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- Cashion Thermoplastics: What’s in Your Basement?
You probably packed a little extra for whatever adventures you might encounter on your trip. If you’re not sure of the axle end weight of your vehicle, your RV is most likely overloaded. The new MICHELIN® 305/70R22.5 XRV, with its expanded load capacity*, is ready to take on more weight than ever.

To learn more about the MICHELIN® 305/70R22.5 XRV, visit www.michelinrvtires.com.

*The Michelin 305/70R22.5 XRV has a per-axle maximum load capacity of 15,660 lbs in singles and 27,760 lbs in duals at 120 psi cold pressure. You should always weigh each axle and check Michelin’s Load and Inflation Tables to determine proper fitment and air pressure for your vehicle.

You’ve Been Packing!

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Letters, We Get Letters . . . and Postcards and Emails

Norman Spray’s story on the Talimena Byway in Oklahoma and Arkansas was originally planned for one of our fall editions. But I decided that the mid-October publication date might cause you to miss the peak color on the byway by the time you actually read the story. So instead we included it in this issue to allow you time to make plans for the trip.

We are planning upcoming travel stories to visit Amish farms in Ohio and Iowa; Mt. Rushmore, the Badlands, and historical sites in South Dakota; and the Glacier National Park in Montana along with other interesting points in that state.

During July, August, and September, we will be traveling in the Allegro Bus 40 QBP which was featured in this issue. We can already tell you it is a pleasure to drive and live in with all of its great features and amenities.

Traveling With Your Pets
In this issue, Dr. Piaseczyk discusses the many sources of poison to which your pets may have access. If you have any questions for Dr. Piaseczyk, please address them to: “Traveling With Your Pets” in the subject line, or send an email to fredthompson1941@hotmail.com with “From the Road” in the subject line.

Serious Tech Talk
To address your technical questions to Dr. Pilarczyk, you may use the postcard bound in this issue, send a longer letter to the address at left, but using “From the Road” in the first line, or send an email to fredthompson1941@hotmail.com with “From the Road” in the subject line.

Changes of Address
To tell us about your experiences on the road, you may use the postcard bound in this issue, send a longer letter to the address at left, but using “From the Road” in the first line, or send an email to fredthompson1941@hotmail.com. If you need an immediate answer to a service problem, you should call 256-356-0261.

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Cashion Thermoplastics makes a wide variety of components for Tiffin motorhomes. Now operated by second-generation owner, Chuck Cashion, the company has been in business for 40 years.
Red Bay in the Sixties
by Bob and David Tiffin*

When our coach owners visit Red Bay, many of them wonder and often ask, “What was Red Bay like back when you started the company?” Tiffin Motorhomes is coming up on its 40th Anniversary next year so that is a very good question.

Red Bay forty or fifty years ago was a bustling farming town. Weekdays were pretty calm but Saturday was the big day when farm families came to town to buy staple groceries and farm supplies. All of them, as well as most Red Bay families, had nice gardens, so they usually didn’t come to buy fresh vegetables.

There were thriving stores on main street as well as both of the parallel side streets and the cross streets. Dr. Weatherford had a clinic where Back Street BBQ is located now. Later on, Dr. Dempsey joined the practice soon after he completed his medical degree at Columbia University.

There were 10 grocery stores owned by local citizens. They all made in-town deliveries to your home and most folks had credit accounts that they paid at the end of the month — no large chain supermarkets like the two we have today. Earl Bostick operated a dairy just over in Mississippi that delivered fresh milk daily to residents in Red Bay. We also had a Yellow Front store that sold a wide variety of groceries, dry goods, and home supplies.

In the fifties and sixties, Red Bay had three barber shops operated by Olen Thrasher, Hardy Alverton, and Junior Harris. Those good men have passed on and Red Bay is down to one shop operated by Doug Ray where we get our haircuts and have for many years.

We had several clothing stores and a dry cleaning establishment. Sherman’s, King’s, and Feldman’s were department stores that sold clothes for the whole family, and the Style Shop sold ladies’ ready-to-wear. We had a nice men’s store, too. Twice a year a tailor would visit McKinney’s and measure you for a custom-made suit. There were three fine drug stores where the teenagers liked to hang out on Friday and Saturday nights at the soda fountains.

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Judy and I dated for two years in high school before graduating in 1960. On a date we would go to the Red Bay Theater for 25 cents each and buy two bags of popcorn for 20 cents. Can you believe that? A date cost 70 cents and maybe another quarter for a gallon of gas.

Nabers and Company had a very successful farm and home building supply business. The Nabers had three sons who were about the same age as Bob and me. Both Nabers and Tiffin Supply sold building supplies, groceries, work clothes, and shoes in the sixties. Back then most everything was done on credit and you paid your account at the end of the month. Like the small grocery stores, we delivered small orders that were called in. Tiffin Supply expanded its delivery service to reach farms, running three to five routes a week. We called it the Peddlin’ Truck. We even did bartering. A farm wife might trade us two dozen eggs or three chickens for staple items we carried on the truck. We had a coop attached to the back of the truck to take chickens in trade.

Red Bay had two jewelry stores. In the sixties Billy Mitchell put in a jewelry store across the street from where Bank Independent is now located. In the late fifties Shorty Nixon had a jewelry store in the same building. Mrs. Giles operated a very nice dining room in the hotel where we often went right after church services for Sunday dinner. She had a good chef and the china, tableware, white table cloths, and napkins were an elegant venue for our little town. Dr. Dempsey’s jewelry store in the same building with the Red Bay Hotel. Mrs. Giles operated a very nice dining room in the hotel where we often went right after church services for Sunday dinner. She had a good chef and the china, tableware, white table cloths, and napkins were an elegant venue for our little town. Dr. Dempsey’s jewelry store in the same building with the Red Bay Hotel. Mrs. Giles operated a very nice dining room in the hotel where we often went right after church services for Sunday dinner. She had a good chef and the china, tableware, white table cloths, and napkins were an elegant venue for our little town. Dr. Dempsey’s jewelry store in the same building with the Red Bay Hotel. Mrs. Giles operated a very nice dining room in the hotel where we often went right after church services for Sunday dinner. She had a good chef and the china, tableware, white table cloths, and napkins were an elegant venue for our little town. Dr. Dempsey’s jewelry store in the same building with the Red Bay Hotel. Mrs. Giles operated a very nice dining room in the hotel where we often went right after church services for Sunday dinner. She had a good chef and the china, tableware, white table cloths, and napkins were an elegant venue for our little town. Dr. Dempsey’s jewelry store in the same building with the Red Bay Hotel. Mrs. Giles operated a very nice dining room in the hotel where we often went right after church services for Sunday dinner. She had a good chef and the china, tableware, white table cloths, and napkins were an elegant venue for our little town. Dr. Dempsey’s jewelry store in the same building with the Red Bay Hotel. Mrs. Giles operated a very nice dining room in the hotel where we often went right after church services for Sunday dinner. She had a good chef and the china, tableware, white table cloths, and napkins were an elegant venue for our little town. Dr. Dempsey’s jewelry store in the same building with the Red Bay Hotel. Mrs. Giles operated a very nice dining room in the hotel where we often went right after church services for Sunday dinner. She had a good chef and the china, tableware, white table cloths, and napkins were an elegant venue for our little town. Dr. Dempsey’s jewelry store in the same building with the Red Bay Hotel. Mrs. Giles operated a very nice dining room in the hotel where we often went right after church services for Sunday dinner. She had a good chef and the china, tableware, white table cloths, and napkins were an elegant venue for our little town. Dr. Dempsey’s jewelry store in the same building with the Red Bay Hotel. Mrs. Giles operated a very nice dining room in the hotel where we often went right after church services for Sunday dinner. She had a good chef and the china, tableware, white table cloths, and napkins were an elegant venue for our little town.

Continued on page 6
son, Mark, is remodeling the hotel and has plans to offer a nice restaurant. He expects to open later this year.

Like many small towns 50 years ago, Red Bay had an ice plant. You could buy 50 pound blocks for your ice box (refrigerator) or have them crush it and put it in heavy paper bags—perfect for when you were expecting a lot of company or were planning to make a freezer of ice cream. Lee Gober was the owner of the Red Bay Gin and Ice Company which was located on property just west of our present-day Arts & Entertainment Center. His brother, Jim Gober, helped with the operation. Mr. Jim had two sons about the same age as David and me and we played with them growing up. The operation of the ice plant required a big water vat and the water was always cold throughout the summer. Mr. Jim would let the four of us use the vat as our own little private swimming pool.

In the early 1960s Daddy and I (Bob) saw our first television at Gooseneck Sims’ filling station. He had this little round tube TV sitting on top of the drink box. The signal was so poor that the reception was very bad and the other two men who watched with us could not understand it.

Every Saturday during the summer months the merchants contributed money for a drawing in the mid-afternoon. As people purchased items in the stores, they would get drawing tickets for every dollar spent. The drawing pot would run from $500 to $1,000, and that was big money back then. That could buy the fertilizer and seed for next year’s planting. Or if they spent the winnings at Tiffin Supply, a farmer could add a small bathroom to the side of his house for that much money.

Red Bay was a thriving town for people who wanted to have daytime jobs and still operate their farms in the afternoons and weekends. We had two textile plants: Blue Bell and Lance Garment Company which employed hundreds of ladies. Just six miles away, Belmont also had two garment plants: Wrangler Jeans and Golden Manufacturing, which made garments for the military.

Keerton Lumber Company operated a sawmill and produced finished lumber for construction—barns, homes, and commer-
cial. It was located where the Dollar Store, Jacks, CVS, and Fred’s are today. Keerton Lumber was a big employer. They had a sawmill for cutting the logs into all sizes of lumber. You can still see plen-
y of logging trucks driving down Red Bay’s main street today.

Our bank was the Bank of Red Bay. It later became Community Bank. In 1965 two companies, Sunliner and Safari, opened plants in Tupsah, Mississippi, and Halifax, Virginia. The company manufactures a million pounds of dry pet food daily. The Bosick family also started Sun-
shine Mobile Homes in the early sixties. This area also has two other mobile home plants, one in Ibel and one in Hackleburg.

In 1964 Commodore built a plant in Red Bay to manufacture motorhomes and travel trailers. Tiffin Supply sold them sup-
plies. When I went to collect our accounts, I often visited the assembly line to watch the RVs being built.

Red Bay had a Chevelor dealership which supplied chassis to the Commodore motorhome plant. Belmont had a Ford dealership and Dayton Akins and Charles “Spot” Cashion operated the International Harvester dealership which sold farm equipment here in Red Bay.

In 1965 several investors built and operated the Farmers Gin and Warehouse, which was a very modern gin at that time with all the current technology. From September through No-
vember, I (Bob) operated the gin during the cotton harvest and then went back to Tiffin Supply when the season was over. Also in 1965 two companies, Sunliner and Safaris, opened plants in Tremont and Iuka, Mississippi, to build motorhomes. We sold supplies to both operations. Since they were my accounts, I called on the management people to take orders and handle col-
lections. Since I was not competition, they allowed me to watch the union meetings. I began to see inefficiencies and problems with their construction and assembly line methods. In Jan-
uary and February 1972 both companies went broke and closed.

I told Daddy that I thought we could do a better job and we needed to start building motorhomes.

We had built a new cotton warehouse behind the gin and next to Page Chevrolet. The cotton crop failed that year and left us with a big, unused building, which gave us another reason to go ahead with my plan to start Tiffin Motorhomes. We incorpo-
ated Tiffin Motorhomes in September 1972.
Watermelon at the Lake in Your New 2011 Allegro Bus 40 QBP

Of course, it was inevitable that a new 40-foot floorplan for the Allegro Bus with a rear bath plus a midship half bath would emerge this year from the TMH assembly plant. In real estate, they say a property’s sale is based on three things: location, location, location. In motorhome design and production, a new floorplan also is based on three things: demand, demand, demand. And you can bet that Tiffin Motorhomes listens to its customers.

When I first stepped into the 40QBP with the slides deployed, the interior pleasantly cool (despite Red Bay’s summer temps in the high 90s), all of the recessed lighting turned on, the ceramic tile floors with insets beautifully polished, I called Carolyn and said, “Give the keys to the house to our realtor — we’re going to make breakfast. Elaine, right behind you is your standard KitchenAid all-electric, double-door residential refrigerator. The huge bottom drawer is your freezer section with a very productive icemaker. You’ll need six eggs and the ingredients for your favorite omelet. Remember, you’re cooking for three this morning. Elaine, tell Mike he has to help, too. Put six strips of that thick-sliced Lewey bacon on the drip tray and put it in the microwave-convection oven. But don’t start it yet. Remember, Elaine, under the optional dishwasher is that big pots and pans drawer. Get two omelet pans and the cutting board for the ingredients. You will love the double burner Gourmet gas cooktop. Mike, the pancake griddle is stored in that cavern under the sink. Get it plugged in and I’ll mix up the Jiffy corn pan-cakes while you cut up a cantaloupe on the island slide-out. I’ll need another egg and a cup of milk. For our inaugural trip, I put a pint of Vermont maple syrup in the shelf that slides out of the cabinet above the coffeemaker. Mike, take that Land O’ Lakes butter out of the fridge and put it on the sideboard so it will soften up a bit. There is some fresh-squeezed Florida OJ in there, too. The juice glasses are in the cabinet above the midship TV. I’ll tune in the “Today” show. It’s on the NBC station. Mike, could you set the table? The dishes are in the cabinet over the sideboard. Six slices of bacon — Elaine, that’ll take five minutes in the microwave-convection oven. You will like this unit — it’s vented to the outside. I’ve got the griddle cakes going. Wow, your omelets are really looking good. Hey, this is coming together great! Man, that coffee smells good — I am so hungry. Would you have believed that three people could work in this galley at the same time? This is one spacious coach, isn’t it?

As you can see, the dining table is really large, 25 × 40 inches to be exact. Elaine, you and I can sit across from each other and we’ll put Mike on the end. Now we all have plenty of elbow room. What is not obvious about your dinette is that it also doubles as a business center. When we clear the breakfast table, I’ll show you how that works.

By the way, Mike, you will be relieved to know there is no dishwashing to do in this Allegro Bus. Everything goes in this deep drawer-style Fisher & Paykel dishwasher. It’s optional, but it’s worth it. Fine glasses to pots and pans.

Mike and Elaine, while we are admiring the roominess of the galley and dinette area, let me also point out the residential style stainless steel double sink: 18.5 × 15.5 × 9.5 inches deep. The adjacent sink is slightly smaller and 8.5 inches deep. Note the single lever faucet with extendable spray handle. The backsplash is a work of art — grouted ceramic tile with every piece put in place by hand. The two large overhead cabinets on either side of the microwave-convection oven have slide-out box shelves providing easy access. Including the second shelf in each cabinet, the two cabinets together offer 10 cubic feet of storage. The drawers in the island slide-out are 26 inches long by eight inches wide. Plus you have a stack of three drawers on the north end of the galley.

Mike, one thing I don’t want you to miss is the built-in vacuum cleaner system and the power baseboard vacuum to whisk just above each sofa. If you have reached a point in your lifestyle where you have raised the bar to reach your comfort zone, your bar in a Class A coach should be the 2011 Allegro Bus 40QBP.

Comfort Zone No. 1

I am taking an inaugural trip with Mike and Elaine in their new coach. They invited me along to get the full value out of this beautiful motorhome on its first voyage. From the entry step well to the midship television,* your Comfort Zone No. 1 measures 22’3" × 12’9". The zone includes the living room, the dinette/business center, and the galley. Each integrates and flows nicely into the other as the segments of your day move along.

Since we all began our day with breakfast, I want you to see a great galley in operation. We are going to push it to the max and have fun whipping out a great breakfast. Cracker Barrel, eat your heart out.

