TIFFIN

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.

Josh Stacy – VP of Service

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

904 GATES STREET, RED BAY, AL 35582

TIFFIN

SCHEDULED SERVICES

INFORMATION ABOUT THE PROGRAM

The Tiffin Scheduled Service Program is available for all model year coaches. Customers may request a specific service date and time and have the option to either remain with their unit during service or drop it off and return once repairs are complete. **Please note:** Scheduled appointments apply to standard service bays only. Specialty bays — including Cabinetry, Paint, and Mechanics — are scheduled separately and are serviced in sequential order based on service order number.

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

STEP 1

After your appointment has been scheduled, you may add additional repair items to your service list. However, we are committed to completing the items originally submitted at the time the appointment was made. While we will make every effort to address additional requests during your scheduled visit, completion of added items cannot be guaranteed. If additional items are not completed during your appointment, you may choose to have them addressed through one of our other available service queues.

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 to place 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.

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 keep have been removed. Please also make sure the refrigerator is cleaned out and that your black and gray tanks are empty. At this point, no further action is required.



When your unit is complete and all repairs have been made, you will receive a phone call and email from our service center office. They will inform you of your final bill and let you know when your unit is ready for pickup. Customers who choose to drop off their unit must pick it up within seven (7) business days of notification that repairs are complete to avoid applicable storage charges. When you arrive to pick up your unit, please stop by the main office at the service center to complete your paperwork and check out.

After completing checkout at the main office, please stop by the campground office to let them know you have picked up your unit and are leaving.

To schedule an appointment under this program, please email us at **scheduling@tiffinmotorhomes.com** or scan the QR code to access the online form.

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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 check in at the campground office to complete paperwork for your coach and personal information. If you plan to stay on-site, the staff will help assign a campsite. First-year owners may stay free at our full-hookup sites or at Red Bay Acres for **$45** per day. Owners beyond the first year can reserve a campsite for **$26** per day at the service center or **$55** per day at Red Bay Acres, subject to availability. Once your paperwork is submitted, you will receive a service number and windshield tag. This information will be sent to the main office at the service center to create a work order covering all requested repairs.

Please note: service cannot begin until a work order has been issued. Afterward, your work order will be scheduled by the service bay operator, who will sequence units in the service queue in 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-out. 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 email us at **scheduling@tiffinmotorhomes.com**.

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CALL AHEAD QUEUE

INFORMATION ABOUT THE PROGRAM

With our **Call Ahead Queue** service, you can provide all necessary information about yourself and your coach, such as VIN, make, and model, before your visit. Once submitted to the campground office, we create a Work Order, which is required before any repairs can begin. Each Work Order is assigned a unique Service Order Number to identify your unit while it's in our care.

Our scheduler then manages bay assignments, and you will receive daily email updates on your queue position. This helps you plan your arrival and reduces wait time before service starts.

Scan the QR code to fill out the service form.

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 **$26** per day at the service center or **$55** per day at Red Bay Acres, both with full hookups. You will use this spot each night for the duration of your visit.

STEP 2

The day before your scheduled bay appointment, you will receive a call directing you to pull your unit into the assigned bay. Occasionally, we may ask you to move on the same day if a bay becomes available, allowing for faster service. At the end of each day, you can return your unit to your campsite. The technician will let you know whether to return the next morning or follow instructions for work in another department. Initial repairs are usually done in a House Bay, which handles general coach work not related to paint, cabinetry, or mechanical issues. If additional paint, mechanical, or cabinetry work is needed, your paperwork will be sent to the appropriate department for scheduling. Your Service Order Number keeps its original priority in the queue.

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 email us at **scheduling@tiffinmotorhomes.com** or scan the QR code to access the online form.

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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 spyder control panel, 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.

CUSTOMER PAY WORK

Beyond warranty coverage, we extend the opportunity for our owners to have their coaches expertly repaired, even if they have exceeded their limited warranty. Our exceptional repair services ensure that your coach receives top-tier care and attention, maintaining its peak performance regardless of warranty status.

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BOB TIFFIN SERVICE CENTER



Schedule Service

Full Service Maintenance for ALL Models includes:

- House Inspection
- Air Condition Service
- Appliance/Accessory Inspection
- Aqua-Hot Service
- Buff and Wax
- Solid Surface Rejuvenate
- Coach Winterization
- Fresh Water System Sanitize/Flush
- Roof Maintenance
- Slide Out Maintenance Services
- Water Filter Replacement
- Starlink® Pro Installation

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



Discover the Tiffin Motorhomes KNOWLEDGE BASE

Explore our Knowledge Base to quickly find self-service solutions, including:

- OWNER MANUALS
- HOW-TO GUIDES
- FAQs
- TECHINCAL SUPPORT
- RECALL & SAFETY UPDATES

Scan the QR code to learn more or visit
knowledge.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.

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FACTORY DELIVERY PROGRAM



The Tiffin Factory Delivery Program is a special delivery option offered by Tiffin Motorhomes for ordered **Phaetons, Allegro Buses, Zephyrs, and Bob Tiffin Limited Edition Allegro Bus**. A dedicated team will prepare coaches for special delivery and ensure that you have the best coach delivery experience possible.

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 for you to fully understand how your coach operates and the purpose behind every feature and function before leaving the factory. Scan the QR code to learn more!

TIFFIN MOTORHOMES

CALL 256-356-8661 AND ASK TO SPEAK TO INSIDE SALES OR VISIT TIFFINMOTORHOMES.COM

105 SECOND STREET NW, RED BAY, AL 35582

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TIFFIN ALLEGRO CLUB

Enjoy Your First Year in the Allegro Club—On Us!

As a new Tiffin owner, you receive one year of **FREE** membership in the Allegro Club, our exclusive owner's community.

WITH YOUR MEMBERSHIP, YOU'LL ENJOY:

- Discounts on partner services
- Access to members-only news and resources
- A warm community of fellow Tiffin owners ready to welcome you

GETTING STARTED IS EASY:

1. Visit allegroclub.tiffinmotorhomes.com or scan the QR code below.
2. Fill and submit the application form.
3. Enter coupon code **1stYearFree** at checkout to receive your complimentary first year of membership

MEMBERSHIP APPLICATION

SHOP TIFFIN MERCHANDISE

OFFICE HOURS: MONDAY – FRIDAY 7:00 a.m. – 3:30 p.m.

Red Bay Acres

R.V. RESORT

BOOK YOUR STAY TODAY!



SITES AND RATES

STANDARD SITE

- Nightly - **$65.00**
- Discounted Rates for Tiffin Coaches:
  - Within 1 Year Warranty - **$45.00**
  - Beyond 1 Year Warranty - **$55.00**
- Weekly - **$420.00**
- Monthly - **$1,660.00**

LUXURY SITE

- Nightly - **$75.00**
- Discounted Rates for Tiffin Coaches:
  - Within 1 Year Warranty - **$55.00**
  - Beyond 1 Year Warranty - **$65.00**
- Weekly - **$470.00**
- Monthly - **$1,860.00**

AMENITIES

- Fishing Lake
- Fenced Dog Park
- General Store
- Pickleball Court
- Horseshoes
- WiFi
- Full Hookups (Water, Electric, Sewer)
- 24 Hour Video Surveillance

CONTACT

RESERVATIONS
855-473-3229

RED BAY YACHT CLUB
256-333-4438

GENERAL STORE
256-333-4436

EMAIL
Reservations@redbayacres.com

996 9th St. West Red Bay, AL 35582