

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 tampascheduling@lazydays.com or phone them into us toll-free at 877.406.1798.

Parking/Arrival

When you arrive at Lazydays, please enter through the security kiosk located at the front of the main dealership building, just past the on-site Cracker Barrel restaurant. The RV parking sites in front of the main Lazydays dealership building are numbered, so you can easily recall your RV location for your appointment check-in. You will find the Service Check-In entrance to the right of the Lazydays Store entrance on the west end of the dealership building.

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. If you are waiting on the repairs, your RV will be checked in by your service advisor and 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.

Process (continued)

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, sewer and electric hookup. The fire marshal prohibits the occupation of RVs while in the chassis shop and body shop bays. However, we have nearby hotels, if your RV is in one of these bays for several days and 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.

Enjoy Your Stay

Our facilities offer comfortable seating areas, breakfast and lunch options in our restaurant, The Front Porch, informational RV seminars and a vast display of RVs open for browsing. We also have a nearby campground with a heated swimming pool, laundry facilities and a diner-style restaurant – Exit 10 Restaurant & Pub.