OK, guys, let’s do it. I’ll place the Cuisinart coffeemaker in the forward corner of the solid surface countertop (89 inches across and 30 to 43 inches deep) and get the java going while you make breakfast. Elaine, right behind you is your standard KitchenAid all-electric, double-door residential refrigerator. The huge bottom drawer is your freezer section with a very productive icemaker. You’ll need six eggs and the ingredients for your favorite omelet. Remember, you’re cooking for three this morning. Elaine, tell Mike he has to help, too. Put six strips of that thick-sliced Lewey bacon on the drip tray and put it in the microwave-convection oven. But don’t start it yet. Remember, Elaine, under the optional dishwasher is that big pots and pans drawer. Get two omelet pans and the cutting board for the ingredients. You will love the double burner Gourmet gas cooktop. Mike, the pancake griddle is stored in that cavern under the sink. Get it plugged in and I’ll mix up the Jiffy corn pan-cakes while you cut up a cantaloupe on the island slide-out. I’ll need another egg and a cup of milk. For our inaugural trip, I put a pint of Vermont maple syrup in the shelf that slides out of the cabinet above the coffeemaker. Mike, take that Land O’ Lakes butter out of the fridge and put it on the sideboard so it will soften up a bit. There is some fresh-squeezed Florida OJ in there, too. The juice glasses are in the cabinet above the midship TV. I’ll tune in the “Today” show. It’s on the NBC station. Mike, could you set the table? The dishes are in the cabinet over the sideboard. Six slices of bacon — Elaine, that’ll take five minutes in the microwave-convection oven. You will like this unit — it’s vented to the outside. I’ve got the griddle cakes going. Wow, your omelets are really looking good. Hey, this is coming together great! Man, that coffee smells good — I am so hungry. Would you have believed that three people could work in this galley at the same time? This is one spacious coach, isn’t it?

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*In this story, directions in the motorhome will be expressed as N-S and E-W. North represents the rear of the motorhome, South the front. West is the passenger side, East the driver side.
away the crumbs you drop around the galley when you are making dinner. Instead of a dustpan, just sweep everything toward the “VAC-PAN” and it’s gone! With your engineering background, Mike, you are going to love the HVAC in this coach. Heating and cooling the 40QBP is taken care of with two separate systems. The optional AquaHot hydronic heating system uses diesel sparingly from your 150-gallon fuel tank as it heats your water in a coil positioned over a diesel burner. There is no hot water tank since water is heated on demand when you open a faucet. The AquaHot system heats an antifreeze-water solution and circulates it to five heat exchangers located throughout the coach which in turn blow warm air through vents at floor level. The quiet operation, even heat distribution, and efficiency of the system is impressive. It is so much nicer than propane.

Two low profile 15,000 BTU roof air conditioners with heat pumps are standard equipment on the Allegro Bus. The unit has over 85 square feet of glass to bring an airiness to your coach that’s almost like sitting outside. When the mid-day sun is a little too bright, you can lower all of the solar shades in the living area and cockpit with the touch of a button, or just one at a time. In the evening hours, you can also lower the privacy shades with the touch of two buttons. The control system for the shades in the forward section is standard equipment. Whenever you wish to invite your guests to stay overnight, you will not be the least bit embarrassed at offering them your sofa bel. The optional Ultraleather Air Coil Hide-A-Bed sofa is terrific. With the electric air pump, you can make it as soft or as firm as you wish. I have slept on your one in my coach and it is very comfortable. It takes only three minutes to get it ready for use.

The overhead cabinets conceal 13.5 cubic feet of storage — more than enough for the bedding and the blanket throws that make lounging so comfortable. The standard Ultraleather DE Sofa/Sleeper measures 48 x 65 inches and is very comfortable. It’s just right for two children. It is ready to use with the flick of a lever. The overhead cabinets offer over six cubic feet of storage. When it’s Show Time, your 37 inch dash overhead flat panel LCD-TV gives you the “big screen” sensation in the living area of your home. Stretch out on the couch and let surround sound bring you the subtle noises of the forest or the bone-jarring 100-decibels of a NASCAR race. Actually, you have four televisions in the Allegro Bus which are standard equipment. When the evening temps are just right, you can sit outside and watch “Dancing with the Stars” under the stars. Your exterior TV is mounted in the west slide-out wall.

Comfort Zone No. 2
What could be more relaxing thanprop-uping in bed and watching a good movie? The wall-mounted television is pre-wired for a separate DVD player and satellite receiver which are located out-of-sight in the cabinet just under the television. Elaine, you will love the Sleep Number 72 × 80 inch king-size bed. Using the same wireless control, you can select your own firmness/softness number for the most restful sleep ever.

If you like to read in bed, you will notice that the interior designer put a reading light and a sconce light on both sides. I bet you can’t find a position where the lighting isn’t perfect. You have small end tables with solid surface countertops and a convenient shelf underneath for your glasses and cell phone. On the front face of the south end table, you will find the controls for the overhead fan and ceiling lights, the sconce and reading lights, and the generator start. Near, huh? You don’t have to get out of bed to turn off the overhead fan or ceiling lights. I wish my house was wired like that!

The west slide-out houses a chest with four drawers just below the window. The solid surface countertop is perfect for plants or photographs. The cabinet above the window offers nearly three cubic feet of storage space. The taller chest measures 31 × 42 inches. The skylight above illuminates your shower or you can opt to close the insulated sliding panel and conserve warmth in cooler months. Chrome bars are attached to each wall of the shower to take care of your damp towels. The shower head on flexible tubing delivers an adjustable spray of unending hot water from the optional AquaHot system. Curving sliding doors of translucent glass enclose you in your personal zone of comfort. A Dometic electric macerator pump toilet is located on the west wall between

Two children. It is ready to use. The overhead cabinets below offer over six cubic feet of storage. The taller chest below measures 31 × 42 inches. The skylight below illuminates your shower or you can opt to close the insulated sliding panel and conserve warmth in cooler months. Chrome bars are attached to each wall of the shower to take care of your damp towels. The shower head on flexible tubing delivers an adjustable spray of unending hot water from the optional AquaHot system. Curving sliding doors of translucent glass enclose you in your personal zone of comfort. A Dometic electric macerator pump toilet is located on the west wall between
the shower and the master closet. Since the black tank is amidship, the masera- tor pump allows the use of a flexible two-inch line. A vertical 21 inch window is po- sitioned just above the toilet and under a double-door cabinet with nearly one cubic foot of storage.

Facing the rear wall of the coach, the MBR closet is 57 inches across, 67 inches high, and 21 inches deep. An optional safe is positioned in the north wall.

Elaine, the vanity is a lady-pleaser: sol- id surface countertop, four dimensional mirrors for you to see every angle as you style your hair, and six recessed theater-style lights to brightly illuminate the area. The three cabinets provide a nearly inex- haustible storage area. Under the vanity notice that you have a personal clothes hamper, plus two sets of drawers, six in all. The space under the lavatory is huge — you’ll probably never fill it up. Right here along the east wall is your matched Splendide washer and dryer. And don’t miss the Fan-Tastic Vent overhead.

Mike, we haven’t forgotten your li- brary — otherwise known as the half-bath. Three wall cabinets for the small items and all of your toiletries, plus the one big corner cabinet with mirror over the solid surface countertop and lavatory. The elec- tronic Dometic toilet is equipped with a hol- stered spray. If you’re into a really good book, you’ve got a 21 inch window plus the Fan-Tastic Vent in the ceiling.

**Comfort Zone No. 4**

Mike, I understand the cockpit is your territory while Elaine over the last two years has developed her skills as naviga- tor. Owners have given the new cockpit design rave reviews.

Tiffin’s PowerGlide chassis comes with an 18-inch steering wheel. Two small control panels shaped like inverted teardrops are inset into either side of the wheel. The top touch control on either side op- erates the headlights. The left inset has the touch buttons for the cruise control while the right inset has touch buttons for the windshield wiper system.

The left console under your window, Mike, begins with the HWH leveling sys- tem. Then you have the limon electronic gear shift panel, a battery of toggle switch- es (window, solar & night shades, suspension, air horn, and engine brake), the mir- ror controls, and a large mug holder.

The dash is clearly arranged beginning with a small panel of toggles at the left of the steering column: engine preheat, auxiliary start, pedals IN/OUT, parking brake, and the AC duct-vent. When the standard 8-way power seats are coupled with the gas and brake pedals moving in and out with a toggle switch, a person of nearly any height can be accommodated in the driver’s chair.

To the right of the steering column and just above two center console draw- ers with drink holders, you will see two 12-volt receptacles to serve cell phones, independent GPS equipment, or other applicances. You have one dash HVAC vent and two at floor level. The JVC re- ceiver with the optional XM-Sirius pro- gramming (subscription required) offers superior sound performance from your in-dash radio and CD player. The receiver also services the speakers in the bedroom.

The optional navigation system gives the driver both visual and verbal instructions. However, Elaine, if you want to continue using the system to which you are accusto- mized, the slide-out table just above the stopwell is perfect for your unit.

Mike, you will really like the dash con- trols for the automotive heating and AC. The three big dials are easy to see and both of you can reach them. The TripleVi- sion monitor for theoutside cameras al- lows you to check the rear and both sides without turning on your directional sig- nal. In the evening when you are parked, you can use the monitor as a security camera. Below the monitor you will find nine easy-to-reach toggle switches for the step cover, two windshield fans, sol- lar and night shades, gen start-stop, map light, docking lights, and radio. And just under the toggle switches you will see the control for the roof-mounted spot- light, which is standard equipment for the Allegro Bus.

Finally, since you are riding shotgun about 95 percent of the time, you will really like the passenger’s console: map light, solar and night shade toggles for your passenger window and the door, and the 12 volt disconnect. A cell phone holder, a magazine rack, an electric foot rest, and adjustable arm rests make this the best seat in the house.

At just about your eye-level above the driver’s chair, you will see the control center for the 40QBP: the in-mo- tion satellite, the power control system to manage your 50-amp service, AquaHot toggles for the diesel burner, electric el- ement, and engine preheat; the SeeLevel tank monitor which gives you volume measurements in exact percentages for the grey and black water tanks, fresh wa- ter tank, and blackwater tank; a read- out for the battery, the inverter control and programming panel; and the slide- out controls.

An adjacent compartment houses the GoPower 25-amp solar roof regulator. To the right of the 37-inch Panasonic tele- vision, you will find two more compart- ments which house the antenna tuner and the Dometic awning and wind control. Directly over the passenger chair, you will find the storage compartment for the DVD player and the satellite re- ceiver. Surround sound technology works through this equipment to give you theater-quality sound. As a bonus, you can spend a lot of time with your manual and your dealer to get the most from your system.

Mike, don’t forget that your entertain- ment can go outside with you. The stan- dard 32 inch exterior television mounted in the slide-out wall will give you the evening news while you are grilling the steaks. The optional extended drop-down awning is a great feature. Block off the so- lar and enjoy your aftersounds outside.

**Comfort Zone No. 5**

The basement is a comfort zone? You bet, Mike. It’s your infrastructure. Tiffin’s engineers have done a great job placing the large components where they will be most effective in balancing the coach. That’s why your big propane tank is in the first compartment as you walk north from the entry door. Although you can’t see it, your fuel tank is also close to the front of the coach.

The next two doors conceal your pri- mary storage area: over 100 cubic feet of storage capacity measured from the ceil- ing to the floor (the chassis rails extend about 12 inches down into this compart- ment). Your coach has one optional slide- out tray making it easy to get to items in the midle. On the right side of the compart- ment, you will notice a service point for the AquaHot system as well as a fuse panel. The fourth door gives you full ac- cess to the AquaHot module.

Just behind the AquaHot is a closed section that houses the fresh, gery, and black tanks. The panel is removable for servicing this area. Now move back be- yond the rear tire to the fifth compart- ment which houses the HWH control center for the jacks and the DEF tank, the additve that makes the emissions from the Cummins engine safe for our envi- ronment. The last compartment at the northwest corner is a control center that also houses the chassis batteries.

Now, Mike, lift the engine door in the rear cap and let your aeronautical engi- neering training critique the location of the service points. They are all right in front of you—no reaching way into the cavity to take care of checking every item. Turn the corner and there is the great big side radiator. Plus easy access to the air filter, too. Just above it is the small door for your 50-amp power cord on an elec- tronic spindle.

Moving along, the first compartment hides the dual motor synchronous velocity slide controller. It takes two motors to push those big slides in and out, and this control- ler keeps them running perfectly together.

Near is that all-important utility cab- inet. Everything is arranged for efficient and quick hook-ups. The water service is on an electric spindle for quick and easy deployment and retraction. Both the grey and black water valves and drains are the same size for quick dumping. The cabinet area has an outside shower with soap dispens- er and paper towels, water filter, valves to drain your water system, tank flush, a sec- ond SeeLevel monitor for outside check, and hook-ups for cable and a tripod sat- ellite receiver. And the compartment is well-lighted for night hook-ups when you arrive late.

The second compartment houses the SurgeGuard Power Protection Transfer Switch, the central vacuum cleaner, the AquaHot control panel and heating fluid reservoir, and the fuel oil filter. All are carefully positioned for easy servicing.

The fourth and fifth doors give you ac- cess from the driver’s side to the primary storage area. The optional slide-out tray deploys in both directions.

Mike, you like high-tech equipment. This next compartment contains the six-
The business end of the Cummins 450 hp engine is easily checked and serviced. From left to right, the white car runs on the primary fuel filler and the diesel/water separator followed by the secondary fuel filter. Next you will see the Filter Minder. Air Filter gauge, coolant with gauge, power steering reservoir, and engine & transmission dipstick. You are going to love the ride. Four air bags and independent front suspension—there’s nothing short of superb. It was called PowerGlide for a reason. You will know what “glide” really means when you drive some of your rough and uneven interstate highways that have the accelerator to gain merging speed. You will wonder what happened to centrifugal force when you go up 45 degrees at 6 mph as the vehicle takes you to safety. The Flexsteel driver’s chair with 8-way power adjustments supports you comfortably at every point. Mike, you are going to be surprised when you drive 500 miles in a day and wonder why you go into curves at 65 mph as the leveling system takes effect. The Power Fantastic® roof vent with 3-speed fan in the sink. Dual pane tinted windows. Dual fuel fills.*

### CONSTRUCTION

- 60% to 80% of the UVW is covered by an anti-scratch coating.
- 4-door sofa bed
- 74” Ultralight® DE sofa bed (passenger’s side)
- 4-door tv
- Remote control with power and volume controls
- Laminated floor, sidewall, and roof
- Structural steel frame
- Cummins ISL 450-hp electronic/turbocharged engine
- Torque – 1,250 lb.-ft. @ 1,300 rpm
- Engine – Cummins ISL 8.9-liter 450-hp electronic diesel
- CCC – 3,300 lb.
- GCWR – 46,600 lb.
- Rear GAWR – 22,000 lb.
- Front GAWR – 14,600 lb.
- GVWR – 34,600 lb.
- Adjusted for safety, standard features, optional equipment, and dealer-installed accessories.
- **MSRP** is the manufacturer’s suggested retail price before dealer-installed accessories.
- **MSRP** does not include state taxes, licenses, registration fees, or delivery charges. Dealer prices may vary.
- **LIVING**
- This is the appropriate weight of the vehicle fully equipped with all accessories and optional equipment. The UVW does not include many Freight, oversize, heavy equipment, and/or Extra fees. A full list of state taxes, licenses, registration fees, or delivery charges. Dealer prices may vary.
- **DEALERS**
- To locate the Tiffin dealer nearest you, go to www.tiffinmotorhomes.com and click on “Location.” Contact your Tiffin dealer to verify the information as the parts, special orders, and other accessories are subject to change without notice or obligation.
John & Marie Hickey
Hometown: Shelbyville, Tennessee
Interviewed in Hampton Falls, New Hampshire
- John & Marie own a 2009 Phaeton 40QTH with a Freightliner chassis and Cummings 360.
- They have been married 34 years.
- Their daughter Charmaine lives in Dracut, MA.
- John & Marie began RVing in 1972, have had 4 RVs and 2 have been Phantoms.
- After many years of consideration they made the decision to begin full-timing in 2003.
- They’ve driven over 40,000 miles & traveled through 20 states and Canada.
- John drives approximately 275 miles a day and does 100% of the driving.
- John & Marie are ‘best friends’ and prefer extended seasonal stays with enough time to relax and grow tomatoes.
- Their summers are spent visiting family and friends in New England.
- They prefer the southwest in winter and look forward to time in Livingston, Texas.
- John & Marie own a 2009 Phaeton 40 QTH

Peter & Linda Gorman
Hometown: Sun Lakes, Arizona
Interviewed in Old Bethpage, New York
- Peter & Linda own a 2006 Phaeton 40 QDH with a Freightliner chassis and Caterpillar 350.
- They have been married 16 years.
- Their daughter Charmaine lives in Dracut, MA.
- Their son lives in Salt Lake City, Utah.
- Peter Kayle and Jenny travel with them.
- Peter & Linda have owned 2 RVs since 1998 and recently purchased this Phantom.
- They’ve traveled 3,500+ miles in 10 states & plan to travel 3 to 4 months annually.
- Peter drives 100% of the time and prefers driving approximately 400 miles each day.
- Summers are spent on Long Island, New York.
- They love seeing the United States without having to pack or unpack!
- Peter’s favorite states are Oregon & Washington.
- Linda’s favorite state is Colorado.
- The next destination they are looking forward to visiting is British Columbia.
- Peter retired in 2000 after teaching languages and coaching for 34 years.
- Linda retired in 2010.
- Peter & Linda have owned 2 RVs since 1998 and recently purchased this Phantom.

