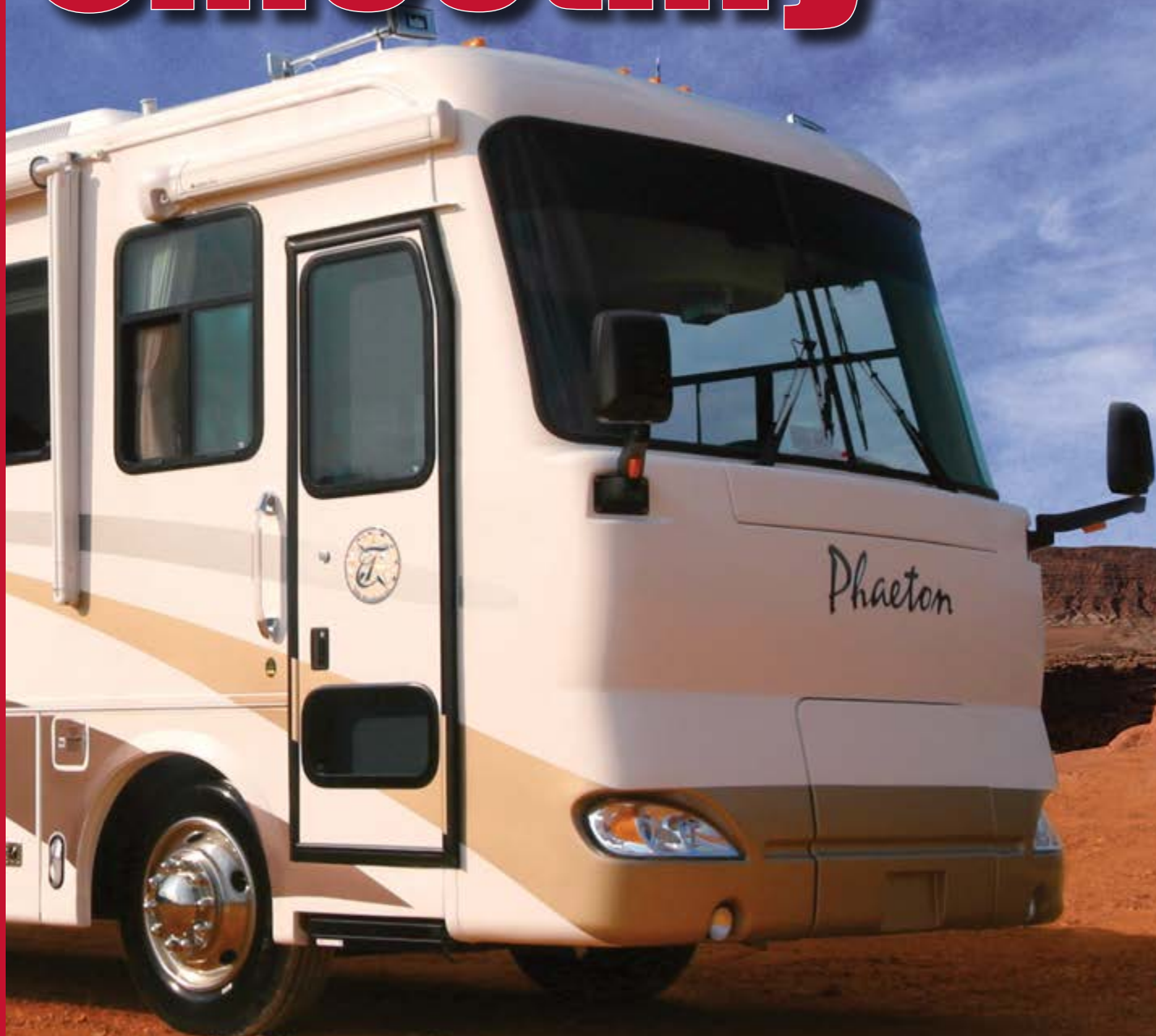


Roughing It Smoothly®



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- Phaeton Road Tests
- Rally Schedules for 2004
- A Family Business Model



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These are the pages that our coach owners will write. Everyone has a story and should pick up their pen or keyboard.

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Milestones

On November 4, 2003, Tiffin Motorhomes built its 47,000th motorhome. There was no major fanfare. We took a picture or two for the records. Next year, Lord willing, we will manufacture our 50,000th unit. Maybe that will be worth a parade led by the Red Bay High School Band and a picture on the cover of our new magazine, *Roughing It Smoothly*.

Thirty-one years ago last month (December 1972), we built our first two motorhomes in a barn not far from our present assembly lines. Admittedly, it looked like a big aluminum shoe box. But it was solidly built and those early owners got good service out of our first efforts to put a living room, bedroom, kitchen, and bathroom on wheels.

There were some financial milestones that we marked quietly—sales hit \$100,000 a week, then \$1 million a month, and then \$1 million a week. And there were some production milestones—in 1977 production first exceeded 1,000 motorhomes, and in 1984 we built 2,306. In 1988 we reached our greatest number built in one year: 2,784.

There have been design milestones, too: TMH was the first to manufacture basement motorhomes using a high-rail chassis which permitted larger tanks for water, sewage, fuel, and storage. We were the second RV company to offer slide-outs. In 1992 we introduced a low-end diesel pusher for \$80,000.

There were a few unsettling milestones that made us realize that this could be a tough industry to survive in. We were barely a year old when the Arab oil embargo began. We couldn't give motorhomes away. Then in April 1974 we began receiving orders and business began to improve. The gas crisis hit in 1979 and interest rates soared to 20 percent in 1980.

We built 1,742 units in 1978. Production skidded to 834 in 1979 and 572 in 1980. There were over 100 motorhome manufacturers in 1978, and only 20 survivors by 1981. Finally, the survivors began to prosper.

Our Customers

Tiffin Motorhomes is a “customer-driven” company. That means the company’s survival and success depends on our ability to respond to the quality and features that you want in your coach. It also means that we must exceed your expectations in the servicing and repairing your motorhomes.

Most of us remember the report cards that we received in school many years ago.

Today we still receive report cards at Tiffin Motorhomes—an appreciative smile from a satisfied owner, a sincere “thank you,” a hearty handshake, the recom-

mendation a TMH owner gives to a campground friend, a postcard that I get from an owner who wants to tell me about the extra-mile-effort that one of our employees gave, a phone call to tell me about how courteous everyone in the plant was to him or her.

Every employee at TMH looks forward to their paycheck. We all have bills to pay and family to take care of. But we are motivated by your appreciation. Our work would become mundane and boring without it. And we know what it takes to earn your appreciation.

But it’s a two-way street! We appreciate our customers because of their loyalty to our motorhomes and our service. It is not unusual to hear about RVers who are on their fourth, sixth, even their tenth Tiffin coach. Maybe like the old song goes, we belong to a “mutual admiration society.”



Bob Tiffin

SCOTT RICHARDSON

And we want to keep it that way!

CUSTOMER SERVICE	RESULTS
Excellent	Lasting relationships and satisfied owners
Good	Lasting relationships and somewhat satisfied owners
Average	Steady relationship that could be lost
Poor	Lost business

Here is our scale for customer service:

We aim to keep our customer service at the first level: excellent.

The difference between a good company and a poorly run company is not always apparent when things run smoothly. The difference is how they handle situations when there is a problem. Today’s motorhome is a complex piece of equipment. We may not have built a perfect one yet. But when something goes awry, we are here for you and we will get it fixed. It is our mission to service our motorhomes at the factory and at the dealer level more consistently than our competition.

Retirement

I am told that there are rumors in our industry that I am about to retire. It would be difficult for me to find the words to tell you how much I enjoy working in this business and how satisfying it is to talk with all of you by phone or here at the factory.

A friend of mine told me about asking his father-in-law when he planned to retire. They were sitting in the shade of his truck watching his son operate the combine several hundred yards away. The 80-year-old farmer chewed on a piece of straw as he contemplated the question. Finally, he said, “Well, Jim, I never read anything in the Bible about retirement.”

I guess Ray Charles expressed my sentiments on the subject when asked the same question: “Retire?!? What would I do?”

Keep on roughing it smoothly!



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Do Tow Bars Wear Out?

by Mark Penlerick

Engineering Team Leader, Blue Ox Towing Products

This might sound like quite an odd title coming from the leading manufacturer of tow bars. But facts are facts and these pointers about tow bars, their use, maintenance, setup, and even their life span may give you some valuable information **before** you need it.

THE MIDDLE CHILD

Have you ever heard the adage that the middle child in a family feels left out? Overworked? Under appreciated? Even just plain ignored? You know, big brother gets everything he wants and little sister gets by with everything. I'm sure some of you can relate. The RV, tow bar, and towed vehicle are like siblings, and the tow bar—

well, it's the middle child. Not just because it's between the two vehicles, but because it too often is left out, ignored, and overlooked when it comes to regular maintenance and life span.

A tow bar, any tow bar manufactured by any company, is a piece of technology, a piece of machinery, not unlike your motorhome or car, van, truck, or SUV that you're towing. Would you drive a \$250,000 motorhome ten, twenty, even fifty thousand miles without checking or changing the oil? Neither would I. Most motorhome owners are so strict with the maintenance routine on their units that they hardly exceed the window of oil changes by more than a few miles, if at

all. Maintaining a tow bar is just as important and just as potentially costly if ignored.

KNOW WHEN ITS "TERMINAL"

Of course, as manufacturers we would love to sell each RVer out there a new tow bar every six months. But consider this: The average RVer buys or trades coaches every five to six years. The problem is the average RVer still has the same tow bar they started with or at least have owned their current bar longer than one or both of their vehicles. The middle child . . . neglected again . . . sigh! The one that does all the work, the one subjected to every bump, stop, start, and jerk. The one bur-

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dened with the responsibility of pulling the 3,000–10,000 lb. “little sister” along everywhere it goes is left to fend for itself and sooner or later will rebel.

Nothing lasts forever. Consumers and dealers/technicians alike should be keenly aware of the condition of older tow bars. I feel it’s worth a few hundred dollars every few years to insure that my \$40,000 “little sister” is safe and secure.

HOOK-UP

Having been to several rallies over the years, I’ve seen some strange hook-ups, and even some dangerous ones that I’ve spoken to the owners about correcting. Dealers should take it upon themselves to correct unsafe hook-ups when RVers stop in for service, supplies, or service.

Tow bar angle is probably the easiest problem to spot. Since all manufacturers have moved the industry into “coupler less” towing (i.e., motorhome-mounted and stored tow bars), some RVers do not feel the angle of the tow bar is important. It is very critical that the tow bar is no more than four inches higher at the motor-

home side, and absolutely never lower at the motorhome side. If an extension is added for say a bike rack, it is imperative that the tow bar not be at a severe angle. It’s all geometry and physics. The farther back you move the pivot point of the tow bar from the rear axle of the coach, you create more vertical movement and more leverage that will be applied to the receiver hitch, tow bar, and the baseplate.

INSPECTION

Since you know that parts are going to wear out, you or your service technician must pay particular attention to several tow bar check points when performing inspections.

Pins are probably the easiest item to check. Visually inspect that the pins attaching the tow bar to the baseplate are in good condition. Pull them out, feel the surface to insure they are not wearing. Check the operation of the retainer pins that hold the main pins in place. Make sure they still have a good strong resistance when you snap them in place to secure them. Don’t forget to check the 5/8 pin that holds the tow bar to the motorhome receiver hitch. Replacement parts are cheap and I recommend replacing any pins that show wear. A good rule of thumb is “When in doubt, replace it.”

I recommend using only genuine factory replacement parts. Buying bolts or pins from a hardware store does not insure you are getting the proper hardness, correct metallurgical properties, and overall strength required.

Another easy item to check are the bolts. Check to insure all bolts are in place and tight. Move the tow bar through its complete range of motion and verify that it operates smoothly without being too loose or too tight.

MAINTENANCE

Check to insure the legs of collapsible tow bars latch properly and adjust them according to the instructions provided with the unit from the manufacturer.

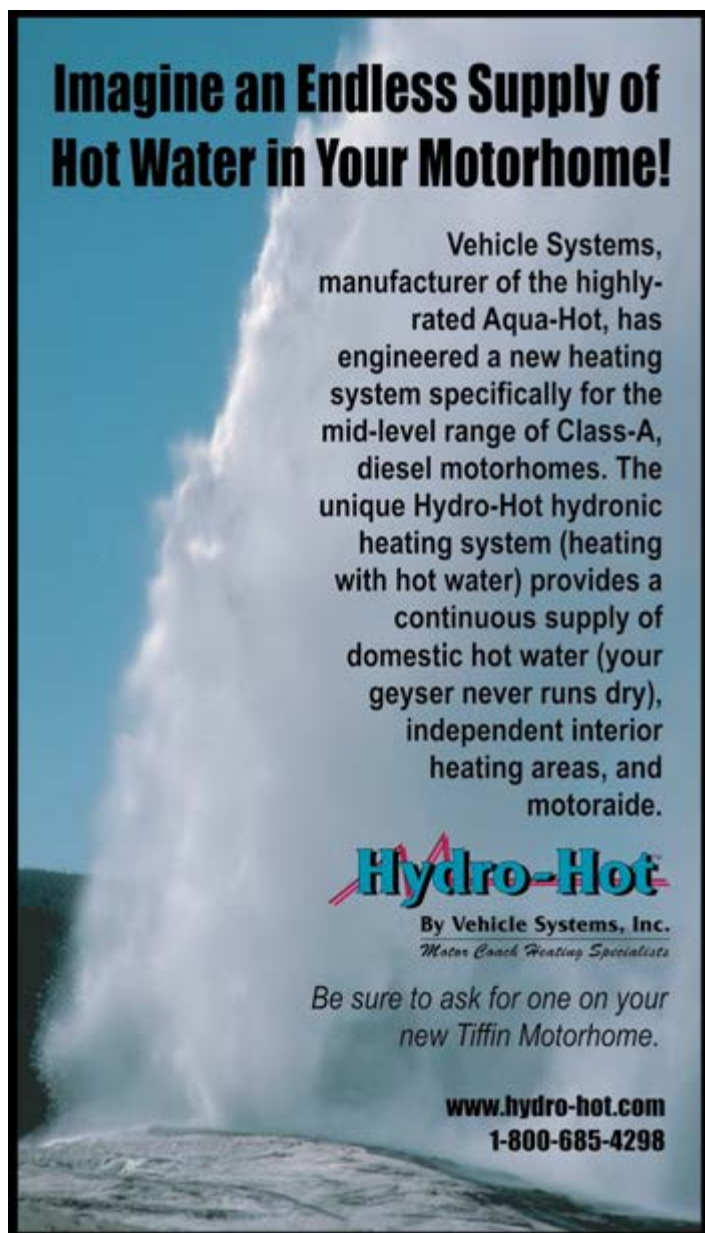
The two biggest contributors to premature wear on tow bar parts are (1) loose bolts, which allow excessive movement between mating parts, and (2) incorrectly adjusted leg latches, which allow too much fore/aft movement while towing.

