



BOB TIFFIN SERVICE CENTER CUSTOMER GUIDE

Welcome to the Bob Tiffin Service Center! Please use this guide to help you understand the different types of programs and services we offer at the Bob Tiffin Service Center.

As a valued member of our Tiffin family, we want to ensure you have a pleasant experience and we are able to give you the service you deserve.



At The Bob Tiffin Service Center, we are deeply committed to providing our owners with an unparalleled service experience that transcends mere transactions. We believe in transforming travel into an extraordinary adventure, one where every journey is marked by unforgettable moments and seamless experiences.

Our dedication to excellence is not just a promise; it's a legacy that we uphold with pride, inspired by the vision set forth by the esteemed Bob Tiffin. Just as he envisioned, we strive to go above and beyond for our customers, ensuring that every interaction, every service, and every journey is imbued with the same spirit of care, quality, and passion that has defined our organization from the very beginning.

With our unwavering commitment to service and the values instilled by Bob Tiffin, we aim to continue his legacy, fostering lifelong relationships with our owners and turning their RV travels into extraordinary adventures that they'll cherish for years to come.

Allen Bridges – VP of Service Operations

FOR PARTS & SERVICE CALL 256-356-0261
OR VISIT TIFFINMOTORHOMES.COM

904 GATES STREET, RED BAY, AL 35582  



CUSTOMER DROP OFF PROGRAM

INFORMATION ABOUT THE PROGRAM

The Customer Drop Off Program is designed to accommodate customers who are in their first four years of ownership, who cannot stay with their unit during servicing, and prefer to schedule a specific date and time for repairs. **Please note:** This is a drop off program only; **customers are not permitted to stay with their unit while it is in our care.**

WHAT TO EXPECT WHEN YOU ARRIVE AT THE BOB TIFFIN SERVICE CENTER

STEP 1

Upon arrival, please visit our campground office to check in and notify them that you are participating in our **Customer Drop Off Program**. Our team will provide you with a service number and a tag for placement on the passenger side of your windshield. Before arrival, our scheduling team should have informed you of the date, time, and bay number assigned for your repairs. Once checked in, you will receive instructions on where to leave your unit.



STEP 2

Drive your unit to the rear of the service center. Ensure all power to the unit is disconnected and verify that all personal belongings you wish to retain are removed. Additionally, please ensure the refrigerator is cleaned out and that your black and grey tanks are empty. At this point, no further action is required from you.

STEP 3

When your unit is complete and all the repairs have been made, you will receive a phone call and email from our service center office. They will inform you of what your bill of payment will be and that you can come and pick your unit up. When you come to pick up your unit, please come by the main office at the service center to finish your paperwork to check out.

STEP 4

Once you finish at the main office, you will stop by the campground office to let them know you have picked your unit up and are leaving.

WHAT TO EXPECT AFTER LEAVING YOUR COACH

Once your unit is at the service center, it will be assigned a service advisor who will oversee the repair process and keep you informed of progress. They are available to address any inquiries about your unit during its stay. Communication can be conducted via email or phone.

To schedule an appointment under this program, please call **256-356-0261** and follow the prompts for scheduling, or email us at scheduling@tiffinmotorhomes.com.



FIRST COME FIRST SERVE

INFORMATION ABOUT THE PROGRAM

Upon arrival at the Bob Tiffin Service Center for first-come, first-served repairs, several procedural steps must be followed to ensure prompt and professional service. These structured procedures ensure efficient handling of your service requirements, facilitating clear communication and minimizing wait times during your visit to our service center.

WHAT TO EXPECT WHEN YOU ARRIVE AT THE BOB TIFFIN SERVICE CENTER

STEP 1

Upon arrival, please visit our campground office to complete paperwork about your coach and personal details. If you intend to stay on-site, the campground office will assist in allocating an available campsite. Owners in their first year of the original purchase can stay free of charge in our full-hookup campsites. For those beyond the first year, paid campsites are available at **\$26.00** per day subject to availability. Once the paperwork is submitted to the campground office, you will receive a service number and windshield tag. This information will be forwarded to the main office at the service center to generate a work order encompassing all requested repairs.



Please note: Service commences upon issuance of a work order; repairs cannot begin without this documentation. Your work order will then be assigned to the service bay scheduling operator, who will sequence your unit in our service queue based on the order received.