George & Colleen LeVasseur
Hometown: Cocoa Beach, Florida
Interviewed in Woodland, Pennsylvania
- George & Colleen own a 2009 Phaeton 40QTH with a Freightliner chassis and Cummins 360.
- They have been married 16 years.
- Their daughter Charmaine lives in Dracut, MA.
- Their son lives in Salt Lake City, Utah.
- Linda retired in 2000 after teaching languages and elementary physical education & health for 21 years & later was a commercial pilot – from which he retired in 2000.
- His hobbies: tennis, golf, and photography.
- Linda retired in 2000 after teaching languages for 33 years.
- Her hobbies: tennis, golf, yoga and pizzazzraise.
- They purchased this Phantom because of Tiffin’s reputation for quality and service.

Editor’s Note: Elaine and Mike Austin retired in 2007 at the urging of their children who wanted them to realize their dream: buy a luxury motorhome, go full time, and spend several years just enjoying themselves and seeing the country. After a career turning around failing steel companies, Mike connected with the University of South Alabama as a guest lecturer in their Business Institute. Elaine discovered a whole new career in real estate, selling 105 houses in her best year. They bailed out, bought a new Allegro Bus in March 2008, and “hit the road.”

Interviews from New Hampshire, New York, and Pennsylvania

Mountain Top Views and an Historic “Castle in the Sky”

TALIMENA: Byway in the Sky

One thing about motorhome travel you can bet on: Some trips won’t unfold exactly as planned. Sometimes that’s not all bad. That happened when we drove the Talimena National Scenic Byway in the first week of November. Our objective was to view dazzling fall foliage along this 54-mile ribbon of asphalt atop the Winding Stair and Rich Mountains in Oklahoma and Arkansas.

Foliage colors should “peak” then, according to the best information we could gather. It just happened that there was no real peak this year. Or maybe we came too soon. Or too late. Some slopes were colorful and some individual trees glorious but it...
Mountain National Recreation Area (NRA) which borders the road on both sides. Perhaps the most popular Talimena stop is on the Arkansas (eastern) end of the Byway. It’s the Queen Wilhelmi-
na State Park, “castle in the sky” lodge, restaurant, and RV park. The Talimena, a national scenic byway since 2005, lies atop a 1.8 million-acre Ouachita National Recreation Trail passes through the NRA and into the 226,445-acre Winding Stair Mountain Recreation Area in Oklahoma. One pamphlet available at the Oklahoma visitor center lists “Short Walks and Easy Hikes.” Among these are three interpretive trails starting at the lovely, well-designed Robert S. Kerr Arboretum and Nature Center. One trail features a variety of plants which signs identify. Others focus on trees and soils. For serious hikers and backpackers, the 223-mile Ouachita National Recreation Trail. Points of Interest. All along the byway are trailheads for both developed and undeveloped trails, many leading into the 226,445-acre Winding Stair Mountain Recreation Area in Oklahoma. One pamphlet available at the Oklahoma visitor center lists “Short Walks and Easy Hikes.” Among these are three interpretive trails starting at the lovely, well-designed Robert S. Kerr Arboretum and Nature Center. One trail features a variety of plants which signs identify. Others focus on trees and soils.

For serious hikers and backpackers, the 223-mile Ouachita National Recreation Trail passes through the NRA and into Arkansas. Also accessible from the Byway: the rugged and pris-
tine Upper Kiamichi River Wilderness Area to the north and the Black Mountain Wilderness Area to the north.

You can drive Talimena in two enjoyable hours – even in a large motorhome – though some curves are sharp and some slopes are steep enough to force a shift to lower gears. Much better, though, to take your time, stop at the vista pullouts, and maybe take a short or longer walk or two in the unpolluted clean, mountain-top air. Sweet gum, maple, red maple, hickory, and sumac usually turn slopes into dazzling fashy color displays in fall (our trip being an exception), making this Oklahoma’s most favored fall foliage destination. Spring awakens cascading tree blossoms and wild flowers. Summers are green and a little cooler up on the ridge. Winters can be cold. Snow sometimes (rarely) makes even a stop a candidate for a Christmas card.

Trails, Points of Interest. All along the byway are trailheads for both developed and undeveloped trails, many leading into the 226,445-acre Winding Stair Mountain Recreation Area in Oklahoma. One pamphlet available at the Oklahoma visitor center lists “Short Walks and Easy Hikes.” Among these are three interpretive trails starting at the lovely, well-designed Robert S. Kerr Arboretum and Nature Center. One trail features a variety of plants which signs identify. Others focus on trees and soils.

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‘n Abner General Store.” In fact, they house a museum and gift shop honoring the memory of the late native sons Cher Lauck (Lum) and Norris Goff (Abner), whose “Lum ‘n Abner” wildly-popular pre-TV network radio show first aired in 1931 and ran for 25 years. Lauck and Goff broadcast over 5,000 live radio shows, made seven movies, and some guest TV appearances.

Outdoors in the Ouachitas. Driving over scenic routes is the most popular recreational activity in the Ouachitas with fishing, hunting, and hiking probably in line in that order, says Forest Service Landscape Architect Ron Krupa. Wildlife is varied and plentiful. Just driving the Talimena Byway, you may see white-tailed deer, raccoons, rabbits, and sometimes even a bear.

Fishing waters. Crooked Branch Lake and Bony Ridge Pond are popular fishing holes but Cedar Lake is Winding Stair Mountain NRA’s 90-acre “crown jewel” for water sports. Sailboats, kayaks, canoes, and motorboats limited to 7.5 hp may be on the lake any given day. The NRA’s biggest and best RV park/campground and an equestrian camp that can park up to 100 horse/camping trailers are located on Cedar Lake shores. Horse riders camped here have access to more than 70 miles of trails.

Hunting grounds. White tailed deer and Eastern wild turkeys are the most hunted species in both Oklahoma and Arkansas areas accessible from the Talimena Byway. Squirrel, rabbits, and varmints also are hunted. There are seasons for archery, crossbow, muzzleloaders and modern firearms. State licenses, permits, and regulations apply.

IV. Water stage information is available at 870-387-3141. The Little Missouri is tamer though some of its rapids rate Class IV and even Class V. Then Cossatot rapids are rated Class IV and even Class V. The Little Missouri is tamer though some of its rapids rate Class IV. Water stage information is available at 870-387-3141.

Camping. Horseback rides are popular and plentiful. Just driving the Talimena Byway, you may see white-tailed deer, raccoons, rabbits, and sometimes even a bear.

Clockwise from top left: One attraction at Wilhelmina State Park on the Arkansas section of the Talimena Scenic Drive is this nine-level “wonder house,” originally built as a vacation home in 1931. One of its “wonders” which visitors see when they join guided tours is a 24-foot bed. * Interpreter Brad Holleman stands on stairway reaching one level of the nine-level “wonder house,” “one attraction in the Queen Wilhelmina State Park which lies beside the Talimena Byway road. * Guests enjoy watersports on Cedar Lake in Oklahoma’s Winding Stair Mountain Recreation Area. * Hang gliding enthusiasts launch from a bluff just off the Talimena Byway in Arkansas once was part of the rail line that still crosses the park and Rich Mountain. * Trains still rumble by the Old Depot in Mena, but gone are the heydays of passenger rail travel. Depot now serves as a museum and houses the Chamber of Commerce. To Plan a Visit . . .

Contacts that can help you plan a tour on the Talimena National Scenic Byway, in Winding Stair Mountain National Recreation Area, and for surrounding attractions:


To reserve Forest Service campground space (at Cedar Lake or Winding Stair Camp Ground just off the Talimena Byway): 877-444-6777

Queen Wilhelmina Park: 479-394-2863 or 479-394-2864 (800-264-2477 for reservations only) www.queenwilhelmina.com or E-Mail: www.queenwilhelmina@arkansas.com

Talimena Drive Association: 918-567-3434 http://www.talimenascenicdrive.com


Talihini, OK Chamber of Commerce: 918-567-3434 E-Mail: talihini@lefforecounty.com http://www.arkansasstateparks.com/cossatoriver
The Skinny on Storage

by Mary Findley

Anyone who stumbles into the dining section off my kitchen would shake their head and wonder how I qualify to write an article about organization. It is mid-May as my fingers clamber around this keyboard and time to plant the remaining beds of my garden, weather permitting. Seed packets, catalogs and various planting paraphernalia cover the counter as the cleaning heads I sell patiently on the table to be assembled. I'm writing this article more as a reminder to myself to tackle my projects and clear my work space. Let's dig in and figure out a few tricks.

Three ring binders: Rather than store entire magazines, pick up two three-ring binders, a three-hole punch, and divider sheets the next time you're near an office supply store. Mark one binder “Outside Articles” and the other “Inside Articles.” Remove articles you wish to save by cutting them out with a small size utility knife. Label the divider sheets into general interest categories and file the articles. Next add a columnar pad sheet at the front of each binder. Across the top, list oil changes, tire pressure, or other vital information necessary for your coach’s general maintenance. Alternately, scan articles into a computer under appropriate file names.

Beginning and end. Every project has a beginning and an ending. Start this project by measuring the width, length and height of drawers, cabinets and closets. When taking the measurements, look at those spaces with the eyes of a stranger: Where can storage be added? What needs improvement? Either draw a picture of the storage area or take a picture with your cell phone so you remember the layout when shopping for organizational tools. Kick around hardware stores or kitchen and bath stores with the inquisitive eye of a young child. Children have no idea that a mesh bag is for laundry. To them, it’s a storage and organizational tool. Kick around hardware stores or kitchen and bath stores with the inquisitive eye of a young child. Children have no idea that a mesh bag is for laundry. To them, it's a storage

but open any kitchen drawer and you’ll find the evidence. As you go through the drawers, remove anything you haven’t used in the past two years. Empties, trash it with a bin in the waste-based wood cleaner that does not contain petroleum distillates. Tuck in drawer organizers if needed and enjoy the new found storage space.

Next hit the spice cabinet and replace any spice a year or more past its expiration date. Rather than buy new bottles, empty the bottles and refill them with boil herbs. Our country would be relieved of millions of herb bottles if each household across America followed this easy idea.

Open cabinets and haul everything out. Sort, toss, or date any item that has gathered dust for the past two years. An item called the Fridge Binz comes in various size containers to hold different size food containers. Stack them for additional refrigerator or cabinet storage. Or try the Gravity Feed Can rack to store three layers of canned goods. Double decker pull-out drawers tucked inside bathroom cabinets. The smaller size is great for personal care products. Take a look online at www.contain-erstore.com for more ideas. Dimensions are stated.

Closets: The routine remains the same. Remove everything from the closet. Toss, sort, then clean the shelves. Don’t forget the wonders of Velcro. The sticky backed strips of Velcro secure pull out drawers to shelf bracing along the upper back wall. Check the blueprints for wiring or pipes before drilling holes for the braces. Use additional Velcro to hold the drawer shut during travel. Plastic craft boxes or fishing tackle boxes double as storage units for sewing items and first aid kits. The tops are flat so stack them. Secure them to prevent shifting during travel.

Closet Maid, found at hardware stores, has a great wire storage basket that can be mounted on the upper wall of the closet for additional storage space. The front of the basket is open for easy access with a lip to prevent items from tumbling out although an additional holding cord is advisable. Grab your imagination, your cell phone with pictures of your cabinet space, and the measurements, and explore the endless storage possibilities.

Mary Findley is a veteran cleaning expert, author of The Complete Idiot’s Guide to Green Cleaning and owner of Mary Moppins. Mary’s cleaning tips appear in magazines such as This Old House, Real Simple, Woman’s World, and Woman’s Day. Her dedication to all things “green” has led her to presenting sustainable living seminars to help organizations, businesses, and individuals rid their lives of toxic chemicals and engage sustainable living practices. Reach Mary through her website www.goclean.com or call 800-345-3934.

RVIA Taps Bob Tiffin for Its Annual Distinguished Service Award

During the Annual Membership Meeting in Washington, D.C., on June 7, the Recreation Vehicle Industry Association (RVIA) honored industry leaders who exhibited outstanding contributions to the association and the RV industry.

“RVIA’s awards program was established to recognize individuals in a variety of areas who have gone far beyond the call of duty to work for the betterment of the RV industry,” said RVIA Chairman Greg Fore. “As chairman, it is so rewarding to acknowledge the personal successes and tremendous contributions of talented people who we are fortunate to have working in our industry.”

The Distinguished Service to the RV Industry Award is recognized as the industry’s highest honor. This award recognizes an individual within the RV industry who sets himself apart through outstanding service. This year’s recipient is Bob Tiffin of Tiffin Motorhomes.

“Without any doubt, Bob has set himself apart through outstanding service to the association, the industry, his company, and the legions of loyal Tiffin customers,” said Fore. “He served on the RVIA board from 2006-2009 and has worked diligently on the association’s behalf as a political advocate, meeting with legislators to represent the RV industry on important legislative and regulatory issues at the federal and state level.

“Bob is one of the most respected and beloved men in the RV industry,” Fore said. “Over the course of nearly four decades, he has built Tiffin Motorhomes into an industry leader, renowned for innovative products, impressive product quality, and a total commitment to the people who buy Tiffin products.”

RVIA president Richard Coon congratulates Bob Tiffin, president and CEO of Tiffin Motorhomes, after Greg Fore, RVIA board chairman, presented him with the organization’s highest award.

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So Convenient. So Splendide.

From heavily soiled jeans to delicate hand washables, when there’s a Splendide laundry center in your coach, getting all your laundry incredibly clean and dry is as easy as pressing a button.

So Convenient. So Splendide.

Ask your Tiffin dealer about installing a Splendide in your coach today!
The next leg of our journey was from the North Carolina border to the Willow Tree RV Resort in Longs, South Carolina, which is a few miles west of Myrtle Beach. We were scheduled to meet up with longtime friends John and Ellen Cutler from Cobleskill, New York, who recently purchased a 42’ Phaeton at the Tampa RV show. We had another trouble-free day’s ride so the time we spent to plan our route and go over our check list before we left was the right thing to do. Now we double-checked to make sure everything was in its proper place before pulling out of the site: the crank-up antenna, sewer and water hoses, cable TV wire, secured the dingy tow bar, put the shift lever in neutral, switched off the Chevy Equinox battery disconnect and of most importance, the electric cord was disconnected and put away. Each time we pack up I have to promise Terri I will never pull over another 50 amp pedestal when we leave a campground.

Arriving at the Willow Tree RV Resort campground was something I could never have imagined. Every road and almost every site is a pull thru with an asphalt surface. There are some sites on the shore line of the lake. It was so clean and well groomed I couldn’t believe my eyes. The office attendant asked if we cared to have a site with a hut tub. “Are you kidding me? How much does this place charge?” We never did ask before we arrived, and I guess we just learned another lesson. Although it was more than I thought our budget should have allowed, the weekly rate wasn’t that bad, and it did include sewer, water, and amp electric. It’s an amazing place.

The weather was very cold in December with freezing temperatures at night, sometimes in the 20’s. We should have purchased a heating tape to wrap around the water hose, but we took it in each night for ten days. We also used two small 1500-watt heaters for warmth inside the coach and the electricity for the hot water heater, which saved our LP gas. We put a smaller electric heater in the wet bay compartment to keep the basement water pipes and tanks from freezing. I’ve heard that some folks use a light bulb for the wet bay area but either device must be positioned properly to prevent a fire. We also used the heat pumps for warmth inside the coach when the outside temp went above 40 degrees. The cold weather didn’t stop us from spending time in Myrtle Beach, taking in the main shows and other tourist attractions. Again not on our budget but we couldn’t pass up the opportunity to treat ourselves while we were there. Our credit cards took a big hit, but using cards is almost a must to avoid carrying too much cash around. We have two different credit cards, just in case one gets lost (or maxed out), and we each have a debit card for ATM cash withdrawal. We use a bank that is very cautious and calls us every now and then to verify that we are the owners of either our credit or debit cards when we make unusual purchases, or use the cards too frequently. Just the other day they called us five minutes after we pumped and charged $175 worth of diesel fuel. It’s great and it’s free protection. To pay bills such as auto, motor home and health insurance we use checks or electronic payments. If we send something by mail we always use Priority Mail envelopes with delivery confirmation. We can also transfer funds from savings to checking accounts via the Internet, however, while full timing, we haven’t had the opportunity to transfer checking to savings, which means…so far there haven’t been any leftover funds.

