE BUT INSTEAD REPRESENTS ONLY WHAT THE REMEDY WILL BE IF A SUBSTANTIAL DEFECT EXISTS IN THE MOTORHOME THAT IS DISCOVERED DURING THE WARRANTY PERIOD.

Tiffin Motorhomes reserves the right to make parts and design changes from time to time without notice to anyone. Tiffin Motorhomes reserves the right to make changes in the design or materials of its product without incurring any obligation to incorporate such changes in any products previously manufactured.

REPAIRS OR MAINTENANCE; GOODWILL. Warranty repairs should be expected. Tiffin Motorhomes may use new and/or re-manufactured parts or components of substantially equal quality to complete a repair. Any performance of repairs after the warranty coverage ends or any performance of repairs to motorhomes that are excluded from coverage or portions of a motorhome excluded from coverage shall be considered "goodwill" repairs, whether Tiffin Motorhomes expressly informs you that the repairs are "goodwill" or not. Performance of "goodwill" repairs or any promise to perform repairs will not operate as a waiver on the part of



Tiffin Motorhomes nor will it extend the coverage under this warranty or any statute of limitations for bringing claims. In addition, the motorhome Purchaser's obligation to notify Tiffin Motorhomes, or one of its independent, authorized dealers, of a claimed defect does not modify any obligation placed on the motorhome Purchaser to contact Tiffin Motorhomes directly when attempting to pursue remedies under state or federal law.

HOW TO GET SERVICE. To obtain warranty service the Purchaser must:

1. Notify Tiffin Motorhomes, or an authorized Tiffin Motorhomes dealer, within the applicable warranty coverage period designated above, that you are making a warranty claim;
2. Provide the notification mentioned in (1), above, within ten (10) days of the discovery of a defect in material or workmanship; and
3. Promptly schedule an appointment with and take the motorhome to Tiffin Motorhomes or an independent, authorized dealer.

JURISDICTION AND VENUE. PURCHASER AND TIFFIN MOTORHOMES AGREE THAT EXCLUSIVE JURISDICTION OF ANY PROCEEDING HEREUNDER SHALL BE IN THE STATE COURT OF GENERAL JURISDICTION IN AND FOR FRANKLIN COUNTY, ALABAMA, OR IN THE FEDERAL DISTRICT COURT DIVISION THAT INCLUDES FRANKLIN COUNTY, ALABAMA. PURCHASER AND TIFFIN MOTORHOMES AGREE TO SUBMIT THEMSELVES, IN ANY LEGAL ACTION OR PROCEEDING BETWEEN THEM RELATING TO THIS LIMITED WARRANTY OR OTHERWISE TO THE STATE OR FEDERAL COURT FOR FRANKLIN COUNTY, ALABAMA, AND CONSENT THAT ANY ACTION OR PROCEEDING SHALL BE BROUGHT IN SUCH COURTS, AND HEREBY WAIVE ANY OBJECTION THAT EACH MAY NOW OR HEREAFTER HAVE TO THE VENUE OF ANY ACTION OR PROCEEDING IN ANY SUCH COURT. THIS LIMITED WARRANTY SHALL BE GOVERNED BY THE LAWS OF THE STATE OF ALABAMA.

SURVIVAL. If any provision of the terms and conditions of this Limited Warranty shall, for any reason, be held prohibited by or invalid under applicable law, in whole or in part, such provision shall be ineffective to the extent of such prohibition or invalidity, without invalidating the remainder of such provision or the remaining provisions hereof. Except for such invalid provision, the remainder of the agreement shall survive and be enforced without regard to such invalid provision.



TIFFIN MOTORHOMES POWERGLIDE CHASSIS LIMITED WARRANTY

COVERAGE TO PURCHASER. This Limited Warranty applies to the original retail purchaser (Purchaser) only and is not transferable. This Limited Warranty covers substantial defects in the chassis portion only of those motorhomes purchased in the United States or Canada and operated in those countries and does not apply to any motorhomes, issues, or components identified under the heading "What is Not Covered" below.