Some tow bars are equipped with a rubber boot which protects the inside legs from dirt and water. If a tow bar is “sticky” or the legs do not slide in and out easily, follow these simple steps. Remove the small cable ties holding the rubber boots on the legs and slide the boots back. Wipe clean each inside leg and apply a light coat of multipurpose grease to insure smooth operation. Secure each boot back in place with an 8-inch nylon cable tie.

Tow bars with exposed legs require a closer watch. Since they are not protected, dirt and road grime can get into the latches and actually cause them not to latch properly.

CONCLUSION

Now, after saying all that, allow me to remind everyone that towing a vehicle 4-wheels down is the ultimate way to bring auxiliary transportation with you. It’s easy, fun, and safe when good judgment is exercised. I hope the material discussed here make us all think a little about tow bars and the role they play in allowing RVers the ability to “Pursue their Passions.”



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Whether you are looking to get away from it all, or take it all with you, the Phaeton will deliver you in style and comfort.

by Peter D. duPre

THE PHAETON 2004

A report from a comprehensive 4-day road test by an independent automotive and RV writer.

We Americans have a long history of packing up all our belonging and heading off into the wild blue yonder. There is a great feeling of freedom in being able to take with you whatever you think you will need on that long journey away from home. That history really started nearly 250 years ago with the Conestoga wagon first built in Pennsylvania.

Pulled with four or six horses, those in the great westward migration probably carried over 2,000 pounds of food, furniture, tools, and personal belongings. By some accounts that great vehicle was still in use in the early 1900s as homesteaders still rambled to claim their stakes in the arid Southwest.

Wouldn't those pioneers' jaws drop in awe if they could see a 15-ton motorhome pushed by 330 horses? "Taking it all with you" and hitting the open road has a heritage that should make us proud to pick up the reins or ride shotgun across the landscapes of America.

Snuggling down into the cockpit of Tiffin Motorhomes' new 2004 Phaeton will immediately give you that feeling of freedom and the desire to exercise a spine-tingling heritage to explore this great country in comfort and style.

Apart from offering luxurious comfort and stylish accommodations, the Phaeton 38 GH which we tested is a particularly good choice for vacation travel because it is affordable. Considered to be the company's entry-level coach into the diesel market, Tiffin offers the Phaeton line in six floorplans, one of which is a 40-foot quad-slide-out. We think the term "entry-level" may be somewhat misleading since this is no bargain basement model. On the contrary, the Phaeton has the room and amenities of motorhomes costing much more.

Among the Phaeton's long list of standard equipment are cabinets with solid hardwood doors, Gibraltar (solid surface) countertops, ¼"-inch-thick window glass, Soft Touch padded vinyl ceiling, Flexsteel furniture, computer-controlled leveling jacks, air & ABS brakes, and one-piece domed fiberglass roof — features commonly associated with units costing thousands more. What's more, when you factor in Tiffin's quality of build, attention to detail, and the comfortable, roomy layout, it becomes patently clear that the Phaeton is something of a bargain when compared against the competition.



CHASSIS & POWERTRAIN

In order to build a quality motorhome you have to start with a solid chassis and a powerful drive train. Tiffin engineers chose one of the best combinations available: a Freightliner raised-rail steel chassis powered by a 330-hp Caterpillar diesel mated with an Allison 3000 MH 6-speed automatic transmission. It is an excellent com-

bination for durability and performance. Freightliner's raised-rail steel chassis is extremely rigid, has a high GVWR (gross vehicle weight rating) and makes an excellent platform on which to build the steel/aluminum reinforced body cage. To assure a body structure with sufficient strength, Tiffin engineers build the body cage on 12-inch centers instead of the industry-standard 16-inch centers. The sidewalls and flooring attached to these frames are each laminated as single units. This sandwich-type construction for the walls includes the outer and inner panels with polystyrene-like insulation in between. The roof is also a one-piece fiberglass lamination, which means fewer potential leaks and no need to recoat with a latex roof seal every spring. The end result of this solid construction is a motorhome that is amazingly free of the squeaks and rattles so common to modern RVs, a fact that was noted with appreciation when we had to travel about five miles over an extremely bumpy side road.

Positioned just behind the rear axle, the 330-hp Caterpillar diesel engine and Allison transmission are a perfect combination for a motorhome. The engine delivers its peak torque of 800 ft.-lbs. at 1440-rpm, just above idle speed. Since the torque curve is rather flat, there's plenty of power to accelerate a fully laden Phaeton quickly from a dead stop up to highway speeds, which takes some of the terror out of merging onto crowded interstates. Gear shifts during this process are smooth, thanks to the computer-controlled transmission which assures the right gear for the amount of torque being delivered to the drive axle. The transmission



With a 27-inch television easily viewed from all seating, this living room with a single slide-out offers a spacious area for you and your guests.

has six gears — four regular gears and a double overdrive at the top for improved fuel economy. Although the transmission shifts are very smooth, you will notice the jump from first to second gears. This shift covers the widest range in gear ratio and is more noticeable than the rest, but it is necessary to deliver the 860 ft.-lbs. of torque to the driving wheels.

The end result of this marriage between horsepower and gearshifts is that the Phaeton has no trouble keeping up with traffic. We clocked a zero-to-60 mph time of 28.7 seconds; but considering the weight and size of the unit, this seems a bit quick. We suspect that the road may not have been dead level. Even so, the performance is solid. Of course, the real test of any big rig is its performance on hills and when passing other vehicles. On these two tests, the Phaeton also did well. Going up a 5 percent grade with a full fuel, water, and LPG tanks, we maintained a steady 52 mph @ 2250 rpm, easily passing a couple of Brand X coaches struggling along in the slow lane. Passing performance, from 40 to 60 mph was measured at 18.3 seconds on a level surface with a ¼ tank of fuel, plus full fresh water and LPG tanks.

The road handling of this rig is excel-

lent. On the highway, the vehicle tracks straight, steers easily, and is not overly affected by a medium crosswind. The Freightliner chassis has a relatively low center of gravity and the rig's self-leveling air bag suspension system keeps body roll to a minimum, eliminating the "top-heavy" feeling common in many rigs.

We took our test unit over a number of twisty country lanes that locals said were too difficult for big rigs and found that the low center of gravity, a 50-degree wheel cut, and the responsive power steering system made for easy handling. This is particularly noticeable during tight ma-

neuvering, such as backing into a cramped camping spaces or making a U-turn. Braking is also good. The combination of ABS with air brakes means that under virtually all conditions and speeds, the driver can easily bring this hefty 38-footer to a safe, straight stop. Even on steep downgrades, we noticed a firm pedal and minimal fade. Add the exhaust brake when needed and you always have full control.

Perhaps one reason we found the Phaeton so easy to drive is the well-planned cockpit. The driver's area features a wrap-around instrument panel, adjustable steering wheel, and a 6-way power adjustable Flexsteel driver's seat. With the height-adjustable pedals as standard equipment, virtually anyone of any size and height can operate this motorhome and be in full command of the rig — an important consideration for long trips where there are two drivers.

Visibility from behind the wheel is excellent. There is a clear view of the road and surroundings through the large windshield and side windows. Electrically operated exterior mirrors with automatic defrost and fish-eye views let the driver keep an eye on the traffic beside and to the rear. A backup/rear view monitor marked in 10-foot increments allows real time views of traffic.



LIVABILITY

Tiffin engineers stuck to the traditional three-cabin walk through design common



The Phaeton offers a full queen-sized bed in the 38 GH. Our cabinets far out-number those offered by our competitors, making the interiors of all our coaches much more efficient and practical.



Solid surface counter tops are standard on the Phaeton. The sink covers add functional space for food preparation or buffet serving. This Phaeton features the side-by-side refrigerator with ice-maker.

to most Class A motorhomes. It's tried and true and makes the best use of the available space. The driver and passenger seats unlock and swivel around to become part of the living room when the rig is parked. Immediately behind the driver's seat is a 74-inch foldout sofa-bed, followed by a large galley featuring spacious, solid surface counters, an extra large pantry, and plenty of cupboard space. The sink and its cabinet are set at an angle back into the room. Both the sofa and the galley are housed in a single slide-out that is operated from the main control panel located over the entryway.

On the curbside and behind the front passenger seat is a swivel recliner, a roomy dinette that converts to a twin bed, and an

optional side-by-side refrigerator-freezer. Next to the recliner is a small foldout side table with cup holders that makes a great mini-desk or card table. A 27-inch color television mated to VHS and DVD players is located over the driver's compartment and positioned so that it can be seen easily from all the seating areas.

While the living, dining, and galley areas are open to each other, they form separate spaces thanks to the power

slide-out on the street side that holds the sofa and galley sections. When fully deployed, it provides plenty of floor allowing occupants to easily move about the coach. When parked in tight camping spaces where the slide-out cannot be deployed, there is still enough room to cook, dine, and lounge in reasonable comfort.

We particularly liked the layout of the galley with its large pantry and double sink at one end, countertop range with microwave/convection oven overhead, and a large counter area where the galley abuts the sofa. The range features a solid surface cover as does the double sink, allowing the entire area to be used as a work surface when necessary. Large fluorescent lights under the overhead cabinetry light the

work area nicely and an opening window behind the sinks allows the dishwasher to enjoy the view while doing the dishes.

Just aft of center is a well-designed bathroom straddling the hallway, with a large garden bath/shower and lavatory on the streetside and a separate toilet room with lavatory on the curbside. The beauty of this design is that two people can use the bathroom at the same time and not get in each other's way. Because the toilet is self-contained, there is no need to close off the bath from the galley or bedroom when it is occupied. The bath area is well vented. The main lavatory and shower area have a hand-cranked roof vent with an electric fan to pull away steam. The toilet compartment is similarly equipped.

At the rear of the motorhome is a master suite featuring a full queen-size bed (60 x 80 inches) positioned across the cabin. The headboard is built into the streetside slide-out, so that when full extended it is easy to walk around the bed for access to the double wardrobe. The slide-out also features windows with privacy shades at either end so when deployed occupants have daylight views. Over the bed are four large storage lockers with twin reading lamps built into the under surface. A 20-inch color television located in a curbside overhead cabinet is nicely positioned for viewing by those in bed. Although the coach tested did not have one, a washer-dryer is an option located in the back corner curbside. Pocket doors that slide out from the wall on either side of the bathroom assure privacy while allowing flexibility. Slide the forward door shut and the bathroom is part of the master suite. Close the aft door and the master suite is separated from the rest of the cabin.

While the interior layout may be traditional, it cannot be called average. Tiffin has taken great care to build a first class interior with high standards of fit and finish. The furniture is well padded and built for comfort. The woodwork is solid hardwood throughout and features high-quality hardware that will last a lifetime. More important is the fact that this unit is designed for living comfortably. Apart from firm mattresses and comfy chairs, there is plenty of storage space for everything. We counted 32 cupboards and drawers in the main cabin alone! In the bathroom area, both vani-

Two luxurious sofas in UltraLeather with afghans and pillows bring along all the comforts you left at home.



ties offer drawers, cupboards, and medicine cabinets. In the master suite, there is a double wardrobe with sliding mirror doors, a linen closet, a small dresser, and cupboards over the bed. There is additional storage under the television cabinet and the bed. But that's not all. The Phaeton has a large, lighted, heated pass-through basement accessible from the outside bay doors. The basement holds a surprising amount of cargo.

The actual cargo carrying capacity, with all tanks full and four passengers aboard, works out to around 5,030 lbs, which allows for a lot of luggage and vacation souvenirs. Want to carry more? Well, you can always tow a trailer. The Phaeton has a standard towing capacity of 10,000 lbs.



FUNCTIONAL DETAILS

Like many diesel pushers, the Phaeton features a front-mounted auxiliary generator so that occupants can run accessories in dry camping situations. Tiffin uses an Onan Quiet Diesel 7500 mounted into a slide-out frame below the main floor and behind the front cap. The unit puts out 7,500 watts of power. The slide-out makes for easy service and an in-dash switch allows for convenient operation. The Onan Quiet Diesel certainly lives up to its name. When it is running, occupants inside the motorhome hear only a mild background hum that doesn't even interfere with low volumes on the TV or stereo.

Shore power, generator changeover box, cable TV, and phone hook ups are located in a lighted undercarriage storage locker on the driver's side towards the rear of the vehicle. The 50-amp power cord is approximately 20 feet long and coils onto a holder rack for easy storage. The electrical system comes with power adapter plugs to fit all standard RV park outlets. Phone and TV hook-ups are panel-mounted in the same compartment and clearly marked. Access to this and all other undercarriage compartments is through large, lift-up doors that have stay-open struts. The power locker door is notched at the bottom so the door can be secured when the power cord is deployed.

Fresh water fill up, city water hookup, water pump/filter, and gray/black water discharge are in a locker located amidships on the driver's side. Features of this area include 12-volt lighting, large 3-inch dump pipes for gray/black water, exterior water pump switch, paper towel holder, as well as a hand washing station complete with hot and cold running water, spray hose, and soap dispenser.

In a locker located underneath the driver is the 12-volt fuse block, an exterior air chuck for inflating tires and other items, a generator slide release handle, and a windshield washer reservoir. The locker has easy access and enough extra room to store a toolbox.