Before leaving on our full timing journey, I changed some of my magazine subscription addresses to my son and others like “Roughing it Smoothly” are archived and can be viewed at: www.tiffinmotorhomes.com/tiffinOwners/rougingitSmoothly.php. Planning our next destination was an easy task now that we know to avoid secondary roads as much as possible with the motorhome, although some are necessary when traveling to a specific campground. We also have learned the hard way to not go through very large cities unless it’s a larger interstate, state, or bypass highway. Our process is to get to each campground safely and economically as possible and then travel to other places of interest by car during our stay. One great source of information for a variety of questions and answers, including directions, campgrounds, and anything you need to know about your Tiffin motorhome is at www.tiffinrvnetwork.com/forum/. We reviewed our route the night before we left the Willow Tree Resort on our Microsoft Streets and Trips. Once again our journey was approximately 250 miles, to Hardeeville, South Carolina, traveling from 9 am to 3 pm to avoid rush hour traffic. It has proven to work really well for us. We stayed overnight at a campground just off I-95 and hit the road mid-morning for Wilderness RV Park Estates in Silver Springs, Florida. The Phaeton gave us another great ride, and just before we arrived we filled up with diesel to help avoid fuel tank condensation. Our fuel mileage was 8.2 mpg.

We had rented a site through a friend of a former classmate of mine, who had a back-in site for rent. Each site has a concrete pad for the motorhome and parking for two cars. It’s a great place with a lot of activities. We planned on staying there for five weeks but after settling in and making a lot of friends, we decided to become part-time snow birds and added another month. It’s very clean and there are lots of activities: a nice club house, fitness center, pool, hot tub, restaurant, small store, super friendly people, and dozens of other Tiffin motorhomes. One day I counted thirteen Phaetons, three Allegro buses and one Zephyr, and I had nice conversations with all of them. Included were three couples who had purchased lots adjacent to each other. They had not known one another, but coincidentally each was a Phaeton owner. Jokingly they named their corner of the resort “Phaeton Place.” (see photo)

One of the most memorable ventures we took from Silver Springs was to Titusville, Florida, a 100-mile car trip, to see the Discovery space shuttle launch its 39th and final journey. This fulfilled our first “bucket list” adventure. Although we got stuck...
for three hours in traffic, it was all well worth it. We will forever remember the yelling and joy from tens of thousands of people while watching the shuttle go up and beyond the clouds. All I can say is, “it was magnificent.”

We expected a big repair when we noticed that the water in the toilet would not remain in the bowl. I thought I would have to replace the seal around the opening, which I was not looking forward to. Then I discovered that the surface on the plastic valve that slides over the opening had become rough and would not completely close. To fix it, I applied white grease under the rubber seal and around the edges of the valve with a Q-tip. It worked great and the slide goes all the way over the opening now.

Another quick fix was a place for Terr to hang up clothes that will not fully dry in the combo washer/dryer. I put an adjustable (twist-to-expand or close) rod diagonally over the shower area. They can be purchased at a Walmart. The rod is spring-loaded and fits just above the shower walls in our 40 QSH against a wall corner and the cabinet/wall corner above the sink. It stays firmly in place even while traveling. She is now a happy camper.

Well, full-timing is supposed to be fun, but leaving Silver Springs and all the friends we had made there was sad. However, we are doing this to see the country… to meet more old and new friends. So onward we traveled to Winter Haven, Florida, for a week’s stay to see Disney, the Strawberry Festival in Plant City, and other attractions. Then we were off to Ft. Myers to join our daughter and her husband who flew down from Massachusetts for a week.

Our original long term plans were to stay in one area for at least a month and travel by car to see all the attractions and the countryside within a 100-mile radius. However, in two weeks time we were in two different areas of Florida and two different RV parks. Another lesson learned because staying in an area for one month to save on campground fees is only reasonable if you have places to see and things to do for 30 days. Paying for the road gasoline for long side trips takes away money that could be used for campgrounds, so at times our original one month plan did not work out. During these two weeks we had a nice visit with friends in Lakeland and Marco Island, and also went to see three Red Sox baseball games with our daughter Lisa and her husband Ken. Seeing the Red Sox spring training games fulfilled our second “bucket list” adventure.

From Fort Myers we headed for Alabama and the Tiffin factory for some minor warranty work and to visit with Bob Tiffin. The three-day trip (approximately 250 miles each day) went very smoothly and once again we were very pleased with the Cummins engine, Allison transmission, Freightliner chassis, the overall Phaeton performance and my co-pilot’s great navigation skills. I’ve taught her well, and I have to give Terr a lot of credit for putting up with the likes of me. Truthfully, I don’t know anything about our 6 GPS widgets and I don’t want or need to!

On several occasions I’ve emailed and spoken to Bob Tiffin on the phone and finally had the opportunity to meet him in person at the Tampa RV Show. Hopefully, we will get the opportunity to see him again in Red Bay. He is a true gentleman, very patient, caring, and extremely cordial to everyone. I hope you all get the opportunity to meet him some day. Stay tuned for our third “bucket list” experience in Red Bay, Alabama: the Tiffin factory tour, the service area, and the runway. To be continued…

Special People
Most everyone who comes to Red Bay, Alabama, never expects to meet and leave with friendships. In February, 2009, Tom and Terry from Texas and Frank and Kay from Mississippi met.

The meeting was just like all those who come to Red Bay. The talk is about motorhome problems and comparing our coaches. We began to sit around and get to know each other at the Tiffin Service Center campground. Frank and Tien had purchased their Allegro Buses a day apart but in different states. The wives enjoyed talking about family and how much fun the traveling had been in their motorhomes.

Before leaving Red Bay, name cards were exchanged which resulted in weekend camping trips, telephone calls, and a trip to the state of Colorado. The Tiffin product brought us together, but a friendship has developed from that visit to Red Bay. We look forward to more visits and adventures together.

Judy Hobart (far right) and friends rented four-wheelers to move quickly through the world’s largest flea market in Canton, Texas.

Wild Hogettes Part Deux
The fun continues for “Five Old Ladies and a Dog on a Bus” that made a Colorado trip. This time we trekked to Canton, Texas, for the world’s largest flea market, First Monday Trades Day. Since we’ve got trekkers with new knees, we decided to peruse the flea market on four-wheel carts. We got cat calls galore, but I’m not sure what “cute” means at my age. “Aren’t they cute!” One man stopped us and whispered that the police were looking for us in another building. Ha, ha, funny.

Since the RV was parked nearby we rented the carts for over-night and rode back to the Rolling Teepee on the grassy side of the road. Again, cat calls galore and they wanted us to honk our horns like the truckers or trains do. Ha, ha, funny. We hollered back that we used to ride Harleys, so there!

Once again we had a multitude of good food for the trip, but the dog’s snacks were mistaken for homemade fudge. She’ll be all right since she really only tasted a bite of it. Rotten fudge!

I had cleaned out the roll-out tray underneath the Rolling Teepee for our purchases, mainly floral hanging baskets. But the funnest part was seeing the hanging baskets hanging off the
Reflections On A Trip Out West

After 27 days and almost 3,100 miles on the road I have made a few observations.

We have previously been to all the states we were traveling through but this time I was able to see with the aid of my three granddaughters. I was amazed to again see our country in its grandeur. My Father in heaven painted His creation with colors and textures I could never find in an art store. As I stood on top of Pike’s Peak and read the words that were inspired there: “Oh, beautiful for spacious skies, for amber waves of grain, for purple mountains majesty,” I could see those and so many other colors.

We left Georgia the last week of May in our trusty 2005 Tiffin Allegro Open Road (our girls call the RV “Alice”) heading west toward Colorado Springs. Our route was not preplanned and the girls seemed to make friends each time we stopped. We were crowded into smelly feed lots or searching for food among the trees of green that would make Sherwin-Williams jealous.

Mountains – the Rockies are just as magnificent as everyone that sees them says. They are rugged and high! But my mountains deserve their own praise. It’s like the difference between haute cuisine and home cooking. You enjoy the opportunity to eat a full meal, but you may not want it every day. My mountains are nourishing to my soul, comfort for my heart, and air for my eyes. I go to my mountains when I need relief from the “rat race.” They never fail to lift my mood and bring a deep sigh from my innermost being. It’s like the memory of Sunday dinner at my grandmother’s house.

Restaurants – We had meals in fast food, chains, fun places and hole-in-the-wall restaurants and found that the atmosphere was made up for food that is lacking. A cowboy dinner and lunch of beef and baked potato is so much better when a 4-year-old is smiling as they do tacos.

Home – When we headed east, the closer we got to Georgia the more I wanted to be there. Georgia is my home because that is where I was born, raised, and chose to live now. If I had the opportunity to own 10 more RVs, they will all be Tiffins.

She Was An Icon Among Full-Timers

Lee was camping with a group in Death Valley when she got the idea for a new organization that she named “Loners on Wheels.” As you might expect, Lee visited every state in the Union except Hawaii, and most of them two or three times.

Two years ago at 92, Lee decided it was time to find a permanent foundation. She sold the Travo and the VW beetle togeth-er. L.A. bought a home in Omaha, Texas, and Lee lived in L.A.’s motorhome for a year. As Lee’s health began to fail, L.A. in- sisted she move into her house where she and another friend became caregivers. Lee passed away on May 11, 2011.
East Texas Spring Rally
CANTON, TEXAS – MAY 2011

The necessity of a last minute change in location for the Texas rally turned out to be a true blessing in disguise! With less than a month before we were to be in Lake Texoma for our spring rally, it became necessary due to circumstances at the campground to find a new venue. Fortunately, we were able to book Mill Creek Ranch RV Resort in Canton, Texas, to handle our nearly 100 Tiffin RVs. Canton is a small town of about 3000 whose claim to fame is their First Monday Weekend. This is a flea market, yard sale, antique show, and carnival all rolled into a huge event that draws many hundreds of thousands of visitors to the area. This event took place the weekend before the rally started on Monday, so many of our attendees enjoyed this attraction!

Mill Creek turned out to be the perfect spot for our rally. The spacious full-hook-up sites were located with grassy areas and sparkling lakes all around, and the entire resort was beautifully landscaped. We enjoyed a covered deck overlooking a gurgling stream for our dining and entertainment pleasure...happily, the weather cooperated with warm sunny days and mild evenings!

As is the usual custom, Monday was spent getting everyone checked in and settled. Vogt RV from the Dallas/Fort Worth area was our dealer on site, and they provided an impressive display of new Tiffin products. The busy day culminated with a delicious dinner and orientation for the fun-filled week to come.

On Tuesday, following a hearty breakfast, the day was reserved for seminars devoted to many of the aspects of RV-ing.

Some of the presenters included Harold Kimbrough from Onan Generators (who not only offered minor service repairs, but gave away a number of oil changes), David Humphries and Marty Vanderford of Triple H Electronics, (the company which supplies all things electronic in the Tiffin coaches), Tom Webber, our Dealer Support person at Tiffin, who gave a very informative walk-through session regarding new Tiffin products, and Pat Webber, Tom’s wife, who presented a very timely “green-formative walk-through session regarding new Tiffin products, and she also hosted what is becoming our traditional tea in the afternoon for any interested in a little social activity.

The tea parties have become quite popular. Advance notice is sent out and attendees are invited to bring a favorite tea cup, and, if desired, dress up in tea-party attire. However, all are encouraged to attend, with or without a favored teacup! Refreshments are provided (tea, of course!), and each one is encouraged to stand up and introduce themselves, after which they relate the story behind their teacup. Sometimes, we hear about favorite tea traditions, or special people and places connected to those traditions. The end result of these get-togethers is that we all leave feeling that we know each other a little better, and the stories are so often amusing, and sometimes very touching, as well.

After a full day of seminars, we were treated to a performance by a Dallas High School show choir group, Popular Gravity, as we once again enjoyed a delightful meal on the deck.

Wednesday was devoted to games and dining! We were served brunch and dinner, with lots of fun and fellowship in between. Outdoor contests included beanbag baseball, back-your-wagon, and ladder ball—all lively competitions with good participation by rally attendees. After dinner, Vogt RV treated us to Casino Night… a simulated casino experience in which participants were given tokens to use at the games, which were then converted into raffle tickets after an allotted time. These tickets were all entered into a drawing, in which about 20 nice gifts were given to the winners. It was a fun event of game-playing, with not a single penny lost by anyone!

On Thursday, the last day of activities, we celebrated Cinco de Mayo. Lunch was provided, and afterward a great country western band, The McKay Brothers, played into the afternoon. This gave some of our line-dancers an opportunity to show skills recently learned at the line dance class held the previous day by our favorite Canadian line dance instructor, Tammie Wyart! That girl does a great job of keeping us moving!

The farewell dinner on Thursday was a time of recognizing game winners, awarding chapters a monetary incentive for traveling together (chapters with 4 or more rigs at the rally receive a check for their treasury), and just recapping the week and saying goodbyes. On a serious note, a tornado in Alabama alone. Near Red Bay, (home of Tiffin Motorhomes) the little communities of Phil Campbell, Vina, Hackleburg, and Smithville, Mississippi, were almost wiped out. Many party were killed, and many others were profoundly affected. A number of Tiffin employees lost their homes in these storms, though, thankfully, no one was killed. A fund had been established for those employees, and we took over $2000.00 back to Red Bay from collections given over those four days of the rally. We had many individual donations, and some of the chapters who received checks and the grand prize cash winner on Casino Night donated back their awards. And to cap it off, we had a mariachi band scheduled to play after dinner on Thursday. When they didn't show up on time, Club President Jimmy Johnson decided that the fee they would have received would go instead into the Relief Fund. So, many thanks to all who gave, and to all who are mindful and prayerful for these families who have suffered loss!

Our wish for all of you is that you have a wonderful summer and fall; we urge you to check the rally schedule on the Tiffin website, and if you see one that you like, sign up! We hope to see you somewhere down the road, “Roughing It Smoothly!”

COME JOIN THE FUN AND EXPERIENCE THE BEAUTY OF AUTUMN IN NEW ENGLAND!

Don’t be left out! Make plans to come to the Allegro Club Fall Rally at Normandy Farms Family Camping Resort in Foxboro, Massachusetts. Rally check-in will be Monday, September 26, 2011, with check-out on Friday, September 30, 2011.

Normandy Farms Family Camping Resort is located in the heart of historic New England. The rally activities will include seminars, games, meals, line dance instruction, tea party entertainment, and a tour of Providence, Rhode Island, and lighthouses in Narragansett Bay. Campers Inn RV Center will display the newest Tiffin motorhomes. Tiffin factory technicians will be on site to address minor repair issues.

Rally Story by Gail Johnson

Space is limited. If you plan to attend, please apply quickly. You can register by fax, email, mail, or phone. Contact information is listed below:

PO Box 1429, 902-A Gates Street
Red Bay, Alabama 35582
Phone: 256-356-8522
Fax: 256-356-9746
Email: allegroclub@tiffinmotorhomes.com

We look forward to seeing you at this and future Allegro Club rallies.
Notice of New Refrigerator Recall

Attention: All customers with Norcold Refrigerators

There is a recall involving Norcold Refrigerators that are in Tiffin units built from December 1996 to December 2010.

If you have a unit produced during that time period that has a Norcold refrigerator, please immediately call 800-767-9101 and speak to a Norcold representative for the most up-to-date information.

They will advise what you need to do.

This is a very serious recall that could involve a refrigerator catching fire.

Do not delay.

Norcold Recall #10E-049

OFFICIAL REFRIGERATOR RECALL

If your refrigerator is on Recall, DO NOT operate it until it can be professionally retrofitted with its proper remedy.

The installation of this safety device will be at NO CHARGE to you.

Action Steps – If you have one of the recalled refrigerators and you...

Currently reside in the RV, you should immediately:

1. Set the refrigerator to “OFF.”
2. Unplug the refrigerator through the Service Vent on the outside of the vehicle.
3. Contact your Dealer, a Norcold Authorized Service Center or call 1-800-767-9101 as soon as possible to get assistance.

