



---

We would like to share some exciting news regarding our warranty and service center in Red Bay. Soon we will begin a project to better handle traffic flow, improve turnaround times for those of you in a service bay with your coach, and improve the safety and security of our warranty service center. While what follows is a brief overview of the stages, we hope that you will see the improvements the next time you are in Red Bay.

First, in order to alleviate traffic congestion due to new arrivals at service, we will be creating a much longer entry road into our warranty center. In conjunction with this, we'll now have a more definite "in" and "out" path for our owners to come and go through. Secondly, we will be moving the "outback" coaches to an area adjacent to the service center rather than the area to the south of the service center. This will give us the opportunity to provide better security for those coaches left in our custody.

The third phase is based upon warranty center customer feedback we have received for some time. While those customers who are in service with their coach are welcome to stay in and around their coach during service, we will be asking those visitors who do not have their Tiffin Motor Home in a service bay to respectfully wait for the time their coach enters the service area to visit with our technicians. Our hope is to allow our technicians to focus on the guests and coaches at hand, which should improve the service techs ability to diagnose and finish the job in a timely manner.

Although we will be losing some of the "Camp Tiffin" overnight spaces, as many of you know Red Bay has seen a large increase in the number of locally owned overnight camping spaces available. A list of both the existing and recently opened campgrounds are available through the service center and check in station at our facility. New coaches within 12 months of date of original purchase will be assigned parking at the remaining service center overnight sites subject to availability. All other warranty and service center guidelines remain the same.

Our goal is to provide a safe, secure, welcoming environment to service our Tiffin owners who need warranty and repair. Our core intent is to provide this and improve our ability to serve you in a timely and efficient manner.

Sincerely,

A handwritten signature in black ink that reads 'Bob Tiffin'. The signature is fluid and cursive, with a long horizontal stroke at the end.

Bob Tiffin

