

## Preparing for Your Service

### Repair List

It is important that we have your complete repair list as soon as possible. In the event you have items you would like to add to the list you provided our appointment scheduler, please email the additional items to [tucsonservice@lazydays.com](mailto:tucsonservice@lazydays.com) or phone them into us toll-free at 888.247.4026.

### Parking/Arrival

When you arrive at Lazydays, please enter through the security gate off of East Irvington Road and proceed straight to the service drive. Our service greeter will meet you at your RV and begin the check-in process for your appointment.

### Preparation

If you are dropping off your RV, please be sure that all items are removed from your refrigerator and freezer. *Motorhomes*: please make sure that your tow/hitch equipment is secured in one of your coach compartments. Security of all equipment and personal property is the owners' responsibility.

If you have a service contract policy, your service advisor will need a copy of the policy in order to process the repairs through the contract. If your RV is under manufacturer warranty and you purchased it from another dealer, your service advisor will need a copy of the bill of sale for warranty processing.

### Process

Your set appointment time is to meet with your advisor and review your scheduled service needs. Your RV will be moved into a service bay, as soon as possible, for the designated repair diagnostics to begin. If you have specialty shop needs (body shop, woodworking shop, glass shop, or chassis shop) your advisor will work with the appropriate shop to coordinate the diagnostics and repairs to be as timely as possible.

Please keep in mind that we will do everything in our power to service your RV as quickly as possible. However, some things require additional time, such as, manufacturer warranty and service contract pre-authorizations, insurance approvals, repair parts that require special ordering, and diagnostic time and repairs that require several days to complete. We assure you that we will do our best to minimize delays as we work through the repair process. If for any reason your RV will not be ready in one day, we will accommodate you in your RV overnight in the service bays that provide premier amenities, including water,



# SERVICE APPOINTMENT

## Process (continued)

sewer and electric hookup. If your RV is in our Collision Center for repairs, the fire marshal and insurance regulations prohibit the occupation of RVs while in these bays. However, we have nearby hotels while you're awaiting repair completion.

If you are dropping your RV off for pick up at a later date, it will be checked in by your service advisor on the appointment date and a technician will begin the diagnostics as soon as possible. Whether you are waiting on-site or at home, your service advisor will keep you updated as we work through the repair process. Our goal is to facilitate your repairs as efficiently as possible. To learn more about our service capabilities, visit

[Lazydays.com/RVService](http://Lazydays.com/RVService).

## Enjoy Your Stay

Our facilities offer comfortable seating in our service lounge as well as informational RV seminars in our sales building along with an impressive display of RVs open for browsing. The nearby KOA/Lazydays campground has a heated swimming pool, laundry facilities, and a recreation room should you choose to extend your stay in Tucson.



1.888.247.4026

Scheduling	Ext. 6300
Technical Support	Ext. 4029
Parts	Ext. 6321