



## **SERVICE CENTER REPAIR POLICY**

(Effective December 8, 2025)

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 the original date of purchase, and subject to availability, we have paid sites for \$26/night or visit our off-site luxury campground, [Red Bay Acres](#). You can check Red Bay Acres rates and availability at this website: <https://tiffinmotorhomes.com/red-bay-acres/>
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](mailto: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 customers' 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.
- You are allowed to add to your list of repairs once prior to entering the Bay. 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 on any Tiffin RV – all years and models.

### EXPRESS BAY SERVICE:

- Any Tiffin RV, regardless of year or make, 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.

### CUSTOMER PAY REPAIRS:

- The Service Center will do paint repairs of any kind on any make and model year RV.
- The Service Center will perform repairs on any make and model year RV.
- The Service Center does have the capability to provide insurance quotes for non-warranty damages, such as accident damage, body damage, etc., for any Tiffin RV; however, this is depending on Tiffin having the available components needed. 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 authorized 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, Detailing, 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.



### **TIFFIN SCHEDULED SERVICE PROGRAM:**

- To participate in the Tiffin Scheduled Service Program, you must submit a request through our online service form or email our Scheduling Coordinator at [scheduling@tiffinmotorhomes.com](mailto:scheduling@tiffinmotorhomes.com) to schedule an appointment.
- Units are accepted by appointment only. RVs may not be left at the Tiffin Service Center without a confirmed scheduled date and time.
- For customers choosing to drop off their unit, we will accept RVs up to one (1) week prior to the scheduled appointment date.
- Upon completion of repairs, you will receive a copy of your Service Order by email for review. Payment must be made prior to pickup. For drop-off units, payment will be collected by phone before arrival.
- Units must be picked up within seven (7) business days of notification that repairs are complete to avoid storage fees.
- Beginning on the 8th business day after notification, storage charges of \$25 per day will apply for each day the RV remains on Tiffin property. These charges are retroactive to the original date of completion notification.
- During the months of October through March, units left onsite will be winterized as needed. Applicable winterization fees (current market rate) will be applied.
- Work by outside vendors or third-party companies is not permitted while the RV is on Tiffin property. Any outside work must be completed after the unit has been checked out and removed from our premises.
- If you authorize a third-party transporter to pick up your RV, we must receive written authorization including the individual or company name and contact information. The authorized party will act on your behalf, review completed repairs, accept the work performed, and sign all required paperwork before the unit is released. Any concerns regarding completed repairs must be addressed with the Service Manager prior to the unit leaving Tiffin property.
- If you are unable to keep your scheduled appointment, a minimum 72-hour cancellation notice is required. Failure to provide notice by phone or email may impact future scheduling opportunities.