Fueling a big motorhome can be a challenge. If you've ever had to make U-turn between big rigs at a crowded fuel stop to

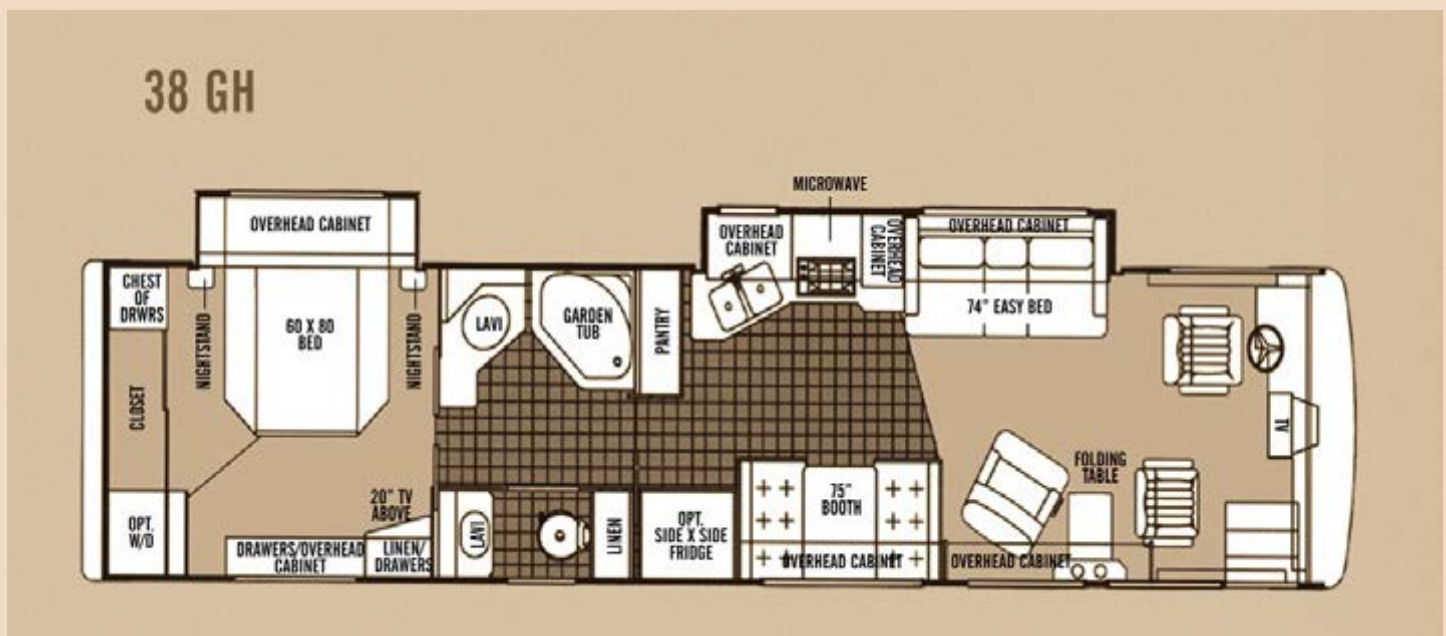
line up the fuel fill, you'll appreciate the dual fuel filler doors — one on each side of the coach.



SUMMARY

After having traveled hundreds of miles and living in a Phaeton 38 GH for several days, we'd have to say that this "entry-level" diesel pusher is one of the most comfortable, practical, and luxurious motorhomes available. It is just about perfect for weekend or full-time living and we have only a couple of minor suggestions for Tiffin to consider. The overhead reading lamps in the master suite need to be repositioned so they don't shine into your eyes while reading in bed. Secondly, our test unit did not have a side visor on the driver's left side. Finally, it would be nice to have a built-in blender in the galley counter to make entertaining more convenient. On the whole, we were favorably impressed with the coach's livability, its attractive interiors, and the quality of the fit and finish. The vehicle is smooth, impeccably mannered, a joy to drive, and a pleasure to live in. It truly is a home away from home.

If you are considering an upgrade to a quality-built diesel pusher with a high level of standard features but with a price tag well under \$200,000, Tiffin's Phaeton is definitely a coach you should place at the top of your list.



SPECIFICATIONS: Model tested 2004 Phaeton 38 GH

Base MSRP* \$165,760

STANDARD FEATURES:

Cruise control
 Two 15,000 BTU roof-mounted A/C w/heat pumps
 Weather-Pro electrically operated patio awning
 Power-operated exterior mirrors
 Booth dinette
 ¼" single pane windows throughout coach
 HWH automatic leveling jacks
 Onan 7500 Quiet Diesel generator
 Dual dash fans
 27-inch color television/ front
 20-inch color television/ bedroom
 In-dash AM/FM/CD player
 VCR
 10-gallon gas/electric water heater
 Fantastic Fan w/thermostat
 Power slide-outs w/awnings
 Back-up camera w/b&w monitor
 Soft Touch padded vinyl ceiling
 Tile landing at entry way
 Air-powered stepwell cover
 3-burner range w/ microwave oven
 CB radio antenna
 Solid-surface counter tops
 Power-operated driver's seat
 Cloth recliner
 8 cu. ft. refrigerator
 Sea Land toilet
 Exterior roof ladder
 Cable-ready television hookup
 Black tank flush system
 Exterior hand wash station

Lighted and heated basement storage
 Heated fresh water and holding tanks
 Exterior patio light
 Stainless steel wheel liners
 Fog lights
 Dual fuel fills
 Hand crank adjustable television antenna
 110-volt exterior power receptacle
 Windshield privacy curtain
 Day/night pleated shades
 Driver's compartment snack/beverage tray
 12-volt fluorescent lights
 Garden bathtub
 Skylight over bathtub
 Lighted vanity
 Bedroom reading lights
 LPG leak detector
 Carbon monoxide detector
 Smoke detector
 Lighted access handle at door

OPTIONAL EQUIPMENT:

Alcoa aluminum wheels	\$1,680
Hadley air horns	350
Water filter	119
Pillow-top mattress	336
Mud flap	420
2000-watt power inverter	980
Home theatre sound system	770
Convection oven with microwave	700
Side-by-side refrigerator w/icemaker	1,750
Natural maple wood interior	1,750
Ultra Leather driver passenger seats	1,120
Ultra Leather sofa	
56-inch EZ bed	1,120

Ultra Leather recliner 560

MSRP* as tested \$177,415

MEASUREMENTS:

Wheel base to drive axle	252"
Overall length	38'11"
Overall height w/A/C	12'3"
Overall width	101"
Interior height	80"
Interior width	96"

WEIGHT SPECIFICATIONS:

	LBS.
Gross Vehicle Wt. Rating (GVWR)	29,410
Gross Front Axle Rating (GFAR)	10,410
Gross Rear Axle Rating (GRAR)	19,000
Gross Combined Wt. Rating (GCWR)	39,410
Utilized Vehicle Wt. (UVW)**	22,460
Hitch capacity	10,000

POWERTRAIN:

Engine: Caterpillar 7.2-liter diesel
 Horsepower: 330-hp
 Torque: 860 ft.-lbs. @ 1440 RPM
 Transmission: Allison 3000 MH 6-speed w/lockup torque converter

CHASSIS:

Frame: Freightliner raised-rail steel
 Anti-lock Braking System (ABS) Standard
 Air brakes with auto slack adjustment (standard)
 Exhaust Brake (standard)
 Suspension: 4-bag air suspension w/auto leveling

Wheels: Heavy-duty aluminum (optional)
 Tires: Michelin 255/80R22.5

STRUCTURAL:

Body: Laminated floor, sidewalls, and roof
 Support: Steel/aluminum reinforced structure
 Front/rear body panels: One-piece fiberglass caps
 Exterior side panels: High gloss gel-coat fiberglass

CAPACITIES:

Accommodation: Sleeps four adults
 Fuel 100 gal.
 Fresh water 90 gal.
 Grey water 70 gal.
 Black water 45 gal.
 LPG 35.7 gal.

*MSRP is the manufacturer's suggested retail price and does not include dealer prep. Manufacturer reserves the right to change or discontinue models offered, standard features, optional equipment and prices without prior notice. Dealer prices may vary.

**UVW is the approximate weight of the vehicle with a full fuel tank and a half-full fresh water tank.

To locate the Tiffin dealer nearest you, go to tiffinmotorhomes.com and click on "dealer locator." If you do not have internet access, call 256-356-8661 and ask the operator to give you the nearest Tiffin dealer location.



Easy Elegance

A DINNER FOR TWO

by Maureen Callahan

Craving something a little fancier than roasted chicken or baked fish? Not a problem. A quick trip to the supermarket for some fresh herbs, salmon, and a couple of oranges is all you'll need to create a classic and exquisite French entrée: salmon with beurre blanc. Upscale as the name sounds, the dish is quite simple to pull off. Slip some salmon into the oven and let it roast evenly and perfectly while you whisk together a rich sauce of reduced white wine and butter. If you're

familiar with beurre blanc, you'll notice that we've fiddled with the traditional recipe a bit. Instead of vinegar we've reduced the wine with orange juice to add a note of citrus flavor that we think pairs well with the salmon. Next, we've employed a little trick of French chefs: a splash of cream. The cream keeps this delicate sauce from separating and makes it foolproof to make for even the most beginner of cooks. As is, the entrée recipe

makes two servings. But it's easily doubled if you meet some new friends on the road and want to treat them to a cozy but elegant supper at home.

Oven Roasted Salmon With Citrus Beurre Blanc

While it sounds fancy, the French white wine and butter sauce called *beurre blanc* is a snap to make, particularly if you use our foolproof method. Serve this salmon dish with a side of fresh steamed green beans or asparagus and the salad on page 15.

Serves 2

2 (5-ounce) salmon fillets
1/4 plus 1/8 teaspoon salt
1 tablespoon minced shallot or red onion
1/4 teaspoon finely grated orange zest
1/4 cup fresh orange juice
2 tablespoons dry white wine
1/2 tablespoon heavy cream
3 tablespoons chilled unsalted butter, cut into small pieces
1/8 teaspoon freshly ground pepper
1 teaspoon chopped fresh chives plus more for garnish

Preheat oven to 400°.

Place salmon on a baking sheet. Season with 1/8 teaspoon salt and roast at 400 for 8-10 minutes or until fish is opaque throughout but still moist.

While fish is roasting, place shallot, orange zest and juice, and white wine in a small heavy bottomed saucepan over high heat; bring mixture to a boil. Continue boiling until liquid is reduced to about 2 tablespoons. Reduce heat to low. Whisk in cream and cook one minute. Whisk in chilled butter, one or two pieces at a time, stirring constantly until sauce becomes thick and smooth. Strain sauce through a sieve into a small bowl. Stir in remaining 1/4 teaspoon salt, pepper, and chives. Spoon sauce over salmon and serve. Garnish with two long strands of chive, if desired. *Note:* The sauce can be held for up to 30 minutes in a thermal container or over a pot of hot water.

Nutrition Information Per Serving: Calories 388; Protein 29g; Carbohydrates 4g; Fat 27g; Saturated fat 13g; Monounsaturated fat 8g; Polyunsaturated fat 4g; Sodium 507mg; Cholesterol 129mg; Fiber 0g

For Microwave/Convection Ovens: There are two roasting options. You can use the "Bake" feature and follow the same preheating and cooking instructions as in the recipe (400° for 8-10 minutes). Or try the "Fast Bake" option. For that method, you'll need to preheat the oven to 400° and cook salmon for 3 1/2 – 4 minutes, or until fish is opaque throughout.



Salad de Maison (House Salad)

Toss 2 cups shredded romaine lettuce with 1 cup baby spinach, 1/2 cup shredded carrots, 1/2 cup sliced green onions, 2 tablespoons chopped parsley, and 1/2 pint grape tomatoes.

Just before serving, drizzle greens with a vinaigrette made by whisking together 1/4 teaspoon Dijon mustard, 1/2 tablespoon balsamic or red wine vinegar, and 1 tablespoon extra virgin olive oil. Season with salt and pepper and serve.

TIPS AND VARIATIONS

Foolproof sauce tip: It may not be traditional, but adding a splash of cream to a beurre blanc keeps the sauce from separating. It also allows you to hold the sauce for a short period while the fish is cooking.

Variations: For a different citrus flavor, substitute lemons, limes, or red grapefruit for the orange juice in the sauce recipe. Replace the chives with tarragon, basil, or chopped fresh parsley. Another option: serve the citrus beurre blanc over breast of chicken, scallops, cod, or grouper.

On the lighter side: Top roasted salmon with a fresh fruit salsa instead of the beurre blanc: mix chopped fresh mango, diced red onions, chopped cilantro or parsley and a splash of honey and red wine vinegar together and spoon on top of the roasted fish.

Award winning food writer MAUREEN CALLAHAN studied at Le Cordon Bleu in Paris. A native Floridian, she now resides in Denver, Colorado.

Photography by VICTOR JUNCO, Tampa, Florida

Food Styling by CAROLYN BREUER, Temple Terrace, Florida

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GENERATIONS

A Family Business Model

When you drive your Tiffin-built motorhome along the interstates of this country, you undoubtedly have seen one just like yours and probably waved at the driver. Or you've stopped in a campground for the night and found another "Allegro" parked nearby which gave you an easy conversation opener.

In the seventies and eighties, you saw the brown and cream, aluminum-sided coaches with the distinctive orange Allegro logo. And you still see them today. In the nineties the exterior changed to the white, laminated-fiberglass bodies with colorful graphics and names such as Allegro Bay, Allegro Pusher, and Allegro Bus. The turn of the millennium brought two new models: the Phaeton and the Zephyr.

Bob Tiffin, his family, and 615 employees manufacture the Allegro family of Class A motorhomes in Red Bay, Alabama. His wife, Judy, and their three sons—Tim, Van, and Lex—each have key management roles in the company's operation.

Tiffin is recognized throughout the industry as a champion for customer service and satisfaction. "Motorhomes are complex pieces of equipment," he said. "Every system operating in your home for your comfort and enjoyment is built into our motorhomes. But your home is on a foundation where each system sits solidly in place. In the motorhome, the roads constantly shake everything loose. We build them solid, but things have to be fixed from time to time."

