

# Roughing It Smoothly®



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# Roughing It Smoothly®

January 2013 Volume 10, Number 1

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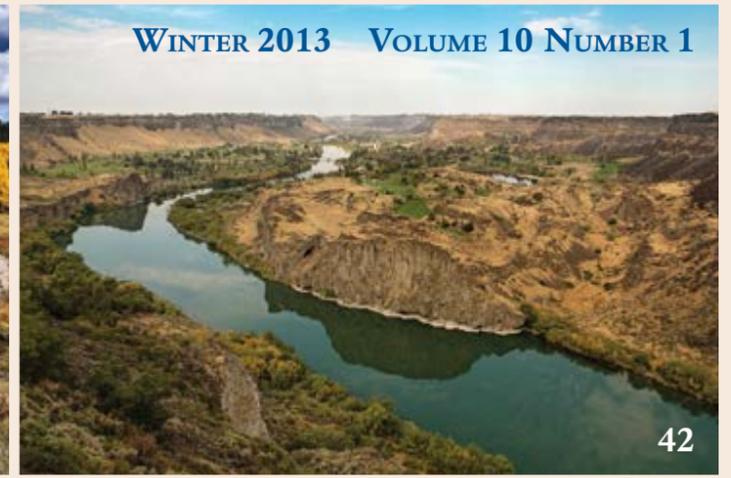
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## Please note the recall in the centerfold of this issue . . .

Many Tiffin owners who have Norcold refrigerators involved in this recall have not called in for instructions to have their units checked and modified to eliminate a potential fire hazard.

We are sending the Winter 2013 issue to our entire mailing list to be sure everyone sees this recall **one more time!** If you have not responded, read the ad in the centerfold and call the dedicated Norcold phone number now.

### If you did not send in your free subscription request card . . .

We will remove the owners from our Spring 2013 mailing list who did not ask for the magazine to be sent to them. Those owners will be able to read the magazine online at [www.tiffin-motorhomes.com](http://www.tiffin-motorhomes.com)

### A new feature . . .

In this issue, *RVHealthy* joins our list of standard columns that bring important information as

well as entertaining reading to our owners. Sylvia and Paul Tarnuzzer travel in their Allegro Bus and plan to become full-timers in the near future. Sylvia, founder of RVHealthy, Inc., is a certified health coach who understands our traveling lifestyle and offers great advice on her website [www.rvhealthy.com](http://www.rvhealthy.com) as well as her weekly episodes on RVNN.TV

### Serious Tech Talk

To address your technical questions to Danny Inman, use the postcard bound in this issue, send a longer letter to the address on the postcard, or send an email to [RISTechtalk@gmail.com](mailto:RISTechtalk@gmail.com). **If you need an immediate answer to a service problem, you should call 256-356-0261.**

### Change of Address

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PO Box 1738, Monroe, GA 30655-1738. You may also change your address online by sending your email to [risncoa@hotmail.com](mailto:risncoa@hotmail.com) First, enter your old address as it appears on your magazine label (we must remove your old address before we can add a new one). Second, please enter your new three-line address including the zip code. **We do not accept phone calls for changes of address.**