Do not currently reside in the RV, you should immediately:

1. Set the refrigerator to “OFF.”
2. Unplug the refrigerator through the Service Vent on the outside of the vehicle.
3. Disconnect from shore power.
4. Contact your Dealer, a Norcold Authorized Service Center or call 1-800-767-9101 as soon as possible to get assistance.

Failure to follow these instructions can result in fire causing injury or death.

To check your refrigerator’s status regarding this Recall, or for more information about other Norcold recalls involving older models, go to www.norcold.com/recall

FOR MORE INFORMATION, CONTACT 1.800.767.9101 OR WWW.NORCOLD.COM/RECALL

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in the sales department at TMH in May 2005. She writes and edits the owner manuals for all six brands, answers emails coming in over the
34 Roughing it Smoothly on the Production line
35
Editor's Note:

Jeff Shook will mark 12 years with Tiffin this June. “I do all of the design, bill of materials, and blueprint maintenance for all parts and as-
semblies that go onto the coach starting in the mechanic shop and ending before station one in the main plant, with the exception of a few items and electrical parts,” he explained.

In his spare time, Jeff has been nurturing a longheld passion for photography. “I’ve been interested in photography for as long as I can re-
member, but I became serious about the techni-
cal and creative aspects three years ago,” he said.

Unlike many people who take photography classes to hone their craft, Jeff is just the oppo-
time. “I’m self-taught,” he noted. “Most of what I’ve learned about photography I’ve found on the web. I’ve also read several books on the subject. Most of the time, I just find a particular type of photo I like and try to replicate it. When I can’t figure out how to do something, I find additional information and try again. With access to the in-
ternet, there is very little that one can’t learn how to do on their own,” he shared.

“One of the most interesting aspects of pho-
graphy I’ve come to understand is the impor-
tance of lighting. Lighting can really make or break a photo, and it varies so much,” Jeff con-
tinued. “I’m currently working on getting better at capturing light. While I do look for a good angle, I really focus on trying to capture the light in the way that I like it. I use a combination of natural light and artificial light to create the desired effect.”

Jeff has this advice for those looking to get into photography: “The best thing I can recom-
mend is to go out and take photos. The best way to improve your photography skills is to practice. You can’t become a good photographer without practicing.”

When you walk through your coach, you cannot see many of the key components that are absolutely nec-
ecessary to its functionality. If you are dry camping and

turn on the water faucet, you will get fresh water. Drain the sink in the galley and the grey water goes somewhere. Flush the toilet and
the waste disappears. The fresh, grey, and black tanks are

made by Cashion Thermoplastics, located at the southwest end of the “runway,” an asphalt strip which several years ago was the Red Bay airport. The northeast part of the runway, of course, is the Tiffin Service Center.

Most companies come into existence because there is a di-
rect need for their service or product. In the 1960s, C.S. “Spot” Cashion and Bob Hardin started a hardware business that also sold GE appliances. With Bob’s experience in air conditioning, they added central AC to their product-service line and found immediate success. Initially, they had to subcontract duct work to

a sheet metal shop 45 miles away. To have a more efficient and profitable operation, they opened their own sheet metal shop in Red Bay.

When Tiffin Motorhomes launched in the fall of 1972, Bob asked the partners to make several components which TMH needed to build coaches. For the first units, Cashion and Hardin built the generator box, two rear wheel wells, the battery box, and a 24-gallon stepwell. Their subcontracting business for Tiffin continued to expand with their versatility to meet the needs for new components.

After they started making storage boxes for the 1973 mod-
els, “Spot” and Bob decided to reduce the HVAC, hardware, and appliance business and expand their ability to serve Tiffin Mo-
torhomes. “Spot” eventually bought out Bob Hardin’s interest in the business and with the help of his wife, Barbara, focused completely on supplying components to Tiffin Motorhomes. Barbara taught business courses at Red Bay High School and was just the right compliment to “Spot’s” technical and pro-
duction skills. In the eighteen the Cashions bought a new facility on Hwy. 19 just south of Hwy. 24 in Red Bay. “Spot” passed away in 1994 and Barbara persuaded their son, Chuck, to come home to Red Bay to run what had become a very thriving business.

When Chuck was named CEO of Tiffin Motorhomes in 1994, the Cashions’ new facility on Hwy. 19 was just north of the old plant. Today the Cashions have expanded and taken over the former Tiffin Motorhomes facility.

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ecessary to its functionality. If you are dry camping and turn on the water faucet, you will get fresh water. Drain the sink in the galley and the grey water goes somewhere. Flush the toilet and the waste disappears. The fresh, grey, and black tanks are made by Cashion Thermoplastics, located at the southwest end of the “runway,” an asphalt strip which several years ago was the Red Bay airport. The northeast part of the runway, of course, is the Tiffin Service Center.

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1. Mark Barksdale sets up the plasma CNC router to cut out a metal box for one of Tiffin’s coaches.

2. The plasma CNC router directed by a computer program precisely cuts the parts for a storage compartment.

3. Mark Barksdale uses an air hammer to seal the seam for a compartment box.

4. A finished No. 5 storage box for an Allegro 32CA ready to be shipped to the assembly line. Note the pre-drilled holes for conduit wiring.

5. Shown here is a thermoforming machine for making a skylight. The form is first heated to 800 degrees before the overhead carriage drops the 1/4-inch plastic sheet onto the mold which holds it in place by vacuum during the cooling process.

6. Quince Wright uses a bandsaw to trim the skylight.

7. The mold for a double-door, pass-through storage compartment for the Allegro 34 TGA and 35 QBA cost $12,000. The ribs were milled by an outside supplier.

8. Approximately 225 pounds of polyethylene powder are required to create one of Cashion’s largest thermoplastic compartments.

9. After bolting a seal to the top of the 3,000-pound mold, the unit is lowered into a rock and roll rotational molding machine. The mold is heated to 700 degrees for 41 minutes which causes the powder to liquify and adhere to the side and floor of the mold.

10. While the molding machine rocks back and forth, an internal axis spins the mold to get uniform distribution of the slurry as it begins to adhere to the floor and sides and then cools as the heat is removed.

11. The thermoplastic storage box shrinks three percent as it cools, facilitating the easy removal of the box from the mold by crane.

12. Chuck Cashion uses an air router to cut away the waste left at the top of the box.
•13 The ends of the box facing the outside doors will be removed in the same operation.

•14 Bradley Tucker dumps 30 pounds of polyethylene powder into the mold which will be used to form the fresh water tank. He then seals the top to the mold with bolts.

•15 A turret rotational molding machine heats the mold to 700 degrees, liquifying the powder to create waste tanks for Tiffin motorhomes. The three-directional rotation process assures an even distribution of the slurry and thickness of the walls of the tank.

•16 After 15 minutes in the heating chamber, the double mold passes through the spray chamber to assist in the cooling.

•17 Bradley lifts the top of the mold to remove a black tank for a Phaeton.

•18 Chris Porter uses a specially equipped router to install a spin fitting in a waste tank. The friction creates heat by the high-speed spinning which melts and seals the fitting into the tank, shown in 18a.

•19 A grinder pulverizes scrap pieces into powder form, allowing the company to recover the polyethylene and prevent it from going into landfills.

•20 A water test assures there are no leaks. Under 15 pounds of air pressure, the tank is submerged while a technician looks for leaks.

•21 On the assembly line at Tiffin Motorhomes, the thermoplastic pass-through storage box is installed in the basement of an Allegro 35 QBA.

•22 After installation, the pass-through feature of the storage box is easy to see.

•23 Tiffin assembly line technicians press the galvanized steel storage box into position, straddling the drive-shaft.

•24 Two pass-through storage boxes are shown in this image.

Cashion Thermoplastics ships approximately 36 tanks per day to the Tiffin assembly line, plus 40-50 metal and plastic storage compartments. The company has 22 employees. Although Chuck does not conduct formal tours, he welcomes visitors to come by to see how these unseen components are made.
Many common pet toxicants are readily available around the home, garage, garden, RV, or campground. A lot of these poisons can be found in our own medicine chest and are medications we are taking on a daily basis. All of us have taken an NSAID at one time or another. NSAIDS include products such as ibuprofen, naproxen, and acetaminophen. These medications are often carried in our purse or are readily found on our counter tops and in our medicine chests. They are very toxic to pets even if ingested in small quantities. NSAIDS can cause severe stomach ulceration and/or kidney failure.

Sometimes owners give their dogs ibuprofen as medication for pain. They see it as a pain reliever, but ibuprofen is a non-steroidal anti-inflammatory medication (NSAID) that affects the body in a totally different way. Some types of rat poisons use Bromethalin which causes death from bleeding internally. Your pet could be similarly affected if it eats a rat or mouse that has been killed in this manner.

Warfarin is the primary ingredient in rat poisons. The treatment of choice is Vitamin K1. However, there are rat poisons that work by using other ingredients which work in a totally different way. Some types of rat poisons use Bromethalin which causes death from bleeding internally. Your pet could be similarly affected if it eats a rat or mouse that has been killed in this manner.

If you are using antidepressants or amphetamines, your pet may develop signs of sedation, agitation, racing heart, tremors, seizures or hyperthermia should they get into your medications.

Rat poison is blamed for a lot of poisonings, especially of cats that hunt mice or rats. Most rat poisons act as an anticoagulant which causes death from bleeding internally. Your pet could be similarly affected if it eats a rat or mouse that has been killed in this manner.

Acetaminophen. These medications are administered to people as medication for pain. They see it as a pain reliever, but ibuprofen is a non-steroidal anti-inflammatory medication (NSAID) that affects the body in a totally different way. Some types of rat poisons use Bromethalin which causes death from bleeding internally. Your pet could be similarly affected if it eats a rat or mouse that has been killed in this manner.

Some pets can become liver toxic and jaundice in your pet.

If you have any questions about your pet’s health or behavior, please feel free to call or email us at our office. We will be happy to help you.

Mark Lane

My Dog/Cat has been Poisoned!

TRAVELING WITH YOUR PETS

Mark Lane

MY JOB IS ALL ABOUT RELATIONSHIPS

During his 27-year career, Mark Lane has learned that business and personal successes are built on solid relationships. As Tiffin Motorhomes’ representative to 13 recreational vehicle dealers in seven states centered by Texas, Mark works with each dealer to identify their strengths and weaknesses in Tiffin sales and service and helps them take the lead in their regional competition.

"I tell the sales people in each dealership that my job is to help you make a good income," he explains. He emphasizes the important maxim that "all you have is your integrity. Once a customer loses his confidence in your integrity, you are done," he mentors.

"I have the advantage of seeing how all of my dealers prepare their sales staff. Eighty percent of sales training should focus on product knowledge. You can’t spend too much time learning about your product," Mark said. "The other 20 percent should emphasize the sales training process that a dealer must have in order to be successful—a step-by-step education program to train salespeople that should be on-going. Similarly, there is an event process that evolves as a sales person assists a customer with selecting the right motorhome. The sales person must be alert to furnish additional product information as the customer indicates his need for it.

"I call it ‘situation selling’ and it is all based on listening," he began. "You must listen carefully to understand your customer’s needs. How will he use his RV? How far from home does he plan to travel? How many family members or friends will travel with him? What types of campgrounds does he want to visit? What are his recreational passions—fishing, hiking, kayaking, skeet shooting?"

"Then, when you begin to show a particular recreational vehicle to him, he smiled, “make everything you tell him a response to what he told you. He is giving you clues and you are taking the clues and showing him the right product to satisfy his needs. It’s really a fun business because you are helping a person fulfill his dreams. That’s why product knowledge and making the right applications are so important. ‘I tell Tiffin sales people to stop trying to see what you can sell to the customer and start trying to make sure you help them buy the right thing to satisfy their needs.’"

Text and photography by Fred Thompson
one or two retail customers a month,” he said. “With Tiffin I talk to retail customers every day.

“I love to work RV shows, whether it is a dealer sales event or a major show. I worked my first TMH show in Dallas just a short time after I was hired and I had not had time to bone up on product knowledge,” Mark related. “This man walked around my neck and when he saw ‘Tiffin,’ he said ‘Mark, I just want you to know that I was his mentor when he came on board at Longview,’” Mark laughed. “Now, as general sales manager at Tiffin, he’s my boss. But our friendship has never been a problem. It only enhances our relationship.”

Jerry left Fleetwood a few years later when Tiffin created a Texas position for manufacturer’s rep and offered it to him. In March 2000 Jerry achieved a career goal and became the general sales manager at Tiffin. One of his first phone calls was to invite Mark to come to Red Bay for an interview to take his former position. “It was a good time for me to be leaving Fleetwood,” Mark said.

Mark went to Red Bay to interview for the job. He had been working in that territory for 16 years and knew the dealers well. “I had stats and info on all the dealers. I was loaded for bear and ready to answer any and, of course, Tiffin’s reputation for service is legendary,” Mark explained. “I got the job but Jane had already signed a contract to teach in Kilgore.”

The newweds kept the road home between Kilgore and Waco on the weekends until Jane was able to make the move to Waco the following January. Mark’s tenure in Waco continued until January 1989 when he was transferred back to Longview with a promotion to assistant product manager of the Prowler travel trailer line.

Jane renewed her teaching career in Kilgore where she was highly regarded and sought after by parents whose children were entering the fifth grade. After Jackson was born in 1991, Mark and Jane quickly developed a “friends-for-life” relationship. Their boys, Jackson and Jacob, were just about to put the prototype on the assembly line. We made a few changes and I accepted it graciously.”

Jane, Mark, and Jackson find time nearly every day to enjoy the patio and garden areas that Jane cultivates around their home. Four years looking for a step up in his career path, he decided to sell life insurance. “I nearly starved to death,” he laughed. But life insurance was the connecting link to his current career.

“In 1984 it was my good luck to sell a policy to Johnny Hernandez, a long-time friend who worked at the Fleetwood plant in Longview,” Mark said. “He was the assistant product manager for Prowler travel trailers. When I delivered the policy to him, Johnny said Fleetwood was looking for a sales coordinator and asked me to apply. I got the job and went to work immediately.

“Jerry left Fleetwood a few years later when Tiffin created a Texas position for manufacturer’s rep and offered it to him. In March 2000 Jerry achieved a career goal and became the general sales manager at Tiffin. One of his first phone calls was to invite Mark to come to Red Bay for an interview to take his former position. “It was a good time for me to be leaving Fleetwood,” Mark said.

Mark went to Red Bay to interview for the job. He had been working in that territory for 16 years and knew the dealers well. “I had stats and info on all the dealers. I was loaded for bear and ready to answer any and, of course, Tiffin’s reputation for service is legendary,” Mark explained. “I got the job but Jane had already signed a contract to teach in Kilgore.” The newweds kept the road home between Kilgore and Waco on the weekends until Jane was able to make the move to Waco the following January. Mark’s tenure in Waco continued until January 1989 when he was transferred back to Longview with a promotion to assistant product manager of the Prowler travel trailer line.

Jane renewed her teaching career in Kilgore where she was highly regarded and sought after by parents whose children were entering the fifth grade. After Jackson was born in 1991, Mark and Jane quickly developed plans for a new home which they completed in 1993.

“Doesn’t make any difference,” Jack replied. “It’s the second red light either way you’re coming in.”

Jerry gave Mark the obligatory tour of the plant and introduced people as they went through. “I was introduced to Tim and Van and we exchanged the usual pleasantries,” Mark recalled. “And then it was time to meet Bob Tiffin. I was pretty nervous. His opener immediately put me at ease: ‘Tell me about your family, Mark.’”

“We talked for an hour and 45 minutes. I told him about where I was just up and went to school, how I met Jane and her teaching position, talked about Jackson and, also about how much I enjoyed my job, and how things were changing at Fleetwood. He never asked me about the dealers or my credentials. Then he stood up and said, ‘Welcome aboard, Mark.’”

Jerry and Mark went to Jerry’s office to talk about the transition and the job itself. A little later as Bob was heading out to go home, he stopped by Jerry’s office and said, “Mark, I just want you to know I will not let you get hurt.”

“That’s good enough for me,” I answered quickly. “And that’s the way it has been for 11 years.”

“The territory is larger than the area I served for Fleetwood. But I could not have wished for a better set of dealers,” Mark said.

Several days later while Mark was spending time in all the departments to become accredited to Tiffin Motorhomes’ methods of operation, Van Tiffin, director of product design and development, invited Mark to visit R&D and observe a prototype under construction. “Van showed me many of the features that were being designed into the prototype. He asked for my input on a couple of items and we discussed it.”