Allegro owners are probably the most loyal in the business. It is not unusual to find an RVer who has owned five Tiffin coaches over the past 25 years, and a few who have owned 10 or more. That is not because Tiffin Motorhomes builds a product that far exceeds the quality offered by every competitor. They are loyal because of the way Bob Tiffin himself treats his customers. No company has a better reputation for customer service and care.

"We don't shield ourselves from the customer. I will talk to every customer I've got," he said when I visited the plant last fall. "I listen to everyone. I give my company extension to any customer who asks for it. When a customer has a problem on a week-end trip, he can call me at home to get help. I wouldn't want to be stranded on Saturday somewhere and have to wait until Monday to get help."

Because of Bob's philosophy of serving his customers, and putting their needs first, Tiffin Motorhomes owns the hallmark for the best customer service in the motorhome industry. "Our name is on the product," he told *RV News* a few years ago. "That's enough for us to fix whatever is wrong."

Editor's Note: This story was written almost four years ago for a college alumni magazine. I thought our readers would like to know the history of Tiffin Motorhomes as well as the interesting history of the Tiffin family.

**Tiffin Motorhomes
has built its business
by building its reputation.**

by Fred Thompson

While he has every reason to be proud of his and the family's accomplishments, the president and CEO of this multi-million dollar corporation is a humble man who looks you straight in the eye. The day I visited the plant he dressed casually in khaki pants and a sport shirt. Tiffin greeted every customer who came by his office with the respectful demeanor of a 1950s schoolboy addressing his principal. His cordial, Southern manners were extended to a wealthy equipment dealer who had

just purchased one of Tiffin's most expensive motorcoaches as well as an aging truck driver with his wife who owned an entry-level motorhome.

On August 5, 1999, after 27 years in the business, it came as no surprise to his customers when Bob was inducted into the RV-MH Heritage Foundation's Hall of Fame, the highest honor and recognition which a person in the motorhome industry can receive. And it was no surprise to his family and employees that a customer nominated him for the honor. In part, the text on the plaque reads, "Bob is recognized as a champion for customer satisfaction and service. He is recognized nationally by his customers, dealers, and fellow manufacturers as a leader in the areas of excellence in employee, customer, and dealer relationships."

"We just try to do what's right, and give the customer the benefit of the doubt. If something wears out in the course of long use and it is out of warranty, then the customer should expect to pay for the replacement or repair. That's what you would expect with your car. But one fellow had an air conditioner that had been giving him trouble while it was under the manufacturer's warranty, and I knew about it. Then the unit went out completely about the time the warranty was up. The AC manufacturer wouldn't replace it. So we did. To do a good job in customer service, sometimes you have to back up your suppliers even when it's legally not your responsibility."

Judy and Bob's oldest son, Tim, 41, graduated from the University of Alabama, and joined the company immediately after graduation. In discussing his dad's leadership, Tim said, "The way dad handles the customer is really special. He practices the Golden Rule every day. That philosophy carried us through when the motorhome industry nearly went under during two energy crises and volatile market conditions."

The company offers a campground with full hook-ups at no charge for warranty work. It is near the plant so that customers can stay with their coaches while they are being serviced. For out-of-warranty work or just a visit to see the plant by those who own other brands, the campground fee is only \$10 per night.

Employees with many years of service are hand-picked to work on the service teams who take care of the owners, and they consider it an honor and a choice position. It is not unusual for 250 coaches

per month to go through the company's service department.

The stories about the quality and level of service provided by Tiffin Motorhomes have become almost legendary in the campgrounds of America. Although customers are treated well because it is the "right thing to do," customer service and care has become the company's best advertising.

While the motorhome company was founded in 1972, the Tiffins' customer service policy really goes back to 1941 when Bob's father, Alex Tiffin, opened a lumber yard and general merchandise company to sell supplies to farmers and contractors. Alex Tiffin, now 91, and Katie Tiffin have three children: Bob, David, and Beulah.

"The service end of the business is real easy for me. When I started working at the lumber yard in the 1950s, we also sold appliances, water pumps, freezers, washers and dryers—everything it took to build and furnish a house. We knew that it took good service to keep our customers happy. Retail merchandising teaches you service. That's where I learned how to deal with customers. It would not be unusual to deal with 75 customers a day at the lumber yard. Retail was my background and service goes hand-in-hand with that. Our customers were also our neighbors and we would see them in church or the grocery store. You'd have to treat them right so you would be able to look them in the eye," Bob reflected.

"I'll never forget when chain saws first came on the market. A salesman came around and these chain saws caught my daddy's eye. He knew how long it took to cut down a tree with a crosscut saw. After the salesman demonstrated the saw on some trees out back, daddy bought six. He sold three of them on a time payment plan, and the other three for cash. Soon, every one of those chain saws came back to the store all to pieces in tow sacks. We couldn't fix them, and had to take every chain saw back and make good on them. Needless to say, we didn't sell anymore chain saws. That taught me that you have to stand behind what you sell. From that time on we didn't sell anything in the store that we could not service."

Alex Tiffin made sure his children

Van, Bob and Judy, Lex, and Tim (from left to right). The Tiffins married in 1961 and began building their management team when Tim was born in 1962. Three years later they increased the team to four with Van and finished out the squad in 1975 with Lex.

learned the lumber business from the ground up, and then gave them responsibility and authority to help manage the operations. Bob became well-known in the Red Bay community as a first-string tackle on the high school football team. While a senior in 1959–60, the team won the state championship. His winsome personality and desire to serve his customers built strong customer relationships, a quality which later became the cornerstone for a new company.

In 1961 Bob married his high school sweetheart, Judy Nix. The following year they started what was to become their future management team when Tim was born. Three years later they increased the team to four with Van. But they waited 10 years to finish out the squad with Lex who was born in 1975.

In 1965 Alex Tiffin with six shareholders purchased a state-of-the-art cotton gin to serve farmers in two states. One of the owners served as the operator-manager of the new venture, but soon opted not to continue in that role. Alex then turned the management of the gin over to 23-year-old Bob, who had to learn the business from scratch. Bob soon had the gin operating at 10 bales per hour. He operated the gin in the fall and continued to work at the lumber yard for the rest of the year. By this time, his brother David and sister Beulah had joined the company and rounded out the management of a business that had become a family affair. Unknowingly, Alex had built a business model for his oldest son.

In the 1960s both mobile home and recreational vehicle manufacturers built plants in Franklin County, Alabama. In the north-west corner of the state, Red Bay was not

strategically located near component suppliers for the RV industry, most of whom could be found in northern Indiana or southern California. It was the closing of the Commodore RV plant that led Bob Tiffin into a new business opportunity.

When the plant closed, the local Chevrolet dealer was left with 12 motorhome chassis and no customers. Tiffin Supply Company carried most of the materials which would be needed to build the motorhome design which Bob had in mind.

In 1972 the motorhome industry was still in its infancy. The design and construction 30 years ago appear almost primitive compared to the sleek models rolling out of today's assembly plants.

The competition was Winnebago, Champion, and Open Road. The concept of a dealer network was not in Tiffin's first business plan. He just figured if he built motorhomes, somebody would buy them.

Alex Tiffin provided his son with funding and good advice. He was the financial backbone of the company and came to its rescue several times in the early years. "Put a little extra in to take care of your customers when they have problems," he counseled. Customer service was in the business plan from Day One.

Many line employees from the defunct Commodore plant found work in similar plants in Tremont and Iuka, Miss., and were glad to come back to Red Bay when Tiffin opened his company. Bob counts himself especially blessed when he hired Commodore's sales manager, Johnny Hargett, who knew the dealers throughout the country who sold RVs. "That was one of the keys to our success," he said. Today Tiffin has just



under 100 dealers in 38 of the 48 contiguous states, five in Canada, and one in England. He notes wryly that the top 20 dealers sell 80 percent of his production.

During their first year, the plant only produced one unit per day. Then the new operation was broadsided by the oil embargo during the winter of 1973–74. “We couldn’t give motorhomes away,” Tiffin said with a smile that still showed the pain. “We laid almost everybody off but kept a few people and most of those employees are still here today. Then, in April 1974, we started receiving orders and things started getting better.”

The remainder of the seventies were good growth years for the industry. Tiffin began building a dealer network. Then the gas crisis hit in 1979 and the cycle repeated itself. Production fell from 1,742 units in ’78 to 572 units in ’80. There were well over 100 RV builders going in, but only 20 coming out. The net effect was less competition and the survivors began to prosper.

Five years later in 1984 the company had its best year to that date, producing 2,306 units. “By then, we figured we had the stability to stay in business and serve our customers,” Tiffin said. A conversation about the company’s success doesn’t get very far before Bob and his family give the credit to the Lord. It took a lot of hard work, but each avers his faith and God’s providence are the real reasons for this success story.

But hard work in this story must not be overlooked. Bob and Judy now live in Florence, about 40 miles northeast of Red Bay. Interest in historic homes, they bought a stately three-story Victorian in 1996 and restored it to its 1888 elegance. Bob rises just after four each morning and gets to the plant at 5:15 to look over the previous day’s reports. At six, Tim, Van, and Lex join him for a one-hour management meeting before the phones began to ring.



“It’s a great time for the four of us,” Van said. “We all respect each other’s boundaries, but we make suggestions and help solve problems together. We really enjoy one another’s company.”

The production line runs from 7 a.m. until 3:30 p.m., but Bob, Tim, Van, and Lex routinely extend their workday until the late afternoon. By the time he gets home, Bob has put in a 14-hour day. His work ethic does not go unnoticed by his family and his employees. At 61, he still sets the pace. However, as Tim puts it, “Daddy recognized the necessity for a good plan of management succession, and pretty much turned us loose about five years ago to run the company.”

Good business management and an astute awareness of the features the RV customer wants in his motorhome continue to make Tiffin Motorhomes a profitable company. Revenues generated by large-scale manufacturers can be substantial. The CEOs of many privately held corporations have spent heavily on business jets and expensive yachts, ostensibly for business entertainment. The Tiffins steered a different course and set aside substantial reserves to protect the jobs of their employees, to assure the continuing level of customer service for which the company is known, and to weather the RV market’s occasional vagaries.

Tiffin’s fairness in business is not limited to his customers. He is equally concerned about treating his dealers right. Don Wallace, the CEO of Lazy Days RV Supercenter near Tampa, told *RV News* that “the company in this industry that every other manufacturer should model themselves after is Allegro. I’ve called Bob many times and said, ‘I’ve got a customer’s coach in here for service and it needs to be painted.’”

“Bob asks, ‘What’s it going to cost?’

“\$600.”

“Go ahead and do it.”

“And he sends me a check that arrives the next morning. I want to do business with companies that operate like that.”

Judy and Bob Tiffin took great pleasure in the restoration of one of the fine Victorian homes on Wood Avenue in Florence. A crew spent months removing the dark lacquer that covered the oak wainscot throughout the home. The Tiffins are shown here in their kitchen. Behind them is an original mural of Forks of Cypress, an antebellum plantation near Florence which burned many years ago.

Tiffin smiles responsively. “That’s another thing I learned in the lumber business from my daddy. He taught me no matter what you owe, it’s due the day you get the bill. We gather our service bills up and pay them every Thursday. When I go to bed Thursday night, I don’t owe our dealers a dime.

“As long as I have ever been in business, we have never, ever, not discounted a bill from one of our suppliers. When a bill comes due, it’s paid. As far as I’m concerned, it’s not just one way to do business — it’s the only way.”

Tiffin correctly assessed the demand in 1972 for a stoutly built, competitively priced motorhome. “I decided to build a motorhome that was real competitive. Since we were in the building business, I decided to build RVs similar to a house. We built a good steel frame on the chassis and used a steel skirt. Others at that time were using exterior plywood below the floor and would attach fiberglass or aluminum skin on top. I didn’t like that. I thought there should be a little more support down there so we used 16-gauge steel. I considered running the studs on 16-inch centers, but I thought they needed to be a little closer, so we used 12-inch centers.

The structural soundness of the Allegro was verified in 1992 when he found the second unit he built in December 1972. “As far as being structurally sound, it was as good as it was when we built it,” he related. His innovation with the steel skirting was one of the factors named in his nomination to the Heritage Foundation’s Hall of Fame.

Tiffin Motorhomes’ sensitivity to customer demand surfaced in the eighties. The company was the first manufacturer to build basement motorhomes in 1980. This innovation permitted larger tanks for water, sewage, fuel, and storage. Tiffin was the second RV company to offer slide-outs. And in 1992 they introduced a low-end diesel pusher for \$80,000.

Buyers are getting younger as the baby boomers exercise their financial strength. Twenty-five years ago RVs were used primarily for week-end trips, and buyers wanted units that would sleep six to eight people. Today owners plan their retirement around RV travel, and many live in their coaches full-time. Most floor plans are now designed for two people.

Tim is the general operations manager of the company. He pointed out that in the



This 1972 Allegro was one of the first units built by Tiffin Motor Homes. The plant was a converted barn and the workers used tools found in any hardware store. The plant now covers 350,000 sq. ft. and is situated on 26 acres.

began with an ‘A’ so that his company would be listed at the beginning of the trade directories,” she recalled. “The musical term, *allegro*, which means brisk, sprightly, and cheerful, came to mind and Bob liked it.”

The name was expanded later as models were named the Allegro Wide Body, the Allegro Star, the Allegro Bay, and the Allegro Bus. The latest models, Zephyr and Phaeton, have added a new synergy to TMH’s brand names.

Bob Tiffin was born in Red Bay, Alabama, in 1942. But in a way his story really begins in Scotland in 1790. That’s the year that Edward and Henry Tiffin left Carlisle, Scotland, and came to Virginia. The ink was barely dry on the U.S. Constitution, and thirteen states had just banded together to form a democracy.

Edward was a physician and Henry was a farmer. They quickly established themselves in Virginia’s economic and political fabric. Edward Tiffin formed important political liaisons during this period with George Washington, Thomas Jefferson, and James Monroe.