STEP 2

The day before your scheduled bay appointment, our team will contact you with instructions to bring your unit to the designated bay area at the technician's direction. In some cases, if another coach has been completed, you may be directed to move into a bay on the same day for expedited service. At the day's end, you can retrieve your unit and return it to your camping spot. The technician will advise whether to return the following morning or await instructions for work in another department, typically starting with general repairs in our House Bay. Subsequent repairs involving paint, cabinetry, or mechanical issues will be scheduled accordingly in collaboration with you maintaining priority based on your original Service Order Number.

STEP 3

Upon completion of all repairs to your satisfaction proceed to the main office for check-in. Any outstanding charges must be settled at this time. For warranty-covered work, the necessary paperwork will be provided for your review and signature.

STEP 4

Following checkout at the main office, please visit the campground office to notify them of your departure.

WHAT TO EXPECT AFTER LEAVING YOUR COACH

Once your unit is at the service center, it will be assigned a service advisor who will oversee the repair process and keep you informed of progress. They are available to address any inquiries about your unit during its stay. Communication can be conducted via email or phone.

To schedule an appointment under this program, please call **256-356-0261** and follow the prompts for scheduling, or email us at scheduling@tiffinmotorhomes.com.



CALL AHEAD QUEUE

INFORMATION ABOUT THE PROGRAM

When utilizing our **Call Ahead Queue** service, you have the convenience of completing all necessary information and specifying the repairs you wish to have conducted during your visit to our service center. This includes providing personal details and information about your coach, such as VIN, make, and model. Once you submit this information to our campground office, we create a Work Order, a prerequisite for initiating any repairs on your unit. Each Work Order is assigned a unique Service Order Number, which serves as your identification while your unit is under our care.

Following this process, our scheduler for bay assignments manages the paperwork. You will receive daily email updates regarding your queue position for bay access, enabling you to plan your arrival time accordingly. This streamlined approach significantly reduces your wait time at the campground before repairs commence.

WHAT TO EXPECT WHEN YOU ARRIVE AT THE BOB TIFFIN SERVICE CENTER

STEP 1

Check-in at the campground office, identifying yourself as part of the **Call Ahead Queue**. They will provide you with all necessary information for your stay. If you are within your first year of ownership and are the original owner, you will be assigned a camping spot to use while awaiting repairs. For those outside this time frame, paid sites are available at a daily rate of **\$26.00**. These sites offer full hookups. You will continue to use this spot for your stay each night during your visit.

STEP 2

The day before your scheduled bay appointment, you will receive a call instructing you to pull your unit into the designated bay at the technician's direction. Occasionally, we may request that you move into a bay on the same day if another coach has been completed, allowing for quicker service. At the end of each day, you can retrieve your unit and return it to your camping spot. The technician will inform you whether to return the next morning or await instructions for work in another department. Typically, initial repairs are conducted in what we refer to as a House Bay, addressing miscellaneous coach repairs not related to paint, cabinetry, or mechanical issues. After completing work in the House Bay, if additional paint, mechanical, or cabinetry repairs are needed, your paperwork will be forwarded to the appropriate department for further scheduling. Your Service Order Number maintains priority based on its original queue position as soon as a bay becomes available.

STEP 3

Once all repairs are completed to your satisfaction, proceed to the main office at the service center for checkout. If there are outstanding charges, payment will be required. If your work is covered under warranty, you will sign the necessary paperwork provided by our front desk staff.

STEP 4

After completing checkout at the main office, visit the campground office to inform them of your departure.

To schedule an appointment under this program, please call **256-356-0261** and follow the prompts for scheduling, or email us at scheduling@tiffinmotorhomes.com.



SERVICE CENTER KEY TERMS

HOUSE BAY

At our service center, the House Bay is dedicated to servicing the residential components of your unit. This includes addressing issues with systems such as spyders, replacing appliances, upholstery, shades, stereos, mirrors, seals, windows, roof AC units, and more. Typically, this is the initial bay where your unit will undergo service upon arrival unless limited to paint, woodwork, or mechanical repairs only.



PAINT BAYS

The Paint Bays at our service center specialize in bodywork and exterior painting for your unit.

CABINET SHOP BAYS

The Cabinet Shop Bays are dedicated to all aspects of cabinetry service for your unit. This encompasses refinishing, rebuilding, touch-ups, tile work, drawer guides, and the addition of new cabinets.

MECHANICAL BAYS

Our Mechanical Bays offer a wide range of services including routine maintenance such as fluid changes for engines, transmissions, and hydraulics. They also conduct chassis inspections and repair any necessary components. Additionally, all hydraulic systems are serviced here. This bay is designated for repairs and maintenance of components located beneath the main floor of your unit.