One morning two weeks later Van phoned Mark’s office at 7:15. “We are just about to put the prototype on the assembly line. We made a few changes and I would like to know what you think about them,” Van said to a surprised Mark Lane.

“I never got such a call in all the years I worked at Fleetwood,” Mark noted.

“Several years later I was driving from my home to Red Bay for a sales meeting,” Mark continued. “It had been pouring rain for most of the way. I was too tired to complete the drive in one day and stopped at Tupelo for the night. The next morning between Tupelo and Red Bay I was..."
received three successive phone calls from my dealers who each had just taken delivery of our new 32-foot Allegro Bus. All three were leaking badly in the basement and storage compartments. As soon as I got to Red Bay, I told Lex Tiffin, head of quality assurance, about the problem. He said, "I’ll take care of it." "It was still raining hard when I went into the sales meeting," Mark said. "Around noon we took a break and I saw Lex in the hall of the admin building. He was drenched. 'Found your leak,' he began. 'We got another Bus and a driver. I got inside the basement and had him drive around in the rain. We were leaving out some seals where some wires passed through the side of the compartment and that's where the water was getting in. I told him about having a thought to myself. 'Where else would a top management person immediately deal with and solve a problem like that in the middle of a rainstorm?'"

"It got into my office early," Mark continued. "It is not unusual for Bob to call me four or five times every month just to say, 'How are things going, Mark?' or 'I’ve got a customer I would like for you to call. He’s in your territory.' or 'We appreciate what you are doing for the company in your area. Is there anything you can help us with?' "I can’t tell you how much it means to me to have that kind of support from the president and CEO of this company," he said. "It is so nice when you have a product that is held in high regard and is in demand," he said with reference to both customers and dealers. "Today when we are considering a new dealer for an area where we have the need, we say, 'Who’s the best fit?' versus 'Who can I get?'" He added, "Then we begin by asking a new dealer, we choose each other. But I have noticed that in every market the best manufacturer and the best dealer always seem to end up with each other."  

Mark points out that a great decade the company has completed in 2000 Tiffin claimed about four percent of the Class A market. Today they are in the driver’s seat with 22 percent. "When you show those numbers to customers, they realize that Tiffin Motorhomes is doing something right," he smiled. "The market is going to slow down a little right now but after the 2012 models come out I think by early Fall we will be back into full production. We have a great dealer body, and without them we are nothing."

"You asked me earlier, ‘What drives you?’ Well, I have two inspirations in my life: Jane and Jackson," Mark said quietly. "In 1987 when we married, Jane really didn’t know what she had bargained for. She is such a good person and she has inspired me to be a better salesman and to think of myself. Jane is one of those teachers you pray your kids get. She is firm and the children know that they expect them to do their best. But they know she loves them and her encouragement brings out the best in them as students. She goes to their games and cheers for them. It is amazing. I love to visit in her classroom and talk with some of the kids, and I participate in a mentorship project that is a lot of fun. I enjoy being a father figure to some of them. She keeps up with all of the high school athletes and where they go to college. She is a loyal Aggie fan and can name all the players and their positions. She and Jack- son are just huge sports fans in general. For me going to a game is a social event. 'Jackson has taught me so much! As a little guy, he was so inquisitive and that meant that I had to struggle to stay a step or two ahead of him. Before he could read, watching Jane mix up a recipe fasci- nated him. Then he wanted to mix a little flour and water and other stuff and glob it around with his hands. We would play it like was cookie dough and taste it, saying how good it was. When he could read recipes, cooking became a whole new world to him. Really he was a natural, a natural. When he returned from his trip, Jane couldn’t wait to show him the property. Within an hour of walking the acreage, they agreed to buy it. Building a dam in just the right place was a top priority because Mark is a pas- sionate fisherman—five fishing rods al- ways in the back of his pickup. After a spring and natural runoff filled the area behind the dam, Mark strategically placed three fish feeders on timers to build the stocked bream population. The bream, of course, are the food supply for the big bass. He is already claiming right away the bass on their lake. The fishing delays were delayed by the recession, but a cou- ple of good years in the RV industry will likely put those plans back on track. While we were bumping around the lake in his pickup, the cell phone rang twice and Mark promptly answered to help a salesman with a question and assist a dealer with a delivery date. "Even when we go on vacation, the cell phone comes

I N March 2007 René and Simone Vieglerdåt landed in San Diego, rented a car, and began driving east on I-8 with a loose schedule to see the Southwest and visit with Simone’s brother in Phoenix. Experienced world travelers with fluencies in three languages (English, German, and French) and the abili- ty to “get by” in several others, René grew up and was educated in Austria while Simone was born in Rhodesia — cultures and worlds apart. They have lived in London, where they met, since the mid-nineties. With a great love for the outdoors which led to travel through- out western Europe and a backpacking trip in Brazil, René quickly found himself in awe of the expansive Southwestern landscapes, the warm March days, and cool nights. René’s enthusiasm was contagious and Simone was caught up in his euphoria. Then it happened. “I saw a large group of motorists not far from the motorway,” he exalted, as a broad smile attached itself to the retelling of his story. “I knew that motorhom ing was the way I wanted to see this incredible country.”

“That was literally his ‘WOW’ moment,” Simone confirmed. “We have talked about this many times since. For the next two years, it was RV this and RV that, again and again. I had no doubt there would be a motorhome in my future,” she laughed. After earning a degree in 1980 in electronics engineering from an Austrian university, René accepted a position with Sperry, which included his first introduction to the U.S. during a train- ing course at their World Wide Training Center in New Jersey, but he soon encountered a dormant market for his skills. Much to his liking, he went outside of his field to become a travel cou- rier, which provided a paid opportunity to see other countries. His job was to meet arriving groups who had purchased travel packages and explain the options for transportation, museums, restaurants, and entertainment in the host city. He worked with German groups traveling in Cyprus, Yugoslavia, and Spain. Concurrently, a young woman in Rhodesia was weighing her career options. As civil unrest drove most of the Rhodesians with European heritage out of what eventually became Zam- babwe, many headed for western Europe and the UK. After the Schengen Agreement was signed in 1985, countries in the Euro- pean Union reciprocally allowed their citizens to live, work, and own property anywhere within the EU. This made it possible for Simone Michaan to move to London and establish herself as an executive assistant in the banking industry. René also saw opportunities in London and began working as a contractor in the computer industry and eventually for a company that designed and installed custom home theaters; home and commercial security systems; and multi-room music systems. They also designed and built monitoring systems with cameras to secure all phases of a new firm’s environment. He later launched his own company, providing similar services. René and Simone met at the Central Club Hotel off Totten- ham Court Road in London, the venue for a ceroc dancing club. Ceroc is an abbreviation of the French phrase c’est le roc which means “it’s rock.” Introduced in England in 1982, ceroc is a fu- sion of salsa, ballroom, hip hop, tango, and jive. Ceroc clubs invite singles or couples to learn to dance for fun and to keep

Photography by René Vieglerdåt

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O W N E R  P R O F I L E

An RVing Epiphany

I S UDDENLY KNEW MOTORHOMING WAS THE WAY TO SEE THIS INCREDIBLE COUNTRY

Text by Fred Thompson

René and Simone enjoy the warmth of their campfire at dusk in Joshua Tree National Park, California, in January 2009. Their three-month tour in the Southwest was a “do-we-really-want-to-do-this-on-a-full-time-basis?” experiment.
athletically fit. René and Simone said with emphasis, “Very fit!”

“At a certain age in Austria where I grew up, you go to dancing school as a part of your social education,” René said. “Simone and I lived in the same London suburb, usually visited the club on the same night each week, and danced together as we learned the new style.”

“It is a more traditional place to meet,” Simone said, “for the older set, not teens.” They married in May 2002. Simone describes her husband as “a good photographer and cook, an architectural historian, and a perfectionist.” René’s interest in architecture led him to purchase a run-down, Edwardian-style house soon after they married. He launched a full-scale restoration, turning the house into a very valuable property. It was actually the third restoration project he had undertaken, as Londoners enjoyed a housing boom. “Many would spend 30 hours on the internet. ‘There is a mine of information that you have to process and interpret for your own needs. Several forums provide valuable feedback from people who own different brands and are out there using them,’ he said.

The die was cast. They arrived home on a Thursday, put their beautiful Edwardian home on the market on the Friday after the restorations to spend a long time on the road,” René continued. “In the UK you have very high taxes. ‘We could not imagine how accommodating a Class A motorhome really is,’ René continued. “In the UK you have small Class C campers and trailers which we call caravans. There are no pickups, no fifth wheels, no Class A motorhomes, and we call them motorhomes. Nobody even wants to put a full hook-up.”

After negotiating with several dealers, the Vielgraders flew to Chicago in late October 2009, rented a car and headed North where they purchased a 2010 Allegro Red 38QBA from King’s Campers in Wausau, Wisconsin. The company removed the bunk beds and converted the area into a computer room and study while René provided the design and drawings for the computer wiring and cabling and offered his professional experience for the installation. “We wanted an RV that could go into the national parks, but also offer all the systems to be completely self-contained and all the comforts to spend a long time on the road,” he said.

“We began our shakedown trip on November 21, 2009, with a trip to Tampa,” René explained. “We enter the U.S. on a B-2 visa and can stay six months at a time.” They stored their coach for the winter at Big Toy Storage in Tampa and returned to England to wait for their next six-month interval in the U.S.

The six-month tour began in Tampa on March 8, 2010. They decided not to buy a car and opted for rentals as the need arose. Bicycles also were perfect for many occasions. “Our favorite national park on the 2010 tour was the Great Smoky Mountains,” Simone said. “We could not get enough of springtime in Cades Cove. On Wednesdays and Saturdays they close several roads and make them available only to those on bicycles. The wildlife encounters were enchanting. The bears were coming out and we saw seven families of black bears. We also saw several mountain lions.”
Simone and René at a stopover in Santa Fe, New Mexico, for the Roughing It Smoothly interview.

with cubs. The early American cabins, the churches, the green pastures with the split rail fences. . . . riding through the quiet
parts with the desert plants in spring bloom.”

As planned, they returned on March 7, 2011, to resume following

with permanent residence to which they could return, René

and Simone rented a furnished apartment on London’s north-

side. Simone visited with friends and found temporary work in

banking. René spent much of his time making thorough plans

for the next tour. Several of his old accounts contacted him for

revisions and updates to their home systems.

As planned, they returned on March 7, 2011, to resume following

their dream to see all of America’s national parks. We connected

by email two days before they boarded their flight to Las Vegas.

René found a point in his itinerary to pull away in May for a week

in Santa Fe. I flew to Albuquerque on May 8 and we met at their
campground on the 9th. They had already been courting for two

months and were just as excited about their adventures as when

they left last September. After a two-hour interview, we went to

The Shed for lunch—perhaps the best all-natural ingredients

Mexican restaurant in the Southwest. They had been there for

several days scouting for the best shops and restaurants.

The first park for the 2011 trip was Death Valley, René ex-

plained. “It is the largest national park in the lower 48 states,

which makes it a little more difficult to visit if you don’t have a car!”

“Nevertheless, we saw Zabriskie Point (best views in Death

Valley) on the way in, rode on our bikes to the Harmony Borax

Works and through Mustard Canyon. The next day we drove

the RV to the Mesquite Flat Sand Dunes and stopped at Salt

Creek Trail on the way back to the campground, where we took

the bikes to see the Pup Fish. We also hired a 4×4 Jeep for 24

hours and took the Artist’s Drive at sunset. The next day we vis-

ited Rhyolite ghost town and carried on to Titus Canyon (a slot
canyon you can drive through!) and finished the day at Mosaic

Canyon. On the way out we stopped at Badwater Basin (lowest

elevation in the U.S. at 282 feet [86m] below sea level) and drove

toward the south with spectacular views of the valley, colored

with desert plants in spring bloom.”

Analyzing his decision to travel without towing a car, René

noted that their Death Valley itinerary shows that it can be done

quite successfully. “Many, perhaps most, RVers would find our

MO a little too restrictive,” he admitted. “It does takes planning,

muscle power, money, and, most of all, dedication!”

Continuing their journey toward the Four Corners area,

they visited many national monuments, learning a lot about

the Ancestral Puebloans, with Mesa Verde National Park be-

ing the most impressive. In Great Sand Dunes National Park

they climbed the 750-ft. high Star Dune (not easy during the

windy season) and enjoyed a ride on the Durango & Silverton

Narrow Gauge Railroad. “That was certainly the experience of

a lifetime,” Simone said. “Rafting the Colorado in Moab was a bit

more physical — very wet but a lot of fun!”

“We would love to become U.S. citizens,” René said. “There

is a green card lottery each year in which 50,000 are selected at ran-
dom from different countries. It is called a cultural diversification

Three generations are involved in the management of Bretz RV:

Mark Bretz, president & CFO; Frank Bretz, Jr., president emeritus; Dave

Bretz, vice president & general sales manager; and Brandon Bretz,

parts manager at Bretz, Missoula.

Bretz Is Bullish On RVing In The Great Northwest

W

ith five stores in three states, Mark and David Bretz are

bullish on the strong recovery of RVing in the North-

west. While the recession placed a great financial strain

on Bretz RV, a 44-year-old company, just as it did on the entire

industry, it presented an opportunity for Mark and David to

acquire a second dealership in Billings, Montana, in 2008. Two

years later, and separate from his holdings with Dave, Mark

formed a partnership with Bruce Young in Portland, Oregon,

to revitalize an existing dealership. He is also in the process of

developing two locations in the Boise, Idaho, area this year.
The Bretz brands are fast becoming leading players in a market area

with a 450-mile radius.

“The commonality for all of our stores is Tiffin’s brands,”

Mark Bretz, president and CFO, said. “The timing for Bretz RV

to become a Tiffin dealer early last year could not have been

better. From the 28-ft. Allegro Breeze to the 45-ft. Zephyr, their

products address at least 90 percent of client interest in the

Class A arena.”

Dave Bretz, vice president and general sales manager, agreed.

“The Class A brands are currently handling, Tiffin is by far the best seller. We very likely will drop one of the other

two this year,” he said. “As of today (which was May 10), we have

52 Tiffin motorhomes on order for all five of our stores. We

have been very successful with the Phaeton here in Missoula.

Our other stores are seeing a strong demand for the Breeze, es-

pecially Portland.”

“In talking with other Tiffin dealers, many of us believe there

is the Tiffin market and there is the other Class A market. If we’ve

just stocked Newmar and Winnebago,” Mark noted, “we would

think the Class A motorized market had not recovered very

much at all. But the Tiffin market has definitely recovered.”

The Bretz family has deep roots in Montana, beginning only a
decade after Montana was still being called the “wild west.” It is an
interesting story of a university professor a long way from home.

Text and photography by Fred Thompson
“My great uncle, J. Harlen Bretz, was a geologist at the University of Illinois, although his wife and children continued to live in Michigan. He came west in 1922 with a study group of students in tow,” Mark said. Born in 1882, Bretz earned a Ph.D. in geology from the University of Chicago in 1913. He wanted to find an explanation for the ancient glacial landforms (150 to 330 feet across), which he called Channeled Scablands; huge 200-ton boulders in the Missoula Valley, totally different from any nearby mineralogy; and gigantic gravel bars a thousand feet long and fifty feet high, all of which were clearly evident in eastern Washington. Contrary to one, and later working for three years in a food distribution company. His affinity for the outdoors, RVing in general, and working with his family brought him back to the dealership in 1990 when he joined the sales team. Today Dave serves as vice president and general sales manager for all of their locations.

Gorman strongly advocated dealership locations at freeway intersections. “During one of his consulting visits in 1997, we had lunch at a restaurant at exit 101 on Interstate 90 here in Missoula. The only other business at the exit was a gas station,” Mark said. “Looking out the window by our table, bill pointed to an old 30-acre gravel pit across Reserve Street (US 93) and encouraged me to buy it. I protested that ‘there’s nothing out here.’ Gorman was right on target. Mark and Dave purchased the

The following year Frank and Viola Bretz leased a Conoco gas station in Missoula. A manufacturer’s representative suggested they rent travel trailers during the summer season and then sell them. They then showed up at all the local RV dealerships with a plan that he made more money selling the trailers than he did renting them, although they continued the plan for two more years.

In 1970 the Bretzes moved to a new location where they could be full owners of the business. They sold gas under the Thunderbird Oil Company brand, which later became Flying J. On just two-thirds of an acre they rented and sold Alladin, Aloha, and Ideal travel trailers for 14 years. “We had one 40-ft. service bay that could take care of a car and trailer,” Mark remembered.