LIMITATIONS AND DISCLAIMER OF IMPLIED WARRANTIES. UNLESS PROHIBITED BY LAW, ANY IMPLIED WARRANTY OF MERCHANTABILITY, WHICH MAY ARISE BY OPERATION OF STATE LAW, IS EXPRESSLY LIMITED TO: (a) THE DURATION OF THIS LIMITED WARRANTY; (b) THE SCOPE OF COVERAGE TO THOSE PORTIONS OF YOUR MOTORHOME COVERED BY THIS LIMITED WARRANTY; (c) DEFECTS EXISTING AT THE TIME OF SALE THAT WERE DISCOVERED AND REPORTED WITHIN THE DURATION OF THE IMPLIED WARRANTY OF MERCHANTABILITY.

THERE ARE NO EXPRESS WARRANTIES OR IMPLIED WARRANTIES OF MERCHANTABILITY ON THOSE PORTIONS OF THE MOTORHOME EXCLUDED FROM COVERAGE. NOTWITHSTANDING THE ABOVE PROVISIONS, TIFFIN MOTORHOMES EXPRESSLY DISCLAIMS AND EXCLUDES ANY AND ALL IMPLIED WARRANTIES AND CONDITIONS, STATUTORY OR OTHERWISE, WHEN THE MOTORHOME IS USED FOR COMMERCIAL, RENTAL OR BUSINESS USE OR WHEN THE MOTORHOME IS TITLED OR REGISTERED IN A BUSINESS NAME OR WHEN THE MOTORHOME IS SOLD IN CANADA.

There is no warranty of any nature made by Tiffin Motorhome beyond that contained in this Limited Warranty. No person has the authority to enlarge, amend, or modify this Limited Warranty. The dealer is not Tiffin Motorhomes' agent. Tiffin Motorhomes is not responsible for any undertaking, representation, or warranty made by any dealer or any other person.

Some states do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you.

DISCLAIMER OF CONSEQUENTIAL AND INCIDENTAL DAMAGES. YOU, AS THE FIRST RETAIL BUYER OF THE MOTORHOME, AND ANY PERSON WHO IS AN INTENDED OR UNINTENDED USER OR BENEFICIARY OF THE MOTORHOME, SHALL NOT BE ENTITLED TO RECOVER FROM TIFFIN MOTORHOMES ANY CONSEQUENTIAL OR INCIDENTAL DAMAGES RESULTING FROM ANY DEFECT IN THE MOTORHOME, INCLUDING FUEL AND TRANSPORTATION EXPENSES TO DELIVER THE PRODUCT TO THE SERVICING DEALER, HOTEL ROOMS, LOST WAGES, DEPRECIATION, OR DAMAGES CAUSED BY MOISTURE SUCH AS MOLD, MILDEW, OR RUST AND CORROSION. THE EXCLUSION OF CONSEQUENTIAL AND INCIDENTAL DAMAGES SHALL NOT BE DEPENDENT ON WARRANTY REPAIRS



SUCCESSFULLY CURING ANY DEFECT; THE EXCLUSION OF CONSEQUENTIAL AND INCIDENTAL DAMAGES SHALL SURVIVE ANY FAILURE OF THE LIMITED WARRANTY REMEDIES FULFILLING THEIR PURPOSE.

Some states do not allow the exclusion or limitation of consequential or incidental damages, so the above exclusions may not apply to you.

COVERAGE PERIOD; CLAIMS PERIOD. Coverage ends three (3) years after the date of purchase by the first retail Purchaser only from an authorized dealership **OR** after the odometer reaches 50,000 miles, whichever occurs first. Certain engine emission components, installed by Tiffin and not covered under the engine manufacturer's warranty, have a warranty term of five (5) years or 100,000 miles, whichever comes first. This emission's limited warranty is not valid if the odometer is disconnected, or its reading has been altered, or mileage cannot be determined. Tires are covered for two (2) years or 24,000 miles, whichever occurs first, and does not cover tire wear. The TPMS system installed by Tiffin is covered for five (5) years or 100,000 miles, whichever occurs first, and is limited to the failure of the components in the TPMS system. It does not cover adjustments to the system's preferences or tire pressure. Drivetrain is covered for three (3) years or 50,000 miles, whichever occurs first. Batteries are covered for one (1) year from date of purchase. Dash air-conditioning system is covered for five (5) years or 100,000 miles, whichever occurs first. This coverage is limited to components whose failure would cause a leak of a/c refrigerants. Those components include hoses, fittings, compressor, condenser core, evaporator core, expansion valve, dryer, service ports, O-rings, and other system seals. All other components not previously mentioned are covered for one (1) year. These components include switches, fan motor, blower motor, controls, air directional doors and mechanisms, ducts, or other components that would not contribute to a leak of a/c refrigerants. **ANY CLAIMS AND CAUSES OF ACTION AGAINST TIFFIN MOTORHOMES ARISING OUT OF THIS CHASSIS LIMITED WARRANTY, OR THE PURCHASE OR OPERATION OF THE MOTORHOME, INCLUDING FOR BREACH OF THIS CHASSIS LIMITED WARRANTY, IMPLIED WARRANTY, REVOCATION OF ACCEPTANCE, OR VIOLATION OF STATE CONSUMER PROTECTION AND DECEPTIVE TRADE LAWS MUST BE COMMENCED NOT MORE THAN 90 DAYS AFTER THE WARRANTY ENDS (I.E., 3 YEARS AND 90 DAYS AFTER PURCHASE).**