Concerned about more open land for farming, the Tiffin brothers moved to Chillicothe, Ohio, in 1798, just three years after the Indian wars had ended. Edward carried with him a recommendation for public office signed by George Washington and addressed to the territorial governor. Opposed to slavery, they freed their slaves and addressed the new economics of farming. When Ohio became the 17th state in 1802, Edward Tiffin was elected governor as a Democratic-Republican. He served two terms and then was elected to the U.S. Senate. After the death of his wife in 1808, he resigned his seat the following March and returned home. He subsequently was elected to the Ohio House of Representatives where he served two terms as speaker.

President Madison appointed Tiffin as commissioner of the general land office to record the land grants made to homesteaders in the Northwest Territory of which Ohio was a part. The records were kept in Washington. When the British burned Washington

continued on page 32

Margaret Herron

by Fred Thompson



Sometimes Margaret's Allegro becomes just a great place to reflect and have a quiet cup of coffee.

My dictionary defines *moxie* as “energy, pep, courage, determination, know-how, expertise.” To describe Margaret Herron, I would say “all of the above.” She is one of those unusual people who can get into a conversation with almost anyone and say “been there, done that.”

In the late forties, Margaret's father purchased six acres on a mesa 278-feet above the Pacific in Malibu. “We can see the ocean from three sides of our house—all the windows except the back,” she said. “We get million dollar sunsets for free!”

Her dad used the six acres like a small ranch. “When I grew up, we ran cattle and horses. I learned to rope about the same time I learned to read,” she laughed. “I did barrel racing in rodeos. Mom and dad grew oats and hay to feed the horses. There were no other houses around here within shouting distance. We were outdoors all the time and I began camping out alone when I was a teenager.”

On October 30, 1967, the family could not escape one of the fast-moving California forest fires and they lost their home. After they rebuilt, they designed their own fire fighting system with a 10,000 gallon reservoir and a pumping station. Fifteen years later their system was challenged. It worked—they lost the barn but saved the house.

Margaret's dad got her interested in cars from a very practical perspective when she was a teenager. They worked on engines together and got their kicks drag racing. When Margaret graduated from high school in 1966, her dad gave her a '66 Chevelle. She drag raced the Chevelle for seven years, “when women just didn't do that,” she smirked.

Today, muscle cars are still very much in her blood. In addition to the '66 Chevelle, Margaret has two '63 Chevy Novas. For style she has a '86 Corvette which she bought new, and for nostalgia she enjoys a '38 Chevrolet Master Coupe. To support her “habit,” Margaret earned a business degree from Santa Monica College and does real estate appraising as well as buying and selling properties.

In her early twenties, Margaret and her husband started their family and over the next nine years had three boys and a girl. All

grown now, Dale, 31, and his wife Genoveva, have twin girls, Sofi and Cami, 4. Barbie, 29, has Lyon and Isabella. Jon, 25, is still single. And Steven, 22, has a daughter, Ashley.

In July 1983, now a single mom with four children from two to 11, Margaret took a brief vacation with her mom and dad to Las Vegas. While there she happened to spot a 1978 Allegro 32-footer for sale in perfect condition. They went home to Malibu and she immediately flew back to Las Vegas with all four children and bought it.

“I bought it because it had a tub, and you have to have a tub to give your kids a bath,” she said. “I also liked it because it had beds all over the place. A bed over the driver's seat, a sofa bed, and beds in the back that you can make into twins, a double, or wall-to-wall. It was perfect for our family.” It wasn't long until they were traveling across Canada: Margaret, mom and dad, and four kids.

Now, nearly 21 years later, Margaret glows, “I raised my kids in this motorhome and now I am raising my grandchildren in it. This motorhome is really just part of my family.”

But she couldn't leave the engine alone. “I put headers on it and a 750 Edelbrock carb.” Asked how fast she drove it on the California freeways, she smiled, “Don't worry. It will do the speed limit and then some.” But Margaret balances her mechanical skills with her domestic skills. She redecorated the coach with a style that she calls “my country cottage.” Sewing and quilting, she has recovered the sofa, the bed spreads, and cushions with antique sampler patterns, and replaced the curtains with complementary colors. She keeps her sewing machine in the motorhome.

Today they have scaled down their long trips with trips to scenic places in California such as San Luis Obispo and Pismo Beach. “We keep it at the ranch, ready to go about anywhere with the BBQ grill and fishing poles. We like to do the kids' birthday parties at some neat place, haul a bunch off to an outdoor concert, or set up a tailgating party at a wedding,” she said.

This 1978 Allegro has its original paint and still looks sharp. Margaret believes that it is as solid as the day it was built. In March the whole family is planning a trip to Bakersfield to the Nostalgia Drag Racing and Car Show. Barbie and Dale now have their own motorhomes, and Margaret will have her '66 Chevelle and grandchildren in tow.



Three modes of recreation: Margaret bought her 1986 Corvette when it was new and drives it daily. She keeps four horses for the grandchildren to ride. And the Allegro stands ready at all times for a trip or a party.

Itinerary Highlights

Valley of Fire State Park
 Lake Mead National Rec. Area
 Lost City Museum
 Overton Beach Resort
 Echo Bay Resort
 Extraterrestrial Highway
 Rachel
 Li'l Ale Inn
 Cathedral Gorge State Park
 Pioche
 Great Basin National Park
 Wheeler Peak
 Baker
 Lehman Caves
 Bristlecone Pines
 Ely
 Indian Trading Post
 The Ghost Train
 The Loneliest Road in America
 Eureka
 Opera House
 1877 Court House
 Sentinel Museum
 Austin
 The Cemetery
 Stokes Castle
 Pony Express stations
 Grimes Point
 Lattin Farms
 Lake Lahontan
 Fort Churchill State Park
 Dayton
 Silver City and Gold Hill
 Virginia City
 Storey County Court House
 Piper's Opera House
 The Castle
 St. Mary's in the Mountains
 Carson City
 State Capitol
 U.S. Mint
 Nevada State Railroad
 Museum
 Lake Tahoe
 Genoa
 Mormon Station State
 Historical Park
 County Court House
 The Country Store

Nevada

by David Toll

Las Vegas to Lake Tahoe via “The Loneliest Road in America”

The trouble with traveling in Nevada is that there are so many beguiling detours and stop-overs you'll have a hard time sticking to any given route or timetable. So here is a trip you can take for five or ten or 30 days—some people never leave—or that you can abandon at any point along the way and enjoy just as much. It begins and ends in two of the nation's best-known vacation destinations. In between you'll visit the state's only national park and travel “The Loneliest Road in America.”

■ DAY ONE: LAS VEGAS TO PIOCHE

175 miles + optional digressions to Valley of Fire State Park, Area 51, and Lake Mead National Recreational Area

Does Las Vegas need describing? Suffice it to say it's the greatest boomtown ever in the American West, and possibly the best-known city in the world. For the purpose of our journey we'll assume you've been here, done that, and are ready to head out.

So let's get on I-15 and head northeast 22 miles toward Utah, then take the US 93 turnoff north. Or, take your first detour by continuing on I-15 another 12 miles and turning right on Nevada Highway (NH)169 into the Valley of Fire State Park. The park's 26,000 acres display brilliantly colored sandstone contorted into a maze of spectacular spires, domes, beehives, and more fanciful forms. The landscape and the unutterable silence combine to make this an unforgettable place. If you decide to stay a while, two campgrounds (51 units, first come—first served) are available. Campsites are equipped with shaded tables, grills, water, and restrooms. A dump station and hot showers are available.

As you leave the park, stay on the NH 169 loop and go east toward the Overton arm of Lake Mead. At Overton you will find the Lost City Museum and the Overton Beach Resort in the Lake Mead National Recreation Area. The RV park at the resort can handle big rigs with full service hook-ups for \$18/night incl. tax. A few miles further south following the shoreline on NH 167, Echo Bay Resort offers similar park services for \$12.84/night. Maps of the LMNRA can be found at www.nps.gov/lame/maps.html.

When you head out on NH 169 to rejoin I-15, turn left back toward Las Vegas for three miles, then right on NH 168 to intersect with US 93 north. From here it's 50 miles north to Ash Springs where you can stop at R-Place to buy the provisions you forgot to pack.

Five miles farther along is the junction with NH 375, sometimes called The Extraterrestrial Highway, and your second detour decision awaits: UFO or no? Area 51, Rachel, and the Li'l Ale Inn, the famous gathering place for UFO buffs and believers in extraterrestrials is just 36 miles to the left. Souvenirs, everyone? If you take this side trip, you'll backtrack here afterward and continue east 42 miles to Caliente.

Caliente was once scheduled for resort development as “the new Sun Valley,” thus the enormous Mission-style railroad depot and the beautiful Rainbow Canyon Golf Course where you'll have to chase the deer off the fairways if you come early in the day. The great open space in the center of town was once a noisy railroad switching yard, and to old timers the silence here seems eerie.

Sixteen miles beyond Caliente is Cathedral Gorge State Park, well worth an hour's visit, maybe two. What separates this smallish wash from countless others in this wild country is that it's made from a chalk-soft, suede-textured Bentonite clay, eroded into a fantasy-land of lacy filigreed and feathered shapes—cathedrals and other fantasy designs. If you decide to stay longer, there are 22 developed campsites, each with table, grill, and shade ramada. Water, a flush restroom, and showers are available. There's also a visitors center.

Your ultimate destination tonight is Pioche, eight miles north of Cathedral Gorge. There are several camping options in the area. Four state parks (775-728-4460) can accommodate motorhomes; a few of the campsites can handle 40-foot coaches. Campsites are equipped with shaded tables, grills, water, and restrooms. A dump station and hot showers are available. Cave Lake, Spring Valley, and Cathedral Gorge charge \$13/night; Echo Canyon, \$9/night. Self-register at campsite. Sixteen miles south of Pioche is Eagle Valley RV Park (775-962-5293), which offers full hook-ups (50-amp) including cable, plus two pull-through sites for 40+ rigs. \$18/night. No entry after 8 p.m. In the town of Pioche at the corner of Main and Field Streets you will find Roll Inn RV Park (775-962-5566) with only five sites (all pull-throughs), full hook-ups (30-amp) including cable. Self register, \$15/night and \$60/week.

■ DAY TWO: PIOCHE TO BAKER/
GREAT BASIN NATIONAL PARK
(129 miles)

Pioche, once the most isolated, richest, and roughest gold mining camp in the West, likes to brag that 75 bodies had been buried in the local Boot Hill before anyone had time to die a natural death. True or not, it illustrates the fact that in its first few roistering years, Pioche was one of the toughest towns in the West (see *Pistol Packin' Pioche* at www.angelfire.com/journal/difleys/pioche.html). The mines had mostly given out by the 1870s, but small-scale mining persisted nearly another 100 years and the old town has survived long enough to be “discovered” again. This time the pioneers are entrepreneurs, many of them from Las Vegas, who are revitalizing the business streets with new enterprise. Fresh paint and fresh vision have worked wonders, although not all the pioneers are successful. Attractions include the “Million-Dollar Court House,” a monument to fiscal futility. When you’ve explored the old city, you’ll head north again on US 93 for an 80-mile cruise through the grandeur of uncluttered natural landscape that brings you eventually to US 6/50. Turn east.

That big mountain ahead is Wheeler Peak, the focal point of Great Basin National Park. The summit is 13,063 feet above sea level. To reach it the high way bends north east



Wheeler Peak, Great Basin National Park

around the Snake Range, turns southeast again, climbs through Sacramento Pass, and down the other side for five miles to the turnoff on Nevada 487 to Baker.

Baker is my candidate for Nevada’s Shangri-La. It’s a sweet little town that grew up around a stopover on the Frisco-to-Osceola stagecoach line back in the nineteenth century, and snoozed through most of the twentieth. There is a bar, a store where you can buy wine with corks, and another one where you can buy gifts and art. When David Letterman sent his producer Biff Henderson here, he reported back that Baker is “quiet, peaceful, beautiful and the people are friendly.”

The road to Great Basin National Park is an uphill six-mile drive to the Visitor Center, and along the way you’ll enjoy the whimsical artworks of The Permanent Wave Society.

Great Basin National Park encompasses more than 77,000 acres in the Snake Range, with stands of gnarled Bristlecone Pine in the summits, some of them more than 3,000 years old. Chill mountain streams, alpine lakes, a miniature glacier, and numerous hiking trails are significant features. But outside of the Lehman Caves the park’s greatest attraction is the solitude you can find here. One of the largest of our national parks, Great Basin is one of the least visited: the perfect place to get away from it all.

Trailheads to the Bristlecones, a glacier, several lakes, and the summit begin at the visitor center (8–4:30 p.m.), which also has an exceptional café and gift shop. A paved scenic drive takes you to the 10,000-ft. level of Mt. Wheeler (vehicles longer than 24 feet not recommended beyond the Upper Lehman Creek Campground).

The entrance to the Lehman Caves is a short distance from the visitor center where you may purchase tickets. These wondrous limestone caverns were discovered in the late nineteenth century and won national monument status in 1922. They were created over millions of years as carbon dioxide-charged water filtered down through cracks and fissures in the native limestone. Over time the more soluble rock was dissolved, leaving large vaulted rooms. Fault and joint planes eventually widened into connecting passageways, forming a labyrinth of corridors and smaller winding tunnels. As water seeped from the upper levels to lower channels, the calcium-bearing moisture gathered as droplets or spread out as thin films on the ceilings and walls of the caverns, creating formations called dripstone. The resulting forms, textures, and colors are so spectacular and so exquisitely delicate that no description or photograph can do them justice. Thirty, 60-, and 90-minute ranger-guided tours are offered hourly from 8 a.m. to 4 p.m. seven days a week.



Bristlecone Pine

For all information regarding the park, including campsite availability, call 775-234-7331. There are 11 motorhome campsites in the Lower Lehman campground at \$10/night (Golden Age and Golden Access, \$5); no pull-throughs, no connections, dump station \$3. Full service RV spaces at \$15/night are available at the Border Inn (775-234-7300) on US 6/50 at the Utah line about 15 miles east of the park.