Mark completed a B.S. degree in business and finance at the University of Montana and returned to help his parents with their business in 1984. “We stopped selling fuel and renting trailers and began to focus on a full-service recreational vehicle dealership,” he explained.

In 1986 Mark hired Bill Gorman, a well-known RV industry consultant, who urged him to work at another dealership and decide if he really wanted to stay in the recreational vehicle industry. Taking the advice, Mark worked in Arizona for several months, came back at Christmas, and realized “we needed to turn things around.”

“My parents and my wife and I emptied all of our bank accounts to make the payroll (four employees),” Mark explained, “and I have been here ever since. We had $1 million in sales in 1984 and Gorman convinced me we should be making $3 million a year from that location.”

By 1988 the company had grown as Gorman predicted and they moved into a new location with 3.5 acres. “Gorman’s success formula consisted of 14 ‘equations,’” Mark noted, “and the first one was location. The second was ‘the product equation,’ which demanded a highly recognizable brand. We fulfilled that equation when we got the Bounder dealership.” Mark added another 2.5 acres in the early nineteen-eighties.

Frank and Vi Bretz retired in 1990, turning the company over to Mark and David. Their sons had “grown up in the business” and they felt confident about continued success. During those early years, Frank used the rental trailers to take his family camping. On his eighth birthday, Frank asked Mark what he wanted for his present and he answered, “a camping trip.”

“There is a little recreation area in the hills near the Bitterroot River where we used to camp,” Dave added. “I vividly remember that first day of catching my first fish. We would get up early, catch the limit, and cook them for breakfast. I ride my motorcycle up there two or three times a year and just sit there in the campground reminiscing. Close to the campground there is a country store, a post office, and a gas station. It was just like that forty years ago.”

As soon as his parents allowed him to ride his bicycle around town, Dave sold Grit newspapers. “In my pre-teen years, I earned every sales prize they offered. Then I sold greeting cards from door-to-door and was usually the top salesperson when our high school band sold fruit and Christmas wrapping paper to raise money,” he recalled, with some pride showing in his smile. Dave took a different course when he graduated from high school in 1979, attending a law enforcement academy in Spokane, and then working for three years in a food distribution company. His affinity for the outdoors, RVing in general, and working with his family brought him back to the dealership in 1990 when he joined the sales team. Today Dave serves as vice president and general sales manager for all of their locations.

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During the recession I learned about the Tiffin Motorhomes’ financial strength — a privately owned company, yet it was much stronger financially than RV manufacturers twice its size,” Mark emphasized.

“The price-value relationship in all of Tiffin’s brands is impressive. And the consumer can figure that out,” he said. “The one-piece fiberglass roof is an example. Their top-quality cabinetry is like fine furniture. The porcelain floors in the Phaeton, Allegro Bus, and Zephyr look as good as or better than what you see in million dollar homes.

“Part of the magic of Tiffin’s product for dealers and consumers is that they provide in their motorhomes about 90 to 95 percent of what the market wants. Occasionally, there is something a Tiffin coach cannot offer which could kill the deal,” Mark explained. “In contrast, Monaco provides about 120 to 125 percent of what the market wants — which means they are oversaturating their coaches with features that a significant part of the market is not interested in. That makes their coaches more expensive.”

“Tiffin is also careful not to oversupply the market. After a buyer spends several weeks doing his research and looking, he will realize that Tiffin inventories turn over quickly and the unit he saw last week may not be there today,” Dave said. “Our Tiffin inventory turns faster than any of our other motorized products. Of course, a buyer can order a coach with exactly the interior decor, exterior paint scheme, and the options he wants. Many do just that.”

“We have a specialty because we are a Montana dealership,” Mark explained. “As many RVers know, Montana has statutes which permit an out-of-state resident to establish a Montana limited liability corporation (LLC) without actually living here. We partnered with a local attorney who does the LLC for our customers. The advantage of buying from our Montana dealer- ship is that we know how to establish the LLC and make it unnecessary to disclose the principals of the corporation.”

Bretz RV & Marine invests thousands of dollars each year in training their technicians. “Training is definitely an investment, not an expense, at least philosophically,” Mark averred. He is chairman of RVIA–RVDA’s technical certification board.

Throughout our five locations, the difference between us and our competitors is the quality people we employ and the training they receive. We use online training programs and we send our technicians to training schools provided by parts manufacturers and motorhome manufacturers. Tiffin does a good job for us.

“When we bring new employees on board, we set up mentor relationships. Our technicians are paid on a flat rate system. This system produces better quality repairs the first time because each technician knows he does not get paid to do the job over. They do it right the first time,” Mark elaborated. “Most of our techs have over $50,000 worth of tools acquired over many years. In Montana we have the most RVDA certified technicians under one roof.”

At the Missoula store, the company has 16 technicians in service. Bozeman has four, Portland six, and Billings six. All of the Bretz locations have parts and accessories stores.

The Bretz service center is strong in several areas: an excellent paint and body shop, specialists in troubleshooting and making electrical repairs, certified technicians to provide overall good service, interior ceiling repairs caused by leaks; and slide-out repairs. “We have people with the knowledge base to service and repair both gas and diesel, but we are not a certified warranty repair center,” Mark noted. “Our technicians can do certified chassis warranty repairs on Workhorse and PowerGlide. They can also service other chassis for out-of-warranty work.”

When Dave Bretz at 30 years old joined the company’s sales staff in Missoula shown here are (left to right): Myron West, David Bretz, Aaron Langford, Anthony Shoupe, Matt Madsen, Collin Griffiths, Scott Tipps, Todd Green, Chuck Arnold, Wayde Whitemore, and Greg Sherrow.
Bretz does not stock Class B motorhomes. Motorized sales break down to 20% Class C’s and 80% Class A’s. In the Class C category, Bretz stocks Coachman and Winnebago.

“The sales support that we receive from Tiffin Motorhomes is terrific,” Dave said. “There is just a personal touch at TMH that you don’t see elsewhere. All of our sales staff have been there for a long time, and know his commitment to the end user.”

On April 30, the company celebrated its 44th Annual Customer Appreciation Day with free steak and chicken dinners, an RV Lifestyle Expo, and vendors with booths to offer information and training. Chuck and Shirley Dean, retired employees who still love the action, arrived at 4 a.m. to help organize the event. Over 2,800 RVers attended the invitation-only celebration, one of whom was Bob Tiffin. The Coachman Tiffin sold five Zephyr motorhomes during the event, including a Zephyr. Bretz is one of only four Zephyr dealers west of the Mississippi.

At the Missoula location, Ashley Jammaron and Jamie Tipton provide the design and technical expertise to create print ads and do daily updates on the company’s websites. Each motorhome gets a 360-degree “tour” display of its interior plus four exterior images. With each motorhome’s options shown online, a client with the help of a salesperson can “build” his coach and receive a quotation.

Where do you see your company and motorhome sales from now to five years out? I asked.

MARK: Each year a group of people reaches a turning point in their lives where they realize they have x-amount of years left and they want to do it now, regardless of the economy. They will continue to be our core business in Class A coaches as we continue to grow. With our five locations, we are reaching a larger percentage of that core here in the Northwest.

DAVE: Credit needs to continue to loosen up. Most motorhome customers need to borrow over $50,000. Lenders are still making the hoop too difficult to jump through. For higher dollar RVs, sales are still being limited by financing. We probably should not go back to the loose credit rules of 2007. But we have not hit the consumer balance sheet yet.

MARK: We lose probably 20 sales each year on Class A coaches with people who have good credit, but who do not choose to meet all of the stringent requirements the lenders demand. We are seeing fewer full-timers who sell their homes to facilitate the purchase of a high end Class A coach.

MARK: The industry has thrived under the entrepreneurial leadership of Winnebago, Tiffin, and Forest River. It appears that TMH has the potential for family succession in leadership and management as the younger family members are taking over. That’s good for companies like Bretz RV.

As you understand this market, what will stimulate Class A sales?

MARK: Customer confidence. Most of our buyers have lived an auditorily through their lives and can afford to buy a motorhome. But they are concerned about a government that doesn’t have the same philosophy.

DAVE: Fuel prices are definitely having some effect. If diesel drops below $3.00/gallon, we will see more first-time buyers coming around.

MARK and his wife Barbara have four children, two sons and two daughters who are actively pursuing their own careers. Karl, 25, is an electrical engineer who works for a company in Seattle that tests and enjoys any type of wireless devices inside the interiors of office buildings to ascertain that they communicate with all emergency responders. In some cases building materials have blocked communication and the problem has to be corrected.

Kate, 22, is reaching English in Korea. “Most schools in Korea are English and they like to have a native English speaker on staff. It’s a bragging point,” Mark said.

John, 16, will be a high school junior this fall. At 6’6” in height, he is weighing his options.

Barbara, an accounting major with a CPA shingle, manages an anesthesiology practice with 26 doctors. With a support staff of 10, she schedules their surgical assignments and handles all of the billing. She operates another business with office space at Bretz RV that does the billing for pathologists and radiologists.

Following in his father’s footsteps in aviation, Mark got his pilot’s license in 2002. Beginning with a Cessna 172, he soon moved on to a multi-engine aircraft with a Piper Aztec and Seneca, and then a Cessna 414. Last year he traded for a Cessna Citation Mustang, a six-seater which is Cessna’s smallest jet. “I can schedule meetings with our management and visit all of our stores in one day,” he said. “It takes 12 hours to drive from Missoula to Boise and I can fly there in 45 minutes.” Mark is an avid skier (snow and water) and enjoys mountain biking. To get away from it all, Barbara and Mark have a second home at Flathead Lake, north of Missoula. It is the largest natural lake west of the Mississippi.

Dave and Stacy Bretz also have four children, each of whom have been given the opportunity to work at the dealership. They emphasize the family business:

Brandon, 27, currently works in parts at the Missoula store. He plans to eventually move into long range planning and supervision of parts and service in all five locations.

Dustin, 26, worked for a time as the sales manager in the Billings store and helped set up that location with the Bretz prototype.

“His has a business degree from the University of Montana and wanted to try his wings in other business environments,” Dave said. “He first took a position with Prudential and is now with Western State Insurance. I’d love to have him come back—whom he is ready of course.”

Ashley, 24, worked at Bretz as a receptionist during high school and later as a part-timer in parts. She currently works as a radiology technician and will graduate next year from Montana State University with a degree in health and human performance.

Chelsea, 23, is working as a cosmetologist while she studies for a degree in business at the University of Montana.

Stacy has created a special niche for herself in the Bretz organization, serving for the last 10 years as the interior decorator for both the motorhomes and towables. “If a buyer can see an RV with some of the appointments that you would expect to find in your home, I believe it encourages them to think about how they would decorate with their own things,” she said. She uses colorful plates, glasses, and decor items in the towables and entry-level motorhomes and more expensive pieces of glass, china, and fabrics for the higher-end coaches. “It’s a fun business and I enjoy working to help the sales department.”

Get Satellite In Your RV! Call 866-609-3374

www.winegard.com
Frank Bretz Looks Forward to Flying the RV-9A This Summer
Retired for 21 years, Frank Bretz, Jr. celebrated his 85th birthday in May. He has been a pilot for over 40 years and still keeps his license current. In the early nineties he purchased a kit from Van’s Aircraft to build an RV-9A, a single engine, two seater. When his wife, Vi, became ill, he put his passion to her death in May 2000, Frank renewed his interest in flying and building the RV-9A with the encouragement of Carolyn Steenson, a lady whom he married in September 2001.

“Dad is a perfectionist in everything he does,” Mark said. “I have no concerns about his building and flying the RV-9A.” The plane was painted in the Bretz downdraft paint booth recently and will be flown and certified by a test pilot this summer. Sadly, Frank’s advocate and second wife, Carolyn, died last year after battling cancer. Undeterred and with the energy of a man 20 years his junior, Frank plans to fly his plane later this summer. During the interview with Mark, Frank pulled into the Bretz parking area with a pre-owned Class A coach for the company’s inventory which he had driven from Las Vegas in less than two days—just a 900-mile jaunt! Jumping out of the cockpit wearing jeans and a plaid shirt, he unhitched his tow car and moved the coach to the service center to prepare it for sale. The next morning he showed me his Van’s RV-9A with the detached wings resting on a dolly awaiting transfer to the airport. What a guy!

Inman’s Answers

As the editor of “Serious Tech Talk,” Danny Inman, 38-year veteran with Tiffin Motorhomes, invites your questions.

Dear Danny . . .

I have an Allegro 2002, straight side, 31-ft. with a headlight problem that could be a design fault. The daytime running lights and the low beam head lights are the same. The lenses in these lights have a rough surface created by cast, square projections that diffuse the light beam. I suspect the Tiffin experts could give the best solution to my problem. There are only two wires going to each bulb and there are two lamps on each side: one with clear, smooth lens and one with the cobbled lens. Each lamp has but one two wire bulb.

I don’t have the VIN on hand but it was built in June 2002. I think the model was 30 IA, but it is 32 feet long and listed as so in the brochure.

Jim Chapman
Cincinnati, Ohio

Dear Danny,

Headlights through the years have been an issue with many motorhome manufacturers since we all use standard production headlight assemblies from U.S. truck and car companies. Your assembly came from a 2000 GMC Sierra truck. Other than replacing the entire assembly, clean and polish the exterior plastic lens and you can also get the work done at the TMH Service Center in Red Bay.

What do I need to check or reset to get the wipers to stop in the correct position?

Frank Ward
Chatsworth, Georgia

Dear Frank,

On the wiper motor under the hood, loosen the nut where the arms are attached to the motor and then set the arms in the parked position for the blades. Then tighten the nut securely. This should solve your problem.

Bruce Wallace
Palestine, Texas

Dear Bruce,
The newer LCD televisions are more rectangular in shape than the units that were being made five years ago. This will make it necessary to modify the design of the box and design a new face to which the flat panel TV can be attached. Several companies have specialized in this update and you can also get the work done at the TMH Service Center in Red Bay.

At night the low beam, rough lens project very little light. In city driving with streetlights on it is impossible to tell if the RV headlights are on without going out and observing the lamps themselves. They do not project enough light to illuminate the signs along the road. From the beginning I aimed the high beam lights downward enough to satisfy almost all the oncoming drivers. This illuminates the signs and is comfortable while driving on the interstate at night or in cities.

I expect to be driving at night on state roads extensively later this year and would like to get normal high/low beam head lights. I suspect the Tiffin experts could give the best solution to my problem. There are only two wires going to each bulb and there are two lamps on each side: one with clear, smooth lens and one with the cobbled lens. Each lamp has but one two wire bulb.

I don’t have the VIN on hand but it was built in June 2002. I think the model was 30 IA, but it is 32 feet long and listed as so in the brochure.

Jim Chapman
Cincinnati, Ohio

Dear Jim,

Headlights through the years have been an issue with many motorhome manufacturers since we all use standard production headlight assemblies from U.S. truck and car companies. Your assembly came from a 2000 GMC Sierra truck. Other than replacing the entire assembly, clean and polish the exterior plastic lens and make sure the height adjustment is accurate. Remove the bulbs and take them to a parts house and match up the receptacle with a current version that has higher output. There are several kinds of after-market bulbs with regard to the “color” of the light. You can select the one that you like best.

Benjamin C. Staff
Sioux Falls, South Dakota

Dear Benjamin,

There could be several solutions to this
I responded to the refrigerator recall on my 2003 Phaeton. The work was completed by La Mesa RV in Tucson. Since the recall call I had to remove the bulbs in the fridge as it would not cool below 50 degrees. Then the schematics started leaking due to a cracked line in the back of the fridge. I took it back to La Mesa who said the recall repair could not have caused the new problem. I took it to another authorized Dometic dealer who said the recall caused too much heat when operating on gas which melted the plastic lines and wiring insulation. The second Dometic dealer said the entire refrigerator may need to be replaced. Is this a problem you have encountered before?

Dear Terry,

We are not aware of this being a recurring problem on the Dometic refrigerator. I suggest you call the Dometic service number and provide them with the serial number to the refrigerator and the recall number to which you responded to see if this is a problem that could have been caused by the repair made during the recall campaign. The number is 800-544-4881.

I recently purchased a 2011 Allegro Bus 40QXP. When I took delivery, the air conditioners would not work because the fuse had blown on the wall thermostat (RV Comfort brand). We replaced the fuse and the A/Cs worked fine for awhile. In three weeks I have replaced 11 fuses. No one at the dealership where I purchased the bus has been able to correct the problem.