WHAT IS NOT COVERED. The following motorhomes, systems, damages, or parts are not covered by this Limited Warranty:

- Any motorhome used for rental or other commercial and/or business purposes. It shall be concluded that the motorhome has been used for commercial and/or business purposes if the Purchaser files a tax form claiming any business or commercial tax benefit related to the RV, or if the motorhomes is purchased, registered or titled in name of any business entity (i.e. an LLC, corporation, or partnership).
- Any motorhome not used solely for recreational travel and camping.
- Any motorhome sold or used outside the United States, U.S. Territories or Canada.
- Engine, transmission, and wheels.



- Any other component part or appliance separately warranted by its manufacturer.
- The parts and labor which are used to maintain your motorhome.
- The parts of your motorhome which are subject to normal wear and tear, such as windshield wiper blades, bulbs, filters and programming and reprogramming of electronic devices.
- Damage which results from fire, accident, acts of God, environmental conditions, or any other cause of damage beyond Tiffin Motorhomes' control.
- Damage which results from someone altering or modifying the motorhome, misusing it, tampering with it or any of its parts, or use of improper fuel or other items.
- Deterioration of sheet metal, paint, sealant, or other items which result from use and exposure to the environment including but not limited to exposure to marine (salt water) atmosphere, spray of either salt or freshwater or corrosive chemicals, as or fumes generated or released by motorhomes or any other source, including any rust or corrosion or flaking, peeling and chips or other defects or damage related to paint or finish.
- Items that are working as designed, but that you are unhappy with.
- Any damages caused by moisture intrusion or exposure, such as rust, mold, and mildew.
- Additional equipment or accessories installed by any dealership or other place of business, or by any party other than Tiffin Motorhomes. By way of example, fabric or leather protectant.
- Transportation costs and related expenses.
- Damages which result from failure to properly maintain your motorhome in accordance with the Owner's Manual which accompanied your motorhome. This includes, but is not limited to, damages from failure to regularly check and maintain oil levels, fluid levels, DEF tank levels, or perform any chassis routine maintenance, as required in the Tiffin Motorhomes Owner's Manual, shall not be covered under this Limited Warranty. Purchaser shall retain documentation in the form of service receipts proving compliance with the required maintenance schedule included in the Tiffin Motorhomes Owner's Manual.
- Damage caused by failing to take reasonable protective steps after discovering a problem or defect or damage caused by delays in reporting a covered defect.

Various items and components on your motorhome will require adjustment from time to time. This warranty does not cover those adjustments as they are part of ordinary maintenance. Such items include alignments.

REPAIR REMEDY; BACK-UP REMEDY. Tiffin's sole and exclusive obligation is to repair any covered substantial defects discovered within the warranty coverage period if: (a) within 10 days of your discovery of the covered defect you notify Tiffin or an authorized dealership of the defect; and (2) you deliver your motorhome to Tiffin or an authorized dealership (at your expense), provided, however, that at Tiffin's option, it may require you to deliver the motorhome to its facilities in Alabama or to another authorized service center or dealership for certain repairs.



If the primary remedy fails to successfully cure any defect after a reasonable number of repair attempts, your sole and exclusive remedy shall be to have Tiffin pay an independent service shop of your choice to perform repairs to the defect OR if the defect is incurable, to have Tiffin pay diminished value damages (i.e. the difference in the fair market value of the motorhome as designed by Tiffin minus the value of the motorhome with the incurable defect).

