



# TIFFIN

MOTORHOMES

## **SERVICE CENTER REPAIR POLICY** *(Effective July 9, 2018)*

Upon arrival on the grounds of the Tiffin Motor Homes Service Center, all owners are required to register at the Welcome Center. The Welcome Center is open each day from 7:00 a.m. until 7:00 p.m.

Only coaches within the first year of purchase will be able to stay in Tiffin camp ground.

Service upon eligible coaches is performed on a “first come, first served” basis.

Our service staff will assess needed repairs and coaches will be serviced as follows:

### **Regular Service**

- Regular service will be performed **only** on Tiffin motorhomes that are within four (4) years of the original date of purchase.

### **Express Bay Service**

- Any Tiffin motorhome less than 10yrs old from original date of purchase may go through Express Bay Service.
- Express repair consists of service performed by two technicians for a time not to exceed three (3) hours.
- Most non-warranted services can be accomplished in one Express Bay visit. If repairs exceed three (3) hours, our staff will prioritize the repairs for the first Express Bay visit and any subsequent Express Bay visits.
- Motorhomes are limited to one Express Bay visit per 60 days.

### **Excluded Repairs**

- Damage due to accidents will not be repaired if the unit is more than one year from the original date of purchase. This exclusion does not apply to incidental damage (e.g. door dings, etc.)
- The Service Center will not do paint repairs of any kind on a coach more than four (4) years from the date of original purchase.
- **The Service Center will not do repairs of any kind on a coach more than ten (10) years from the date of original purchase.**

Should you need to know the date of the first owner purchase of a motorhome or have any other questions regarding Service Center policies, please contact one of our Customer Service Representatives by telephone at (256) 356-0261 or by email at [service@tiffinmotorhomes.com](mailto:service@tiffinmotorhomes.com).