■ **DAY THREE: GREAT BASIN NATIONAL PARK TO AUSTIN**
(210 miles)

You'll spend this morning seeing what you missed yesterday; but make sure you take the ranger-guided Lehman Caves tour. Hike, picnic, gaze out into the distances, and depart in time to make the hour's drive back to Ely for lunch.

Lunch in Ely...hmmm. Your best bets are the Jail House or the Hotel Nevada downtown. Don't forget to check your fuel, maybe shop two or three blocks on Aultman Street. There's an excellent Indian Trading Post. Then head for Ely's great attraction, The Ghost Train. If the trains are running while you're here, you must ride.

The Ghost Train is actually the Nevada Northern Railway, a 1906 standard gauge railroad connecting the copper mines and the smelter with the main line at Cobre. Bequeathed to the City of Ely by the Kennecott Copper Company when it closed down operations in 1979, the 1909 Alco locomotive, a 1910 Baldwin engine, and 70 pieces of rolling stock have been painstakingly restored to operating condition. Vintage building and a very comprehensive museum add to the experience. Excursion trains are scheduled from the depot in East Ely to Ruth and McGill weekends in May and seven days a week from June through mid-September.

From Ely turn west on US 50 for a 77-mile drive to Eureka, a road that approximates the route of the Pony Express. Life magazine in the 1980s did a feature story on White Pine County and described this stretch of US 50 as "the loneliest road in

America." Take your time and just amble around this attractive town. Visit the Opera House, the 1877 Court House, and the Eureka Sentinel Museum. Dine at the Owl Club, a steak-and-potatoes-looking place that turns out to have an excellent wine list and a nice gift shop.

Now it's on to Austin (70 miles), a silver mining city from the 1860s now showing some signs of life after a hundred years of decline. You'll especially enjoy the shopping on the historic Main Street. In downhill order: T-Rix in the blue building at the top of town, The Trading Post farther

down, the Main Street Shops across the street, and the Little Turquoise Mine is downhill from the International Hotel. The cemetery is where the canyon opens up into the Reese River Valley. You can spend a few quiet minutes here among the elaborate Victorian memorials, and if you look east into the pinyon and the juniper-tufted hills you'll see the ruins of Stokes Castle, the replica of a square-cornered stone Roman castle built as a

four-story residence for the mining magnate Anson Stokes. You can drive to it from town if you'd like a closer look.



Ghost Train



Stokes Castle



Opera House

In Austin you can camp at the Austin RV Park (775-964-1011) at the corner of Main and Water Streets on US 50. Hosted by Ron and Suzie Barney, the park is next door to the First Baptist Church where Ron is the pastor. Twenty sites with full hook-ups (50-amp), hot showers, and no pull-throughs. \$15/night.

■ **DAY FOUR: AUSTIN TO CARSON CITY**
(171 miles)

From Austin continue west to Carson City. You can opt for NH 722 for a shorter and more interesting drive (but not in winter) over the original Pony Express trail. It rejoins US 50 beyond the next summit. Between Austin and Fallon you'll pass a succession of small curiosities. There are three rock-built Pony Express stations. The most accessible of them, the Sand Springs Station, is within sight of Sand Mountain, a great dune that serves as a playground for sandcyclists and dune bugs. By the time you reach it, you'll have read the messages passersby have so laboriously spelled out with pebbles along the shore of a broad dazzling white playa. You'll be amused by The Shoe Tree, a solitary cottonwood beside the road festooned with hundreds of shoes, sneakers, brogans, and pumps—even roller skates and skis. At Grimes Point, just east of Fallon, you can visit a fascinating prehistoric hunting ground decorated with elaborate petroglyphs.

At Fallon you will return to mainstream America. There are banks, fastfoods, gas stations, all the accoutrements of civilization as we know it. But there's not much in the way of visitor attractions except the excellent Churchill County Museum, nice parks, a few small casinos, and the Overland Hotel where you can have a refreshment or a



Fort Churchill State Park



Virginia City

meal in an authentic Nevada atmosphere.

Lattin Farms at 1955 McLean Road operates a roadside stand selling fresh produce grown on the farm, along with fresh-baked bread and other delicacies from the kitchen. If you arrive in season, mid-August to Halloween, you can try to find your way through the huge Corn Maze created each year for their customers.

If you feel like taking a break from the rigors of the road, Lake Lahontan offers some pleasant possibilities. It's a state recreation area centered on the large lake where Carson River water is collected. It provides a nice 'Desert Island' ambience if you decide to stay a while. From the Silver Springs entrance, go to Beach Campground #7 which has 20 paved pads for motorhomes but no pull-throughs. There are no hook-ups but restrooms, showers, and a dump station are available except January-March. \$10/night plus \$2 for jet skis.

Continuing west, you'll reach Silver Springs at the junction of US 50 with US 95 Alt. If you turn south eight miles you'll see the entrance to Fort Churchill State Park on your right. You can see the remains of the adobe fort built in 1860 to protect travelers and settlers from Indians. The adobe structures began to deteriorate after the roofs and structural lumber was salvaged from the abandoned buildings. They are now maintained in their current condition. This is a highly evocative ruin.

Dayton is a pleasant little two-horse town with its historic downtown rooted in the mining frenzy of the 1860s. Lately it has been transforming into suburbia but still manages to look a little drowsy. The cemetery overlooking the town near the water storage tank is a pleasant place

Winter Travel in Nevada

It snows in Nevada in the winter time, and the farther north the more snow, especially in the higher elevations. As Nevada is one of the most mountainous states, many of the well-traveled highways are in higher elevations: four passes over 7,000 feet (eight over 6,000) on US 50 between Ely and Fallon, for example. Most winter storms move fast, generally west to east, but highway crews are well equipped to clear the roads quickly. If closures occur, they are typically brief.

The most dangerous condition is ice. Snow melt running across the highway can freeze overnight and present an almost invisible hazard until it thaws again. There is nothing like coming around a corner at highway speeds and sliding across a sheet of ice.

The second most dangerous element on winter roads is other drivers. For insurance you should carry the basic tools: cell phone, tire chains, a shovel, tow-rope or chain, big flashlight, and make sure there's food on the shelves. If you're caught in an unexpected storm, just pull off the road and make yourself at home. The broad expanses of Nevada are probably the safest place on earth any time of the day or night, and even safer during a blizzard.

The best strategy is simply to avoid driving during a winter storm by waiting it out or changing your route. You can get current road conditions by calling 1-877-687-6237 (1-877-NVROADS) and by visiting the website www.nvroads.com. To reach the Nevada Highway Patrol, dial the operator and ask for ZENith 1-2000, or punch in *NHP on your cell phone.

And if you are lucky enough to travel through the state after a winter storm has passed, the road is a black ribbon lying across a world bright with sunlight, glittering white mountains on every horizon, snow clumping the sagebrush, pinyons and junipers, carpeting the earth right to the edge of the road. It's sublime.

to pause for a few minutes. The view out over the town and the cottonwood clustered Carson River is quite beautiful, especially in the fall when the trees turn bright yellow. You can wander there quietly for a while and share that marvelous view with the departed.

Four miles west of Dayton is the turn-off to Virginia City, the great nineteenth century gold and silver mining city. This

is one of America's true national treasures, well worth a short detour from the main route. Following NH 341 for four miles you'll reach Silver City. There's a fork in the road at the entrance to town; make sure you take the right-hand fork. Traffic to the left climbs up through downtown Silver City and Gold Hill on the old historic wagon road—not so bad at first, but very steep as it skirts the great pit and makes

the last S-turn into Virginia City. Traffic to the right takes the much easier truck route, which was built by the WPA in the 1930s and is historic in its own way.

Either way, Virginia City is worth the climb. There's RV parking a block downhill from C Street, the main boulevard which is lined with two- and three-story buildings of stone, brick, and painted boards, most dating from the 1870s. The doorways along the wooden sidewalks usually lead into saloons, cafes, and shops, but there are also some real gems. A block uphill on B Street you can visit the Storey County Court House with its unblindfolded Justice, the recently restored Piper's Opera House, and The Castle, a mansion built and furnished for a mining magnate of the 1860s with its original furnishings intact.

St. Mary's in the Mountains is a block downhill on D Street. This beautiful spired-brick structure is one of the best examples of Victorian church architecture in the west. On the north side of the city, the cemetery offers an engaging, genealogical stroll through the elaborate memorials.

When you're ready to resume your journey, go out the way you came in and rejoin US 50 for the last leg of your journey into Carson City.

■ DAY FIVE: CARSON CITY TO LAKE TAHOE (15 miles)

Carson City is no longer "America's Smallest State Capital" but it is a pleasant town with some interesting attractions for visitors.

First and foremost is the State Capitol, built in the 1870s. It has been earthquake-proofed throughout, but its Alaskan-marbled halls are still decorated with elaborate friezes and hung with the por-

traits of former governors back to Broadhorns Bradley and James Nye, who was appointed governor of the Nevada Territory in 1861 by Abraham Lincoln. The present governor and other top state officials continue to do the state's business here, but the legislature and the supreme court have moved to larger quarters. Their original chambers upstairs are usually devoted to exhibits of various kinds. The building is open without charge during regular business hours.

Built in 1866 with prisoner-quarried sandstone, the U.S. Mint at Carson and Robinson Streets has become the Nevada State Museum. It produced nearly \$50 million in gold and silver coins before closing in 1933. The coin stamps are still in place and used occasionally to make commemorative coins. The museum houses many other interesting exhibits of Nevada's natural and social history.

The Nevada State Railroad Museum at south Carson Street (U.S. 50 and 395) and Fairview is the showplace for what remains of railroading in Carson City. The 50 locomotives, coaches, and cars inside the museum gleam like jewelry, and the steam engines that pull passenger cars back and forth across the grounds are restored originals. The Inyo is the oldest operating locomotive in the country, and the gift shop is a godsend for grandparents.

You'll leave Carson City via US 50 and 395 south. In about three miles, US 50 takes off to the right and climbs up to Lake Tahoe. There is an alternative route (see next paragraph) but this is the direct way to the lake. After climbing up to Spooner Summit, turn off on NH 28 for the North Shore or continue on US 50 for the South Shore via Cave Rock and

Round Hill. At the state line a bright cluster of casino hotels—Harrah's, Harvey's, Caesars, and the Horizon—rise up in multiple stories, with casinos downstairs, restaurants at the top, and hundreds of guest rooms in between.

You might prefer the alternate route to the South Shore. Continue south on US 395 past the US 50 turnoff about another mile to Jack's Valley Road and make a right turn. Once past the suburban cluster near the highway, this road leads through Jack's Valley and then along the Sierra foothills to Genoa.

Genoa is thought to be the oldest town in Nevada, although the title is hotly disputed in Dayton, which dates itself a few days earlier. Genoa is as close as any Nevada town gets to California's Carmel. Enjoy the Mormon Station State Historical Park, the historical museum in the old County Court House, and maybe an ice cream cone at a table outside The Country Store.

From Genoa, continue south past the marvelous David Walley's Hot Springs to Kingsbury Grade, an old stagecoach road. The steep, knotted switchbacks have been untied, widened, and draped into graceful curves and easy grades which lead up to the summit and then down into the Lake Tahoe Basin within sight of the casino hotels at the South Shore.

No matter how you get there, Lake Tahoe is a wonder: still beautifully blue, sparkling, and serene despite ever-increasing traffic and development all around.

For a comprehensive list of motorhome parks, go to www.tahoe.com and click on "camping" and then "RV Parks." On the West Shore, camping is available year around at Sugar Pine Point State Park, but through the winter on a first come-first served basis. The park contains one of the finest remaining natural areas on Lake Tahoe.

Casinos were an afterthought at Lake Tahoe. It was discovered in 1844 by John C. Fremont and originally named Bigler to honor the California governor of the day. Within 20 years the magnificent alpine lake had become one of the West's leading vacation destinations. Tahoe's first resort was built in 1863 at Glenbrook to provide the mining aristocracy of the booming Comstock Lode with a vacation spot at the head of the new turnpike from Carson City. It was a spa that compared favorably with



Nevada State Capitol



Lake Tahoe

the celebrated Saratoga in New York for elegance, gaiety, and the beauty of its surroundings. The first privately-owned vacation “cottage” overlooking Emerald Bay was built the same year by Ben Holladay, the stagecoach king. In those pioneer times steamboats maintained regular freight and passenger schedules across the lake.

These days the sternwheelers you’ll see criss-crossing Lake Tahoe are cruise vessels. You can ride the Dixie II from its dock at Zephyr Cove on the Nevada side or the Tahoe Queen which departs from the Ski Run Marina on the California side at Tahoe Keys. The excursion cruise on the trimaran Woodwind at Zephyr Cove may

require a sweater any month except July and August. Rental boats for fishing or cruising are available at several locations around the lake.

If you are a hiker, the trails in this high country will take you to some of the most beautiful scenic points in the U.S. The golf courses are pristine, even sublime. And in winter you can ski world-class slopes. Indoors you can dine at any level, from casual and quick to exquisite and splendid. And of course, the casinos provide the complete gambling experience, with dinners and shows optional.

What was once a jumble of aging motels just west on the California–Nevada line has now become two enormous Marriotts and the base station for the all-season gondola ride to the mountain summit. This is an unforgettable ride with a birds-eye view of the magnificent lake far below.

■ It’s a long way from Las Vegas. You will have experienced the serenity of long distances over the uncluttered natural landscape—a lot to experience, with some surprises along the way. The hardest part of the trip is holding it to just five days.

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SERIOUS TECH TALK

Scheduled Maintenance with Sealants

by Don Ayer

Field Service Director for Tiffin Motorhomes, Western States

One of the most important maintenance issues that is frequently overlooked is the regular periodic application of SEALANTS to protect your Tiffin motorhome from water intrusion.

Proper maintenance of sealants is the owner's responsibility and is not covered under the Tiffin Motorhomes Warranty. Your attention to these vital areas will insure the longevity and use of your motorhome.