Billy Winters
Powderly, Texas

Dear Billy,

You have a short somewhere between the thermostat and the air conditioner or possibly between the three air conditioners. The wiring sequentially runs from the thermostat to each of the air conditioners. It will be a process of elimination to determine where the short is located. I advise you to go to an RV service center for best results. You have a single thermostat we use a zone selector that controls all of the air conditioners. I wish I had a better answer for you, but there are too many possibilities.

I have a 2000 Allegro Bus on a Freightliner chassis. All too often my dash instruments freeze and cease to operate. Sometimes turning the ignition off will reset them. About 30 minutes later, after it quits raining, the wipers did not cease operating when we tried to turn them off. About 30 minutes later, after it quit raining, the wipers ceased operating. We have a 2005 Allegro Bay on a Workhorse chassis. Can you suggest how you can correct the problem? Thanks.

Robert & DeVon McDaniel
Hueytown, Alabama

Dear Robert & DeVon,

There are two possible answers to your problem. Most likely it is the electrical plug where the wiper motor and wiring harness are connected underneath the hood. The problem is moisture inside the plug. Separate the plug and fill the inside of the receptacle with electrical grease and then wrap the connection with electrical tape. With wire ties, secure it up high where water will not settle on it. If this does not solve your problem, then you should replace the wiper relay which is underneath the dash on the inside near the steering column.

You can add my 2002 Allegro (with 37,000 miles) to the list of units with ignition issues. The first time was in 2006 in Amarillo, Texas. Cost: $600+. I called Workhorse—tough luck, they said. Out of warranty. Then it happened in Patterson, Louisiana. Same thing, fixed $700+. Tough luck, Workhorse said. The mechanic in Patterson told me he had to replace the frame that is defective, you would probably be best advised to replace the unit with a new one. At the Tiffin Service Center.

We recently took two trips and experienced the same problem both times. On each trip, it began to rain and, of course, we turned on the windshield wipers. Once it stopped raining, the wipers did not cease operating when we tried to turn them off. About 30 minutes later, after it quit raining, the wipers ceased operating. We have a 2005 Allegro Bay on a Workhorse chassis. Can you suggest how you can correct the problem? Thanks.

Robert & DeVon McDaniel
Hueytown, Alabama

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changed at least 10 ignition switches this year and cannot understand why Workhorse has not issued a recall before a motorhome burns down. It creates a dangerous situation. It is expensive to fix. Something needs to be done.

Robert A. Griffin
Homua, Louisiana

Dear Robert,

The problem that we are aware of with the ignition switch is a short in the wiring harness at the knuckle of the tilt steering column. The wire was being pinched in the tilt wheel causing the ignition switch to short out. Once this problem was corrected by the service center, it should not have occurred the second time. Your situation could be a different problem caused by circumstances of which we are not aware. If you have more information about the cause of the failure, please let us know.

I own a 2007 Phaeton 40 QDH. In the last several months when turning off the chassis and coach batteries, the inverter stays on. I have to turn it off using the switch on the face panel of the inverter. Does this indicate there may be a problem with the inverter?

Frank M. Crane, Jr.
South Daytona, Florida

Dear Frank,

The inverter is not wired through the battery disconnect. Power runs directly from the battery to the inverter. Therefore, in order to turn off the inverter, you must do it at the inverter panel. You should not have an inverter problem.

We own a 2003 Allegro 35 DA. Recently without any warning, the bedroom ceiling lights ceased working. Not knowing which circuit was dedicated to these lights, I checked all fuses and all showed continuity. Any suggestions or remedies will be greatly appreciated. Thanks for all the wonderful service your technicians give on each and every visit.

Charlise Brandon
Arlington, Texas

Dear Charlie,
The best way to solve this problem is the process of elimination. Turn on all of your lights in the motorhome. Pull the fuses one at a time to determine which fuse services the circuit in the bedroom. Most of the lights in your motorhome are wired in series. There are more lights on the circuit than the ones that went out. Once you determine which lights are on the non-functioning circuit, go to the next light that is burning, pull it down and see if power is leaving and going to the next light that is not burning. If power is going out, go to the first one that is not burning, pull it down, and test to see if power is getting to it. Sometimes it is difficult to determine where the wire is going past the light fixture that is burning. But you are going to find a loose connection in one of the wire nuts.

When we were looking at the Breeze, we could not find the button for the exhaust brake which your brochure mentions. The salesman said that the Breeze really does not come with an exhaust brake, but that the Allison transmission has plenty of braking power built in.

The shifting control panel looks just like the one in our previous coach which had a larger transmission. After taking possession of our new Breeze and driving it, we thought the transmission was not working right and starting calling Tiffin tech service and Allison. We learned that the control panel is the one used for larger transmissions, the mode button is not hooked up to anything, and the shifter is completely programmed differently. When descending steep grades, the transmission does not slow you down at all. You can down shift manually only one gear at a time and it goes from drive to fourth gear which is much too high. The coach speed will go way above 60 mph, causing you to apply the brakes too much.

After talking to the technicians in Red Bay, I was informed that Maxxforce would not allow Tiffin to install an exhaust brake. When I talked with the people at Maxxforce, I was surprised to learn they do not even have one designed for this engine yet.

We like the concept of down sizing and we like the looks of the Breeze. But we are concerned about giving up a margin of safety in driving the Breeze. One of the reasons for down sizing was that my wife does not like to drive, pull it down and drive. Now she is too intimidated to drive it in hilly situations because of controlling the speed. Will there be a “fix” for this problem in the near future? Thank you and we look forward to your reply.

Randy & Maxine Carson
Apple Valley, California

Dear Randy & Maxine,

We are sorry for any inconvenience that was caused by the error in the Breeze brochure about the exhaust brake. The program in the computer will allow you to downshift to 4th gear. If you wish to down-shift all the way to first gear, the transmission will have to be reprogrammed.

Both the radio and the King Dome unit in my 2002 Allegro Bus are wired into the ignition side of the ignition switch. Can you provide me with a wiring diagram showing which wires need to be changed to wire these items into the accessory side of the house batteries.

David Crow
Madison, South Dakota

Dear David,

Changing the radio over to the accessory side is not a problem. We will furnish you with a diagram. Your King Dome, if it was installed by TMH, should be wired directly to the house batteries and not through any of the engine accessories. If it was wired incorrectly through the ignition side of the switch, it should be moved to the house batteries.

We have a 2004 Allegro 32-ft. The carpeting is starting to look very worn and tacky. We have talked about how nice it would be to have tile instead of carpet. We would leave the carpet on the slide under the sofa and dinette. Same for the bedroom. When the slide comes in, it would cover the tile. Is this possible?

Louise Thompson
Las Vegas, Nevada

Dear Louise,

This can be done, but TMH does not offer this upgrade in the Red Bay Service Center. Aftermarket suppliers and some of our dealerships can help you with this change. Keep in mind that the rollers on the slide-out box have to change to prevent damage to your tile.

We have a 2011 Allegro 32BA with the V-10 Ford engine on a Ford chassis. It seems the shift points are high as the engine sounds like it is over-revving prior to shifting to the next gear. This is really noticeable when accelerating on an interstate entrance ramp.

I have checked with other owners on the tiffinrvnetwork and it seems to be a common occurrence. We have not had it checked at a Ford dealer at this writing. So my question is – Are the shifting points set correctly?

Roger Massie
Avon Park, Illinois

Dear Roger,

This is not a problem we have seen with the shift points in the transmission. We have identified a similar noise which sometimes could be mistaken for the transmission, but is actually the electric cooling fan that comes on automatically with engine acceleration.

We are loving our new Phaeton 36 QSH which we had the pleasure of watching while it was being built. We have a problem with the engine info panel (LCBV). It is impossible to monitor when driving. And forget trying to use the “mouse button” safely if you are moving.

Is there any chance that a retrofit gauge display may be made available (even for a fee) so that the panel/dash can be reconfigured for easy reading?

Larry Marola
Titusville, Florida

Dear Larry,

We agree with you that it is in a bad location. Yes, we can move it to another location. But with the current design of the dash, there is not a better location for it.

I read your “Serious Tech Talk” column.
After three stops at different service centers, Freightliner figured out we had a faulty mode switch. Two weeks later Freightliner sent a new shifter-mode switch. We had it installed and the coach has shifted perfectly since.

Donn & Rhoda Westfall
Edwardsburg, Michigan

We recently had custom work done on our 2003 Phaeton 40TGH at Cape Fear Custom RV in Wilmington, North Carolina. We would like to share our story with other Tiffin motorhome owners.

Dennis Harp
Our 2010 Allegro Bus with a king-size bed. The lift assist is a SUSPA C16-08055, 120 lbs. One assist jammed in the up position and we had to remove it to lower the bed. The SUSPA tech department informed me that the assist should be installed with the rod in the DOWN position. This allows lubricant in the cylinder to keep it from jamming. Both assists on our unit were installed in the up position which tends to cause them to jam for lack of internal lubricant.

David & Montez Schneebelen
Baton Rouge, Louisiana

Kudos for Tiffin Design
We have just purchased a 32CA Allegro Bus in a Binder
We can perforate on press. However, to do so we would have to move away from the two high-speed web press runs creating two 32s and do an odd 8- or 16-page signature which would permit perforating on press. In short, it would increase the cost of printing significantly. I recommend going to an art store and buying a hobby knife and razoring the pages out with a straight edge and then 3-hole punch them.

Fred Thompson, editor

Serious Tech Talk in a Binder
Would it be possible to print your technical tips on perforated pages at the end of the magazine so they can be easily removed and placed in a binder? Thanks.

Ron Sliger
Melbourne, Florida

Dear Ron,
We can perforate on press. However, to do so we would have to move away from the two high-speed web press runs creating two 32s and do an odd 8- or 16-page signature which would permit perforating on press. In short, it would increase the cost of printing significantly. I recommend going to an art store and buying a hobby knife and razoring the pages out with a straight edge and then 3-hole punch them.

Fred Thompson, editor

With reference to Dave Schilke’s letter in volume 8, number 1, we had a very similar experience. We bought a 2010 Allegro Red 36 QSA in July 2010. On our way home from Lazydays in Florida, Allegro Red 36 QSA in July 2010. On our way home from Lazydays in Florida, we noticed the shifter-mode light would not come on or shift into sixth gear. We called Tiffin service to Michigan, we noticed the shifter-mode light would not come on or shift into sixth gear. We called Tiffin service to Michigan, we noticed the shifter-mode light would not come on or shift into sixth gear. We called Tiffin service to Michigan, we noticed the shifter-mode light would not come on or shift into sixth gear.

For Sandra Thompson of Prattville, Alabama

For Hershel Answeart of Winchester, Kentucky (CB antenna): I would suggest a 5/8’ wave side mount similar to the Firestick LG4-M2. I lead motorhome tours and have mounted several of this type of antenna for guests. They install quickly and easily in less than an hour and work exceedingly well. Simply remove the pillar post cover on the driver’s side of the windshield and install the mount as high as the post configuration allows. Drill the top mount hole first from the inside out (to be sure you get it positioned where you want it) and then drill the bottom hole from the outside in so the antenna is vertical. The mount goes on with two washers and nuts and the antenna wire connects to the lower mounting lag. The antenna wire runs down the pillar post and under the dash to the radio. This antenna does not need a ground plane.

Jerry Barber
Encinatas, California

Kudos for Tiffin Design
We have just purchased a 32CA Allegro Bus which is our third Tiffin. We love the floorplan and the midship 37-inch television. We have the Rocky Mountain Brown exterior and the English Chestnut cabinets. The pass-through storages area of the coach. On a system this small, tracing a leak in an air system which describes the problem discussed.

I purchased a 2009 Phaeton 42 QBH from La Mesa RV in Florida: Spartan chassis, Allison transmission, Cummins 360 engine. We love everything about the Phaeton and have nothing but praise for the technical staff in Red Bay, and for their telephone and on-site expertise. We also had the opportunity to meet with Bob Tiffin while in Red Bay and came away very impressed. The entire Tiffin Motorhomes operations is a class act.

But we do have a problem. Within 24 hours after parking the coach, we lose pressure in the rear air system to the point the air-driven step cover will not operate without starting the engine and building the pressure back up. Then the pressure soon drops again. There is not pressure drop with the front air system.

La Mesa RV in Tucson was authorized by Spartan to do a leak detection test on the entire rear air system with the result of “no leaks.” The technician at Tucson said the step cover is not part of the Spartan system, but is an add-on by Tiffin, which is why the Spartan leak detection test came up negative. He had no solution for the problem. He mentioned he had an Allegro Bus in the shop that week with the same problem.

As an interim solution, I have reinforced the front of the step cover with two angle brackets and then attached a drawer pull to the front edge of the step cover that allows me to pull the step out when the pressure is down. The step easily pushes back in when the pressure is down. Any suggestions for a “real” fix would be appreciated.

Bob Vineyard
Canons City, Colorado

Dear Bob,
The tech is correct. The step cover is a Tiffin component and we install it during assembly. If the tech did the complete chassis air system test and found nothing, the only point left would be a control valve at a T-connection in the air line which is located in the compartment just in front of the tire on the driver’s side. This line goes to the air cylinder that controls the step cover. The problem is not related to the “rear air system” which you mentioned in your letter because all of the air system related to the step is in the front area of the coach. On a system this small, tracing a leak in an air system which depletes over 24 hours will be difficult.

The only thing you hear that’s loud as a woodpecker — should be a woodpecker.

Granted, the roar of the road is part of the lifestyle. But your heating system shouldn’t add noise pollution. Aqua-Hot Heating Systems are whisper quiet. And incredibly efficient.

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TIFFIN MANAGEMENT TEAM
Continued from page 44

with me,” Mark said. “It is just part of this business. You wouldn’t refuse to answer the phone just because you were on vacation if your child was calling,” he joked.

“You must be a self-starter to be a manufacturer’s representative,” he said, looking me straight in the eye. “It’s like this. TMH says, Here are the rules. Here is what we expect. Call me if you need me. It’s very empowering. They give me the tools to get the job done, the people and resources to back me up. No micromanagement. I love this job.”

OWNER PROFILE
Continued from page 48

Our goal is to see all 46 of the national parks in the lower 48 states,” René said over lunch. “So far we have visited and enjoyed 22 (as of June 2011).” They were looking forward to visiting in Yosemite — a photographer’s paradise ever since Ansel Adams sold his first black and white prints of the valley in 1922.

A future goal surfaced as we talked about Yosemite. “We would love to do work-camping in Yosemite or the Arches National Park. Our language skills in French and German would be an asset in interpreting the park to European visitors. But unfortunately we are stymied by the green card,” he said.

One thing is for sure. It is unlikely our national parks will find more enthusiastic advocates than René and Simone. Bon voyage Vielgraders! We look forward to seeing you again next year.

A slower pace in the rolling hills of the Georgia Piedmont.

Call Lee Rowell today for more information about building lots and homes available. (770) 318-6153.

There are wonders in this nation that every child should see with his or her own eyes. And they are not made of plastic or packaged with a kid’s meal.

It’s time to give your family the gift of America. Our Allegro Bus® is the most comfortable, spacious way to experience those wide-open spaces. Four slides and floor plans up to 43 feet give everyone room to roam. And with our exclusive Powerglide chassis, you’ll have the confidence to travel from coast to coast.

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The exterior is clad by the very same body paint which graces the world’s top luxury supercars. Grand touring, indeed. And because it’s a Tiffin, you can be confident in our warranty, our company, and our commitment to customer service. America is waiting. And so are the memories of a lifetime. Climb on board.

Imagine your grandchildren hearing the words ‘golden arches’ and not automatically thinking hamburgers.

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ARE YOU JUST LOOKING FOR SERVICE OR DO YOU NEED SERVICE YOU CAN TRUST?

Your Spartan chassis provides lower maintenance costs, greater durability, and best-in-class resale value*. Would you trust just anyone to service this smart investment?

Spartan Authorized Service Centers employ fully licensed and insured technicians, who complete regular Spartan training, so you can be confident you’re getting help from qualified, experienced professionals. They also have the proper equipment and facilities to provide comprehensive support and repair services for our products.

Wherever your travels take you in the U.S. and Canada, you won’t be far from one of our 570 Spartan Authorized Service Centers. Call us day or night and we’ll help you get the service you’re looking for.

*Best-in-class resale value based on 2010 NADA Data.