



SERVICE CENTER REPAIR POLICY

(Effective February 20, 2024)

1. Upon arrival on the grounds of the Tiffin Motor Homes, Inc.'s Service Center, all owners are required to register at the Campground Office. The Campground Office is open each day from 6:30am until 6:00pm.
2. For customers who desire to utilize the Service Center campground, you must be within the first year from the original date of purchase. If not within the first year from original date of purchase, and subject to availability, we have paid sites for \$26/night.
3. Service of eligible RVs is performed on a "first come, first serve" basis, by service order number. We also offer a "call-ahead" process where you can call (256) 356-2769, be placed in line, and receive a service number. You will need to then email campground@tiffinmotorhomes.com a list of needed repairs. Please pay close attention to the emails you receive daily regarding your place in line as this can change quickly due to cancellations or delays.
4. Having repairs performed at Tiffin's Service Center does not guarantee that the work will be performed under warranty and/or at no charge to the customer. We will advise the customer what is covered after diagnosis of the item(s) to be repaired.
5. During the months of October through March the temperatures can and will drop below freezing. If the RV is not winterized upon arrival during these months, Tiffin Motorhomes will winterize the RV at customer's expense.

OUR SERVICE STAFF WILL ASSESS NEEDED REPAIRS AND RVS WILL BE SERVICED AS FOLLOWS:

LIST OF REPAIRS POLICY:

- Please make sure that your list is complete prior to the start of the repair process.
- In the event that you add items to the list after the repair process has started, the additions may be subject to a separate Repair Order and placed at the end of the line. This does not apply to unforeseen urgent issues, breakdowns, or Recalls that affect the safety or use of the RV.
- All aftermarket parts removed will be disposed of unless we are notified at time of check-in that you want the parts returned to you.
- Tiffin reserves the right to refuse repair on an RV if conditions are unsafe or unsanitary. Please ensure kitchens, restrooms, and pet areas are clean and tidy.
- In the event a part is no longer available, Tiffin will make every effort to find a compatible substitute part. In some cases, this may be an upgrade part.

REPAIRS BY OTHER FACILITIES/COMPANIES:

- Tiffin no longer offers the ability for Tiffin staff to participate in the transport or coordination of work being performed outside of a Tiffin facility. For example, we will not shuttle to chassis repair shops, local customization shops, cleaning or body repair shops that are not Tiffin affiliated or required as a part of a warranty repair.
- All Tiffin services must be complete and paid for in full before we allow you to remove the RV from our premises for other work to be done by a third party.

USE OF TIFFIN GROUNDS:

- Tiffin does NOT allow independent companies/facilities on the grounds of our facilities or campgrounds at any time, for any reason, without explicit approval from the Director of Service Operations. This includes the use of the drop off storage area.



REGULAR BAY SERVICE:

- Regular Bay service will be performed only on RVs that are within ten (10) years of the original date of purchase.

EXPRESS BAY SERVICE:

- Any Tiffin RV that is less than ten (10) years old from original date of purchase may go through the Express Bay Service.
- Express repair consists of service performed by two (2) technicians for a time not to exceed three (3) hours.
- Most non-warrantable services can be accomplished in one (1) 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.
- RVs are limited to one (1) Express Bay visit per 60 days.

Should you need to know the date of the first owner purchase of a RV or have any other questions regarding Service Center policies, please contact one of our Customer Service Representatives by telephone at (256) 356-0261.

CUSTOMER PAY REPAIRS:

- The Service Center will not do paint repairs of any kind on an RV more than ten (10) years from the date of original purchase.
- The Service Center will not perform repairs of any kind on an RV more than ten (10) years from the date of original purchase.
- The Service Center does have the capability to provide insurance quotes for non-warranty damages, such as accident damage, body damage, etc., for coaches that are no more than ten (10) years old. An insurance quote provided by Tiffin is not a guarantee that repairs will be performed at the Tiffin Service Center nor that any repair costs will be covered by Tiffin.
- If repairs are being done through an extended service contract provider, all approvals for such repairs will be the responsibility of the customer to obtain directly from their provider. Payment of claim repairs is the responsibility of the customer and Tiffin will not accept insurance company checks for repairs. Tiffin will expect payment upon completion of the repairs directly from the customer.
- Payment by check or credit card is accepted, but Tiffin does not accept cash. If paying by credit card, a 3.5% fee will be added to the total bill.
- Tiffin offers additional services, such as Mechanic Shop services, RV Orientation, and maintenance services. Please inquire at the Campground office for details on these additional services.

PAINT REPAIRS:

- Tiffin does not honor any paint quotes or estimates written by any third-party entity, paint inspector, or repair facility.
- Any and all requests for paint repairs will be at Tiffin's discretion. Minor blemishes, flakes, or specks are not considered warrantable defects and are a part of the paint process during manufacturing. Warrantable defects include but are not limited to stress cracks, large paint runs, significant overspray, missing paint, and discoloration.
- All paint concerns will be inspected by a Tiffin technician AND the customer. Tiffin reserves the right to approve the repair request. If your RV is in the Customer Drop Off program, we will require detailed photos prior to any repairs being completed.
- If it is found that the paint concerns are due to the use of certain cleaners by the customer that resulted in fading, fisheyes, discoloration, etc., these concerns will be repaired by Tiffin, at their discretion, and at the customer's expense.
- **Customers should not tape their RVs or allow them to be taped by inspection services. Delays in the process can lead to damage from the tape. A minimum of \$500 cleaning fee will be assessed for all tape removal placed by the customer. This applies to exterior and interior taping.**

For a full and complete understanding of what is and is not covered under warranty please refer to your limited warranty booklet.



CUSTOMER DROP OFF PROGRAM:

- To use the Customer Drop Off Program you must contact Tiffin at (256) 356-0261, at the prompt, select Option 2 Retail Owner, then select Option 5, Scheduling, to speak to a Scheduling Coordinator. You may also email the Scheduling Coordinator at scheduling@tiffinmotorhomes.com to schedule an appointment for RV drop off.
- Unless you have scheduled an appointment, you will not be able to leave your RV at our Tiffin Service Center.
- We only accept RVs one week ahead of the scheduled appointment date.
- Upon completion of the repairs, we will email you a copy of your Service Order for your review. Payment must be made over the phone prior to picking up your RV.
- You must pick up your RV within seven (7) business days of being notified your RV is ready for pick up to avoid storage charges.
- After the 7th business day of being notified you will begin accruing storage charges of \$25 per day for all days your RV has been complete and is on Tiffin's property. These charges are retroactive from the date of notification.
- Your RV will be winterized and you will be charged for the winterization fee (current market rate) during the months of October thru March.
- Tiffin does NOT allow work from outside vendors or companies on an RV until it is checked out and off Tiffin's property.
- If you hire a third-party transporter to pick up your RV after the completion of repairs, we will need, in writing, the individual or company name and contact information about who is picking up the RV. This individual or company will be acting on your behalf and will have to go over the items repaired, accept the repairs made, and sign the necessary paperwork to remove the RV from our premises. If there are items on the original list that require further repairs, it needs to be brought to the Service Manager's attention before the RV leaves our premises.
- If you will not be able to keep your appointment, we require a 72-hour cancellation notice from your scheduled appointment date. If we do not receive a cancellation notice, either by phone or email, this may delay being able to accommodate your RV at our Tiffin Service Center in the future.