Tiffin uses two types of roofs: rubber and fiberglass. All 2004 motorhomes are made with fiberglass roofs. The Allegro and Allegro Bay were all built with rubber roofs through the 2002 model year and fiberglass became an option in 2003. Beginning in 2000 all Zephyrs were built with fiberglass roofs. The Allegro Bus models in 2001 offered the fiberglass roof as an option, and in 2002 fiberglass became standard. The Phaeton through 2001 used the rubber roof; fiberglass was an option in 2002 and became standard in 2003.

To enjoy a leak-proof, trouble-free roof, you must inspect the roof sealants every six months for voids or cracks. If you feel comfortable climbing about on your roof, you can make the inspection and repairs yourself. If not, schedule the job with a qualified technician.

It is best to make the inspection when the temperature is not extremely hot or cold. If you detect voids or cracks, you must use the proper sealant. On a rubber roof, use an Alpha RV 2000 self-leveling sealant. On a fiberglass roof, you may use an Alpha CSL self-leveling or a white silicone-based self-leveling sealant.

Check every area where the roof is joined to a different material or object. This includes all roof vent seals, the AC units and gaskets, TV antenna and satellite dome, horns, etc. In addition you must inspect and repair exterior window seals, front cap moldings, rear cap moldings, exterior side moldings, and all other exterior accessories and moldings.

In most situations, the sealants on your Tiffin motorhome will need to be replaced every 12 months. This means the old sealant needs to be completely removed and new sealant installed. In hot or extremely cold climates, inspection and replacement of sealants may need to be done more frequently.

SERIOUS TECH TALK will be a regular feature written by Tiffin Engineers and service specialists.

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When you bring your rig to Red Bay, Alabama, for service or repairs, most likely you will meet Wade Humphres and D-Ray Hester. They are “In Your Corner” and you will be glad they are by the time you leave for home or continue your trip elsewhere.



Wade Humphres is in his third year as Service Manager. The interaction with Tiffin coach owners makes his job very rewarding, he says.

Wade Humphres is the service manager at Tiffin Motorhomes. The company had been in existence only 18 months when Wade hired on as a clean-up person for the production line. He soon moved up to the job of installing accessory parts on the motorhomes. And he has been moving up ever since.

Wade worked as a utility man for several years and later as a supervisor on the assembly line. Moving from production into service, he worked in the parts department and later as a service technician taking dealers’ orders over the phone.

Now in his third year as service manager, Wade has developed a very philosophical approach to working with coach owners who find their way over county roads to the small town of Red Bay, Alabama.

“We know that *service drives sales* in this business,” he begins, perhaps quoting his mentor’s very words that almost everyone in the plant has heard many times. “It’s up to us to take that fact and apply it on a daily basis.

“One of the first things I realized when I became service manager was that I had

to become a good listener. You can’t get ahead of the customer and assume that you know what he wants or needs. You’ve got to be patient, hear him out, and pick up on all the details of the problems that he is bringing to you to fix,” he explains.

“You can tell if the customer has had a bad experience by the frustration in his voice. I let him do the talking. I reassure him that the motorhome will be the motorhome that he wants it to be when we get through working on it.”

“The most challenging part of my job is to make a customer happy. If a coach owner leaves here smiling, we know we did a good job,” he says with a slight grin.

Working in the service and repair department is considered a choice assignment at Tiffin Motorhomes. Wade supervises over 70 employees including an office staff of 12. Those working in the service and repair

department have an average of 15 years of experience in motorhome production, repair, and service. There are 26 service bays at Tiffin and the department processes 55–70 coaches per week.

When a new tech is brought into the Service–Repair Department, Wade begins a training program that lasts for at least a year. Indoctrination includes understanding that the customer *is* always right. “We have to give the customer the benefit of the doubt, and that’s just part of good business and treating people right,” Wade tells his staff. Every younger tech is trained by an older technician until he has developed the skills and confidence to work on his own.

A Red Bay native, Wade is married to Linda who works at home and enjoys taking care of their new granddaughter. They have two children: Jonathan, 21, and Stephanie, who made them grandparents on Oct. 5, 2003, when Annaliese Marie Rogers was born. Working at TMH is a family affair for the Humphres family. Jon works in the Return Parts Dept., and

From left to right, Jonathan and Wade Humphres, and D-Ray and Bryan Hester. Working at Tiffin Motorhomes is a family affair for many who live in Red Bay. Both Jonathan and Bryan enjoy working where their fathers are in management.



PHOTOS BY SCOTT RICHARDSON

Stephanie works in Billing and Insurance Claims. Wade enjoys bass fishing, and he and Linda usually spend their summer vacation in the mountains.

D-Ray Hester joined TMH in the fall of 1990. He began in production installing rubber roofs. Two years later in August 1992, the plant was flooded with coaches damaged in Hurricane Andrew. He moved into the Service-Repair Department to help with the overflow and remained there.

He was promoted some years later to shop supervisor. D-Ray oversees the work of 43 technicians (with more being hired every month). There are 26 bays, four of which are dedicated to body work. Several technicians specialize and move from bay to bay as they are needed: two electricians-electronics; two woodworkers; and two for windshield installations and replacements. There are two "Express Bays" where minor work is done, requiring only two or three hours.

"It doesn't matter or phase me how upset the customer is when he gets here as long as I can send him away smiling," D-Ray says. "Seeing a satisfied customer is what makes my day."

Sometimes D-Ray becomes recreation and travel director for his customers. "They've often heard about the Coon Dog Cemetery and we tell 'em how to get there. And there's the Dismals. That's a pretty interesting place to walk through. And if they've got a boat with them, we can tell 'em some real good places to fish."

D-Ray's day starts before 7 a.m. He gets all of the paperwork to the techs and then heads for the supervisors' meeting at eight. His day is spent talking with the coach owners as the repairs are underway, troubleshooting the problems that techs encounter, and keeping the schedules moving.

He plans the work to assure that the five appointments slated for each day get in on schedule. Other work is done on a first-come, first-served basis and is scheduled with customers who are waiting in the TMH campground a couple of miles away.

D-Ray is an outdoorsman who loves to hunt deer and turkey, and he has a bass boat for fishing the many lakes in Franklin County. He is married to Rhonda who works at the Community Spirit Bank in Red Bay. They have three children: Bryan, 18, Katie, 13, and Shelby, 8. Bryan began working in the Slide-Out Dept. last year and plans to enroll in night classes at a nearby community college.

Allegro Club Celebrates Its 25th Anniversary as the McAnallys Pass the Torch to the Johnsons

The International Allegro Family Motor Home Club, Inc., will celebrate its 25th anniversary in March. "We have always camped with our children," Elaine McAnally, Allegro Club president, said as she thought about passing a major milestone this spring. "And when they became adults, Kello and I just kept on camping because we enjoyed so much meeting new people and forming lifelong friendships." But children do grow up, and then come the grandchildren. Daughter Carolyn, 47, and her husband Craig Roberts have two boys, Jeffrey, 20, and Stephen, 17, both accomplished musicians. Carolyn was a chemist with Union Carbide before she had her children. Mark, 42, and his wife Donna have three children: Lauren, 10, Jake, 6, and Carlee, 4. Mark is an engineer with Caterpillar in Oxford, Mississippi.

It was really Kello and Elaine's love for people that got the club started. They built their first motorhome in 1973 from an old peanut route delivery truck after Kello broke his leg on his job and needed something to do to keep him busy. He could stand with the cast and make his way around his workshop for an hour or two at a time. Kello and Elaine

lived in Belmont, Miss., just a short drive from Red Bay. When they needed RV appliances, they drove over to Tiffin Motorhomes and asked Bob Tiffin if he would sell them what they needed. He obliged.

They soon realized that a well-engineered coach would have been a lot better investment than the peanut truck and bought a 1977 Allegro 27-footer. As members of the Good Sam Club, they heard a lot about certain brands that had their own motorhome clubs and got to thinking "Why not Allegro?"

"We drove over to Red Bay in late 1978 and asked Mr. Tiffin if he would support such a club and he authorized the use of the company's logo and gave us the warranty records to start contacting owners," Elaine remembered. She mailed out letters to owners on January 3, 1979. The first organizational meeting was held at the KOA Campground in Eufaula, Alabama, which resulted in 34 members.

The first real rally met the next month in Marianna, Florida, on March 23-25. Bob and Judy Tiffin attended with their four-year-old son Lex. The Tiffins entertained with a barbeque and door prizes, and brought along plant technicians to fix minor problems for any



Kello and Elaine McAnally retire after 25 years of service to the International Allegro Club and pass the torch to the new officers.



Jimmy and Gail Johnson were named this month to become president and secretary-treasurer of the club.

coach owner who attended.

The Allegro Motor Home Club was now a reality and membership continued to grow. A constitution with by-laws was adopted and Kello and Elaine went to work establishing club chapters that met monthly with club officers and programs. Soon the McAnallys were planning regular events that were within the budgets of nearly all of the members. It wasn't long before chapters began to appear all over the U.S. They shared information with other motorhome clubs about locations for events. They organized caravans that lasted up to four weeks, and even a trip to Alaska that utilized a ferry to transport the coaches for part of the trip.

Bob Tiffin offered the McAnallys office space at the Red Bay plant that gave the club exposure to all of the owners who returned there for service. The office work demanded more help and Elaine added staff to keep up with the new memberships, event planning, and the filling of orders for clothing and other items that carried the club logo. Elaine and Kello personally attended all of the events. They had started a spin-off company that thrived on the enthusiasm of Tiffin motorhome owners.

In 1979 the McAnallys began to spend their winters in McAllen, Texas, at the Tropic Star campground where they enjoyed the camaraderie of other Allegro Club members. For 11 years the club members became like family to Kello and Elaine. "We had all kind of events through the winter including square dancing, pot lucks, and side trips. The club members became like family to us," Elaine reflects. "Most of the members are older people, so there were sad times when one passed on. It was like losing a close friend next door."

Kello and Elaine decided that 2004 was the time to pass the torch of leadership. Bob Tiffin offered to acquire the club as a subsidiary of Tiffin Motorhomes. Because of his loyal support of the club over the years, the McAnallys were elated.

Tiffin tapped Jimmy Johnson of Florence, Alabama, to become the new president of International Allegro Family Motor Home Club, Inc. Johnson retired in 2001 from a 32-year career in secondary education at Bradshaw High School in Florence. He completed his career by serving his last four years as principal. Johnson graduated from

Auburn University with a BS degree in math science education. He later earned an MA in educational administration as well as an Ed.S. degree. Always interested in sports, he served as defensive coordinator for the Bradshaw varsity and also coached track, wrestling, and girls softball.

Only in his mid-fifties when he retired, Jimmy began to look for something interesting to do. While teaching math for a year at another high school, he received a memo distributed to the teachers offering a summer job of delivering coaches for Tiffin Motorhomes. At the end of the school year, he went to truck driving school and got his CDL certification and began hauling steel on a flat bed truck for a company out of Birmingham.

Gail Johnson, Jimmy's wife, has owned and operated Little Peoples Nursery School for 27 years. While he was between trips last February, Gail drafted him to come to the school and take over a classroom full of four-year-olds. "I knew then I had to find something full-time to do," he laughed. "I remembered the Tiffin memo and started delivering motorhomes the first week of March."

The Tiffins and the Johnsons had actually known each other for ten years since they worshiped at the same congregation in Florence. When the McAnallys decided it was time to retire, Bob and his family began to think about "who do we know that could do a good job running the Allegro Club." They kept coming back to Jimmy Johnson until one day Bob caught Jimmy between deliveries and said, "Let's talk."

After a few hours of indoctrination, Jimmy and Bob persuaded Gail to become the treasurer-secretary of the club. They are both enthusiastic about their new positions and looking forward to setting new goals for the organization. Elaine has agreed to stay on for the remainder of the year and pass on her knowledge and experience to the new officers. She will be attending the rallies scheduled for 2004 to train Jimmy and Gail, but also to have the opportunity to see her many Allegro friends and wish them well for the coming years.

Jimmy and Gail have four children: Katie Mitchell, 27, lives in Nashville with her husband Bryan; Andrew, 24, and his wife Martha Taylor live in Birmingham; David, 20, attends the University of North Alabama on a baseball scholarship; and Jessica, 14, is in the eighth grade.

Jimmy outlined several goals they have

set: (1) Increase membership. (2) Establish several new local chapters. (3) Develop a public relations program. (4) Build working relationships with dealers and demonstrate how signing up new coach owners for Allegro Club will bring them positive benefits.

Jimmy and Gail will be traveling in a new 37-ft. Allegro Bay to attend the rallies and visit dealers throughout the country.

"We are looking forward to meeting Allegro Club members throughout the country as well as the travel that will be involved. That includes not only the coach owners but the dealers and sales people as well," Jimmy said.

INTERNATIONAL ALLEGRO FAMILY MOTOR HOME CLUB

If you are not currently a member of the Allegro Club, you may want to review the rallies scheduled for 2004 and sign up for a year's membership. The events and recreation with fellow RVers will be an experience that you will enjoy at a very reasonable price. Following are the dates and rates:

Allegro Family Winter Golf Rally at Magnolia Springs, Alabama February 15-21

Motorhome with two people, both playing golf, \$521.64

Motorhome with two people, one playing golf, \$375.64

Each guest in member's motorhome playing golf, \$204.50

Allegro Family Chesapeake Bay Holiday April 28-May 1

Motorhome with two people, \$545.00

Motorhome with one person, \$397.56

Each guest in member's motorhome, \$147.44

Allegro Family Late Summer Rally Amana Colonies RV Park Amana, Iowa August 24-29

Motorhome with two people, \$452.69

Motorhome with one person, \$351.47

Each guest in member's motorhome, \$99.37

**To join the Allegro Club, call
256-356-8522**



The Life and Times of Tiffin Motorhome Owners

The *On the Road* columns are the pages that you, the coach owners, will write. As you travel, tell us about your experiences on the road: the interesting people you meet, a good side trip to take, a pleasant campground with gracious hosts, a good turn you received when your coach had to be repaired, or whatever you found interesting. *Everyone has a story*. Are you a full-timer, a campground host, use the coach in your business? In other words, give us your “tips” and your “stories” and we will share them with the thousands of Allegro motorhome owners throughout North America and England. We may not have space for pictures. If you want anything returned, send a SASE.