The repair remedy and the back-up remedy must both be exhausted and both remedies must fail to fulfill their essential purpose before you can seek legal or equitable remedies for breach of this Limited Warranty or for breach of any implied warranty.

THIS LIMITED WARRANTY IS NOT A WARRANTY THAT PROMISES OR EXTENDS TO FUTURE PERFORMANCE OF THE MOTORHOME BECAUSE THE WARRANTY DOES NOT MAKE A REPRESENTATION ON HOW YOUR MOTORHOME WILL PERFORM IN THE FUTURE BUT INSTEAD REPRESENTS ONLY WHAT THE REMEDY WILL BE IF A SUBSTANTIAL DEFECT EXISTS IN THE MOTORHOME THAT IS DISCOVERED DURING THE WARRANTY PERIOD.

Tiffin Motorhomes reserves the right to make parts and design changes from time to time without notice to anyone. Tiffin Motorhomes reserves the right to make changes in the design or materials of its product without incurring any obligation to incorporate such changes in any products previously manufactured.

REPAIRS OR MAINTENANCE; GOODWILL. Warranty repairs should be expected. Tiffin may use new and/or re-manufactured parts or components of substantially equal quality to complete a repair. Any performance of repairs after the warranty coverage ends or any performance of repairs to motorhomes that are excluded from coverage or portions of a motorhome excluded from coverage shall be considered “goodwill” repairs, whether Tiffin expressly informs you that the repairs are “goodwill” or not. Performance of “goodwill” repairs or any promise to perform repairs will not operate as a waiver on the part of Tiffin Motorhomes nor will it extend the coverage under this warranty or any statute of limitations for bringing claims. In addition, the motorhome Purchaser’s obligation to notify Tiffin Motorhomes, or one of its independent, authorized dealers, of a claimed defect does not modify any obligation placed on the motorhome Purchaser to contact Tiffin Motorhomes directly when attempting to pursue remedies under state or federal law.

HOW TO GET SERVICE. To obtain warranty service the Purchaser must:

1. Notify Tiffin Motorhomes, or an independent, authorized Powerglide Service Center, within the applicable warranty coverage period designated above, that you are making a warranty claim;
2. Provide the notification mentioned in (1), above, within ten (10) days of the discovery of a defect in material or workmanship; and
3. Promptly schedule an appointment with and take the motorhome to Tiffin Motorhomes or an independent, authorized Powerglide Service Center.

ROADSIDE ASSISTANCE: Roadside assistance is covered by a third party during the first year of ownership and begins on the date of purchase. This assistance is through SafeRide RV Motor Club and not Tiffin. You will need to contact SafeRide RV Motor Club at 877-276-0619.



JURISDICTION AND VENUE. PURCHASER AND TIFFIN AGREE THAT EXCLUSIVE JURISDICTION OF ANY PROCEEDING HEREUNDER SHALL BE IN THE STATE COURT OF GENERAL JURISDICTION IN AND FOR FRANKLIN COUNTY, ALABAMA, OR IN THE FEDERAL DISTRICT COURT DIVISION THAT INCLUDES FRANKLIN COUNTY, ALABAMA. PURCHASER AND TIFFIN AGREE TO SUBMIT THEMSELVES, IN ANY LEGAL ACTION OR PROCEEDING BETWEEN THEM RELATING TO THIS LIMITED WARRANTY OR OTHERWISE TO THE STATE OR FEDERAL COURT FOR FRANKLIN COUNTY, ALABAMA, AND CONSENT THAT ANY ACTION OR PROCEEDING SHALL BE BROUGHT IN SUCH COURTS, AND HEREBY WAIVE ANY OBJECTION THAT EACH MAY NOW OR HEREAFTER HAVE TO THE VENUE OF ANY ACTION OR PROCEEDING IN ANY SUCH COURT. THIS LIMITED WARRANTY SHALL BE GOVERNED BY THE LAWS OF THE STATE OF ALABAMA.

SURVIVAL. If any provision of the terms and conditions of this Limited Warranty shall, for any reason, be held prohibited by or invalid under applicable law, in whole or in part, such provision shall be ineffective to the extent of such prohibition or invalidity, without invalidating the remainder of such provision or the remaining provisions hereof. Except for such invalid provision, the remainder of the agreement shall survive and be enforced without regard to such invalid provision.