BOB TIFFIN SERVICE CENTER

For pricing and details,
please scan QR code



Full Service Maintenance for All Models Includes:

- Slide Out Maintenance Services
- Battery Service
- Aqua-Hot Service
- Air Condition Service
- 45 Point Inspection
- Electrical System Inspection
- Appliance/Accessory Inspection
- Roof Maintenance
- Buff and Wax
- Coach Winterization
- Water Filter Replacement
- Fresh Water System Sanitize/Flush

Additional Services Include:

- Regular Bay Service
- Express Bay Service
- Call-Ahead Que
- Paint Repair
- Customer Pay Work
- Customer Drop Off

Service Center Operations: Mon. - Fri | 7:00 AM - 3:30 PM CST



RV ORIENTATION

An exclusive RV Orientation designed to familiarize owners with every aspect of their coach. This one-to-one experience will guide you through a thorough explanation of "how to use" your coach, ensuring you feel confident with every inch of your coach.

To schedule your orientation, email us at rvorientation@tiffinmotorhomes.com

TIFFIN EXTRA MILE

Mechanic Shop

- Oil Changes
- Generator Services
- Transmission Services
- Axle Services
- Air Systems
- Suspension Systems
- Power Steering Systems
- Fan Drive Systems
- Koni Shock Upgrades
- Full 4 or 6 Wheel Alignments
- Brake Repair
- Computer Diagnostics
- Freon Recharges
- Full Chassis Inspections

For service estimates and appointments,
please call 256-356-0261.

Mechanic Shop Service Hours:

Monday-Friday | 6:00 a.m. - 2:30 p.m.

Tiffin Factory Delivery Program

SCAN ME 



The new Tiffin Factory Delivery Program is a special delivery option performed by Tiffin Motorhomes personnel for ordered Zephyrs and Bob Tiffin Limited Edition Allegro Buses. This exclusive and dedicated team will prepare coaches for special delivery and will provide you with what we hope will be the best coach delivery experience ever.

Here is what to expect:

- The factory delivery will take 2-3 full days.
- We will walk you through every operating system and compartment in your motorhome at your own pace.
- In addition to a very hands-on approach to your delivery experience, you will leave Red Bay for your first trip with a full tank of fuel and water in your tanks. (During the winter, you may choose to have your coach winterized instead of having your tanks filled with water.)

Our goal is that before you leave the factory, you will understand how your coach operates from top to bottom, and know the 'why' behind every feature and function.



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*If you are not part of the
Tiffin Allegro Club,
let's get you signed up!*



Remember, the Tiffin Allegro Club is available to ALL owners of EVERY Tiffin-built motorhome and Vanleigh Fifth Wheel!

As a member, you are eligible for these benefits:

- Participation in local chapters across the country.
- Opportunity to attend Tiffin Rallies, one of the Tiffin Allegro Club's most popular activities.
- Access to discounted rates from vendors offering RV-related products and services.

Ready to become a member?

For New Tiffin Owners

The first year of Tiffin Allegro Club membership is free with purchase of a new, untitled Tiffin Motorhome. To activate the membership, return the registration included in your new owner package.

For All Other Tiffin Owners

The fee to join or renew club membership is \$25 for one year, \$46 for two years, and \$65 for three years. Payment must accompany application.

**To stay in the
know of current
happenings, let's
get Social!**



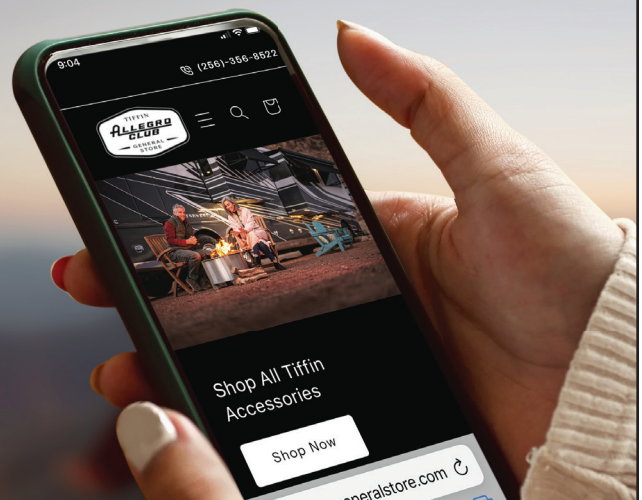
Find us on

TIFFIN
ALLEGRO CLUB

TIFFIN
MOTORHOMES



**Visit us online to shop
for all your Tiffin Gear!**



902 A Gates Street | Red Bay, Alabama
OFFICE HOURS: MONDAY – FRIDAY 7:00 a.m. – 3:30 p.m.