For this issue, we are publishing your answers to our question, “Why did you buy a Tiffin motorhome?” Of course, there is a recurring theme and it won’t be difficult to detect it.

Send stories to *Roughing It Smoothly*, P.O. Box 292912, Tampa, FL 33687-2912. If you prefer to email, send to fred@bookproduction.com. On the subject line, insert “RIS From on the Road.” **Bon voyage!**

—Fred Thompson, *editor*

Paul and Janice Donohue, Titusville, Fla. 2003 Allegro Bus 40’. We have been RVing for 10 years and are now enjoying our third Allegro Bus. We chose Tiffin because it is “a lot of coach for the buck” and because of the after-market service.

Bonnie and Vance Clegg, River-view, Fla. 1993 Allegro Bay 37’. We own an Allegro because of Tiffin’s reputation of outstanding products and service.

Eugene and Marilyn Gebhardt, Bucyrus, Ohio. 2004 Phaeton 38’. We have been RVing for eight years, having previously owned a Fleetwood Storm and a Discovery. We chose our Phaeton mainly due the company’s record for producing *top-rate* motorhomes and giving good service. We were told they were outstanding. We are looking forward to belonging to the Allegro Family.

Nicholas and Shirley Starsinic, Manchester, Penn. 1995 Allegro

Bus 34’. This is our second Allegro. We had a 1990 28’ front diesel. We are looking forward to #3 in the next year or so, hoping for a Phaeton. When Nicholas saw the structure illustration of the Allegro in *Motorhome* magazine, he was impressed with the way it was built. We drove to the nearest dealer and looked it over. We were impressed and bought the diesel.

Mr & Mrs William J. Porter, Arlington, Texas. We have a 1999 Allegro Bus 40’ purchased in January 1999. We have been on the road full-time for seven years. We bought our Allegro because of the Tiffin’s reputation for great service. Love it!!

Raybern Butler, Malvern, Ark. My family has been RVing since 1958. I own a 1987 Allegro 30’ with all-aluminum construction. I have always admired the Allegro’s all-aluminum construction and classic look. I was very disappointed when you dropped the

classic white and brown and the metal siding and followed the trend of coffin gray fiberglass and circus swirl decorations. Thanks for starting the quarterly magazine.

Ellis B. Qualls, Show-Low, Ariz. 1998 Allegro Bus 40’. I chose Tiffin because of their warranty and because it is the best coach on the market (period).

Yogie and Betty Spears, Hohenwald, Tenn. 2001 Zephyr 42’. We have owned five Tiffin motorhomes. They have given us excellent service. The people at Red Bay are very good to work with if there is a problem.

Rauno and Betty Lampi, Westborough, Mass. 2003 Allegro Bus 38’. We have been campers for 52 years, RVers for 13 years, and full-timers since October 2002. We chose the Allegro Bus (1) after seeing a fair number of older Allegro models still in use; (2) word-of-mouth among RVers—we never heard a bad comment; (3) warranties, ruggedness and solid construction; (4) Mr. Tiffin’s personal reputation for service; (5) it’s design—three slides, more cargo carrying capacity than similar makes; and (6) our dealer, Adventure World, has been good to us.

David and Marilyn Meyer, Napoleon, Ohio. 2000 Allegro 31’. We chose our Allegro because it is so easy to drive, especially in the wind, and because of the service offered by Tiffin Motorhomes. We have been camping for 38 years, starting out with a homemade truck camper.

Ann and Robert Craig, Warwick, Rhode Island. 2003 Allegro 32’. We have been RVing for 18 years. We think the Allegro is an excellent value. I love the maple woodwork and nice bedroom layout. My husband likes the new Ford chassis, the

Factory Tours

Tiffin Motorhomes extends to all RVers an invitation to join one of our plant tours which are offered at 10 a.m. and 2 p.m. Monday through Friday. The tours are conducted by Floyd “Red” Davis and Floyd Paden. Both are very experienced and knowledgeable about motorhome engineering and assembly, and will be happy to answer your questions. The tour guides use a speaker system which broadcasts to headsets worn by each participant. The tours are very interesting and educational. You may join the tour in the main office at 15 minutes before the hour.

carrying capacity, and the outside storage on the slide.

Mr & Mrs Lowell S. Taylor, Aledo, Illinois. 2003 Allegro 35’. We bought our first Allegro in 1978 and have had four new Allegro motorhomes. Our last one was a 1994 Allegro Bay. We like the workmanship and we know you can depend on Mr Tiffin for good service.

Fred Beeman, Kingman, Ariz. 1984 Allegro 27’. I have been RVing for 20 years. I purchased this coach in 1988 with 20,000 miles on the odometer because your aluminum construction appealed to me. It now has 120,000 miles on the odometer with a totally new motor installed three years ago. It has the same carpeting and the original Norcold refrigerator. I am a satisfied owner.

Robert and Nancy Conover, Bourbonnais, Illinois. 1986 Allegro 27’. We bought our Allegro motorhome used in 1996 as a kind of trial. It is built good and



F R O M T H E R O A D

looks good. All who see it think it is newer than a 1986.

Ray and Dorothy Fields, Zephyrhills, Fla. 1997 Allegro Bus. This is our fifth Allegro coach since 1987. We are still “roughing it smoothly” but a little slower. Please send us your new quarterly magazine.

Billy Prather, Odessa, Texas. 1996 Allegro Bay 34'. I have owned two Tiffin motorhomes: a 1990 Allegro 28', which I traded at 70,000 miles for a 1996 Allegro Bay 34' which now has 60,303 miles. I checked for two years trying to decide between trailers, fifth wheels, and motorhomes. I ruled out trailers and fifth wheels. All the other motorhome manufacturers could not stand up to the workmanship, appearance, price and the good stories other RVers would tell about Mr. Tiffin and his company.... It has been a good 14-year relationship and my two years of investigation paid off. I still tell others about Tiffin Motorhomes every chance I get.

Francis Benevides, Ellington, Conn. 1985 Allegro 28'. My motorhome has over a 100,000 miles on it and we keep on traveling. We have enjoyed this motorhome very much. We have been to Red Bay four times and have been treated very well. The service has always been the best.

Jim and Ruth Rawlins, Bigelow, Ark. 2001 Allegro 30'. We

started RVing in 1968. . . . We moved up through several trailers and finally to our present Allegro.... We had enough experience to know exactly what we wanted in a new rig. This one had it: the floor plan, no slide-outs, gas-electric water heater, driver's side door, etc. We had a microwave problem at first but Bob Tiffin worked directly with us to resolve this problem 100%. If or when we replace this unit, I expect we will look first at an Allegro.

Ronald Seketa, Kirtland, Ohio. 2000 Allegro Bus 37'. By pure dumb luck we bought a used 27-ft. 1982 Allegro. After taking the motorhome to the factory for minor repairs and cosmetics, and after talking to Mr. Tiffin and other Allegro owners, we never considered any other manufacturer. This is our fourth Tiffin product in 15 years.

Stan Young, Gridley, Calif. 1985 Allegro 27'. I purchased my 1985 Allegro new. It is still in excellent condition. I decided on this motorhome after looking at most other brands in the same length category. The interior decoration and the exterior profile were the reasons I preferred it. I have been RVing since 1960.

Carl Huling, Turpin, Okla. 1996 Allegro Bay 34'. We have been RVers for 40 years. Our first RV was a 1988 Allegro 31'. We chose Allegro because of

quality and reasonable price, and because we know your company stands behind its product.

Walter A. LeBlanc, Montgomery, Texas. 1999 Allegro Bay 36'. I have owned three Allegros. I buy Allegros for the service after the sale.

James M. Brooks, 1997 Allegro 28'. We have been RVing for 34 years. This is our third Tiffin coach. We have been repeat buyers because the rigs are the best quality for the price and because of the Tiffin willingness to stand behind their product. That is a trademark of customer satisfaction.

Roger and Dorothy Friis, Sandy, Utah. 1991 Open Road 31'. We just love our Open Road. We have had it in most of the states plus a trip to Alaska. It has a Ford engine and we've had no trouble at all with it.

Albert Rizzardi, Leesburg, Ga. 1996 Allegro Bus 35'. I chose a Tiffin motorhome after hearing good remarks from other owners about the quality and the service from the Red Bay plant. The service and attitude from your Parts Department on the few items I have ordered has been first class.

Mr and Mrs Ronald Wooten, Chickamauga, Ga. 1996 Allegro Bay Pusher 34'. I love having a grill built into one of the compartments. We have been RVing for 40 years. We are the

second owners of this motorhome and we have put 20,000 miles on it.

Loren Fulford, Wabash, Indiana. 1995 Allegro Bay 34'. In our area, Allegro was not a well-known brand. However, after comparing it to other brands, we chose the Allegro Bay.

Carol and Frank Beck, Vadnais Heights, Minn. 2001 Allegro 31'. We purchased our first Allegro in 1994 primarily based on appearance and price. We purchased our second Allegro for the same reasons plus our satisfaction with the first unit and the reputation of Tiffin Motorhomes.

Wayne and Carrol Harris, Livingston, Texas. 1995 Allegro Bus 37'. In 1985 we bought a 1981 Allegro 29-ft. unit. After our first trip, the transmission failed. I wrote a letter to Mr. Tiffin asking what we did wrong. I received a nice handwritten letter from him telling me to contact a certain person at GM. They reimbursed us for the repair minus \$100. We were thrilled! In 1996 we traded our '81 Allegro with 88,000 miles for a 1995 37-ft. Bus, and in December 1997 we began full-timing. We now have 119,000 miles on it and we are having a great time. We have been to Red Bay many times and have always been treated fairly and competently. We would like to have a new Allegro Bus but the prices are now out of our range.

GENERATIONS *continued from page 19*
in 1814, Tiffin preserved the land records by taking them to the woods outside the city. He continued to serve in the administrations of James Monroe and John Quincy Adams.

Henry's son, Edward, who was born in 1802, moved to northwest Alabama and farmed property just south of Red Bay. He was the great-great-grandfather of Bob Tiffin. There are now approximately 3,500 descendants of Edward and Henry now living in the U.S.

The maternal side of Bob's lin-

eage is just as interesting. Lemuel Nelson Sparks was born in 1852 and was a contemporary of Edward Tiffin, as well as his son Edward. Sparks married Nancy Elizabeth Vinson and their union produced 11 children, who in turn rewarded them with 50 grandchildren, of whom Katie Sparks, Bob's mother, was one.

This family represents what a thorough teaching of the gospel at home will produce. All 11 of Lemuel and Nancy's children were Christians, and all 50 of their grandchildren were faithful believers, too.

When 48 of the grandchildren had obeyed the gospel, and there were but two out of the fold, Grandfather Lemuel wrote each grandchild a long, compassionate letter appealing for their obedience. They responded soon after, and the cousins' circle of faith was complete. Alex and Katie have done likewise in teaching their children. Bob, David, and Beulah are faithful Christians, as are their spouses and children. Lemuel and Nancy Sparks began a journey of faith over 100 years ago that still bears fruit today.

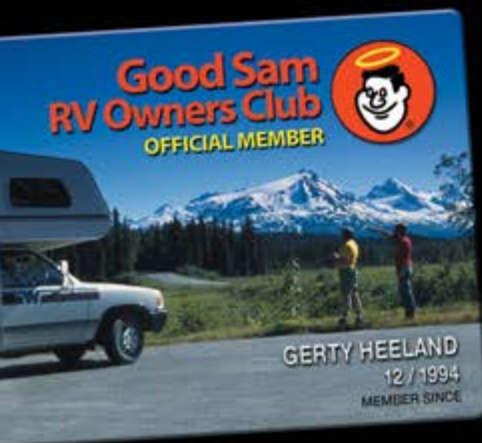


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Saturday. Got to the campground early. Found a great site with a great view. And thanks to Good Sam, a great price, too. Same with our fuel. In fact, between the two, our Good Sam discounts saved us more than enough to pay for the burgers.

And let me tell you, John can eat a lot of burgers. No wonder the Good Sam Club's got about a million members. Hey, for about two bucks a month, you get so many benefits and discounts you can't afford not to join. And that doesn't even count all the fun, friendships and member events. So why not sign up right now? Come on, it just isn't the same without you.



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Skeptics pull over. If you doubted there would ever be a Recreational Vehicle that's also recreational to drive, then get behind the wheel of the W Series by Workhorse. In fact, the best way to picture the performance of the W Series is to imagine the opposite of a typical RV.

For example, the typical RV's biggest shortcoming is power, particularly in hill climbing and high-speed merging. That's why Workhorse exclusively offers the GM Vortec 8100™ engine. It is the biggest, most powerful RV gas engine ever built, allowing for practically effortless acceleration and climbing. As an added bonus, it's also the most fuel-efficient gas RV engine available.

You may have noticed that many RV's offer little comfort in suspension and can require continual steering correction, contributing to driver fatigue. The W Series utilizes an integrated suspension system, delivering unmatched ride and handling. In just one ride you'll find the W Series has superior steering, reducing the need for driver correction and alleviating driver fatigue.

And unlike any other gas RV, the W Series features a 5-speed Allison 1000 Series™ automatic transmission. In fact, it's the brand normally found in expensive diesel pushers and is renowned for its durability as well as its efficient transfer of power. The Allison transmission provides smooth acceleration in the W Series, as well as notable responsiveness when passing, climbing and merging.

Hurry over to your local Authorized Workhorse Dealer as fast as legally possible and see how the Workhorse W Series really performs in a test drive.

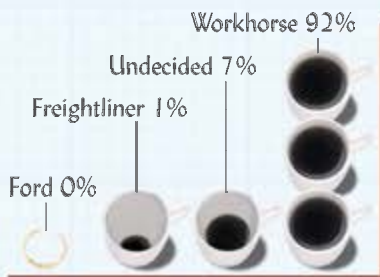


Workhorse W Series

Vortec 8100



Hey skeptics, wondering how the biggest, most powerful gas engine available can also be the most fuel-efficient? Its unmatched power allows it to run at lower rpm at road speeds.



Based on test drives, which chassis would you prefer on your next RV?



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