

Your questions answered:

Why do I need to have my touring caravan/motorhome serviced?

Your leisure vehicle needs to be regularly serviced for roadworthiness, and the habitation areas need regular inspections to ensure there has been no deterioration. If your leisure vehicle is under warranty, it will require servicing within a stipulated time for that warranty to continue.

How often should I have my touring caravan/motorhome serviced?

Leisure vehicles should be serviced on an annual basis - even if a caravan or motorhome is used only a couple of times a year. (Lack of use can cause its own problems.)

If you intend to tour a great deal, especially in areas where the roads are not well surfaced, then it is worth considering more than one service per year. Poor roads can adversely affect tyres, suspension, body and fittings etc.

How often should I get my tyres changed?

The Approved Workshop Scheme recommends that you should have your touring caravan or motorhome tyres changed every seven years. This is in line with the British Tyre Manufacturers Association (BTMA) guidelines.

How long will the service take to complete?

A motorhome habitation service will usually take around three hours. A single axle tourer service will take around four hours, or a little longer for a twin axle tourer.

During the service, will the gas appliances in my touring caravan or motorhome also be serviced?

Gas appliances will be safety checked but not serviced in a basic service; you can ask for this to be carried out (at an extra cost). Please note some appliance manufacturers will not continue any warranty into the second or third year unless the appliance has been serviced annually (check with your appliance manufacturer).

Can the service on my touring caravan/motorhome be carried out by a mobile workshop and still maintain my warranty?

Yes, all Approved Workshops have full manufacturer support and approval.



Your questions answered continued...

Will the Approved Workshop be able to carry out warranty work?

Yes, provided that you have an agreement with your supplying dealer.

My supplying dealer does not have an Approved Workshop. Is this a problem?

The major UK manufacturers support the Approved Workshop Scheme. They are encouraging their dealer networks to become members of the Scheme. A supplying dealer needs a workshop to be able to carry out pre-delivery inspection and warranty work. All Approved Workshops have to meet the exacting standards of the manufacturers but particularly those of the Scheme through the Code of Practice.

My supplying dealer has gone out of business, but my vehicle is still covered by warranty, what can I do to get warranty issues corrected?

Contact your touring caravan/motorhome manufacturer and they should be able to work together with another dealer to correct any warranty issues.

Is bulb replacement covered on a service?

Yes, but depending on how easy the bulb is to replace, you may incur a small charge.

I have heard of an incident when the nearside wheels on a caravan came loose - how could this happen?

Wheels do not come loose under normal circumstances if tightened to the correct torque. It is recommended however that you always check the tightness of wheel nuts before every trip. If the wheels have been removed during a service (or for other reasons) the torque of the wheel nuts should be rechecked after 50 miles..