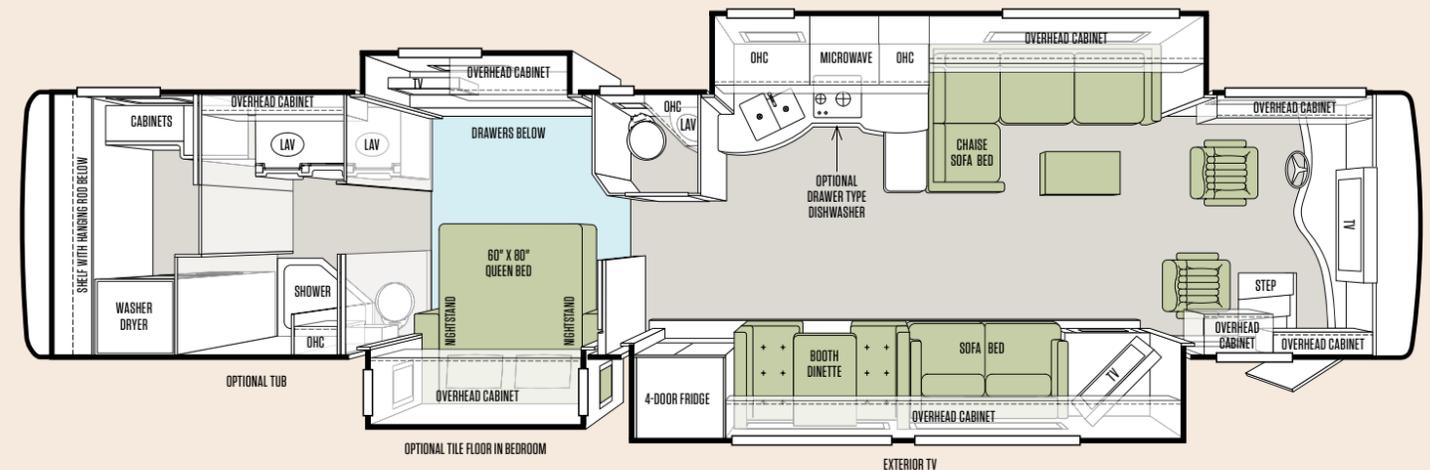
### New Subscribers

If you have just purchased a new Tiffin motorhome, be assured that your name/address will be added to our mailing list automatically. We receive a new sales report every quarter. If you purchased a pre-owned Tiffin motorhome, send the year, brand, length & floorplan, your name and address, and VIN to *Roughing It Smoothly*, PO Box 1738, Monroe, GA 30655-1738. Owners who request the magazine receive *Roughing It Smoothly* at no charge.

## Breaking News . . .

On November 27, Tiffin Motorhomes presented to its dealers for the first time the 2013 Allegro Bus 45 LP on Tiffin's exclusive PowerGlide chassis. "This new floorplan satisfies a market demand for the spaciousness offered by the 45-foot class at a dress level that maintains the price point of the Allegro Bus brand,"

Jerry Williamson, Tiffin's general sales manager, said at the National Dealer's Show in Louisville. "Our dealers were favorably impressed and immediately placed orders." Tiffin began delivering the 45 LP in mid-December. The coach will be featured in the Spring 2013 issue of *Roughing It Smoothly*.



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## The Grand Ole Service at TMH

by Bob Tiffin

When I first started in business in the Fall of 1972, we were excited about building motorhomes, hiring a new crew, and getting production set up and started. We were interested in the design of our new product and how it would look when compared to what the competition was building.

We knew so little about marketing our new product: how should we price our motorhomes; who would we sell them to; who would be our dealers; what states would we sell them in. We were concerned if we should build the frames with aluminum or steel, or a combination of both. We spent a lot of time planning the wiring and plumbing. We had to select the appliances that would go in our new motorhomes.

And then one day in the beginning months of Tiffin Motorhomes, it hit me! How in the world are we going to service these motorhomes we are building? I understood service from watching my dad service appliances at his company, Tiffin Supply. I fully understood even then that service generates sales and customer loyalty. Without excellent service, we could not survive.

At the beginning, even after the first year of business, we did not have enough motorhomes built and in use to support a service organization. The motorhomes were very simple, making it possible for dealers and owners to take care of their problems. When an owner actually did come by the factory because of a problem, we would take one or two people off the production line and do what little service was needed.

Usually Jesse Vess and Monroe Thorn, and whomever else might be needed, did the repair work for the owners who somehow found their way to Red Bay on Old Route 24 coming in from Russellville, or 19 coming from Vina, or US 72, 78, and 45 from Mississippi. We may not have been easy to find. And, of course, we did not have a campground for owners at the plant. So we parked our owners wherever we could find a spot on the plant property. For the first twenty years we did not have slide-outs, leveling jacks, awnings, and multiple televisions. The service facility I was envisioning would take many more years to develop.

As we grew and our acreage around the plant increased, we added campsites and hook-ups near the railroad tracks and one or two other locations around our buildings. We continued to grow, making it necessary to invest in a larger location where our owners could park. Fortunately, the Red Bay Air-



port closed and the city offered the land in five-acre parcels.

During the eighties we carved out space for 35 service bays that were located within the primary plant facility. As you may know, the “airport campground” was over a mile away. So, on any given weekday, we would bring 35 motorhomes, 35 tow cars, approximately 70 people, and at least 50 pets from the campground to the plant. At 7 a.m. there would be a mad dash from the campground to the service area in the main plant on Second Street. We had an average of one accident a day (fender benders) with this crowded situation.

Since “necessity is the mother of action (or was it *invention?*)” I decided to build a new service center at the campground in 2004. It was the right decision at the right time, and we have since expanded the service center twice. In 2012, we have had 60 motorhomes in one stage of service or another each day of the week.

From 2005 to the present, we have made numerous improvements in our service abilities as well as the speed of delivering service. During 2012 we devised three ways to move coaches with relatively minor issues through service more quickly. We now have teams for TV service, A-level service, and express bays. The first two teams work on motorhomes at the owner’s campsite.

The TV service team works on issues that involve the coach’s entertainment system: televisions, DVDs, speakers, surround sound, multiplex and coax cabling, satellite signal reception, etc. Many times the problems are solved with additional owner training. A-level service includes anything that can be fixed within two hours at the campsite. It includes changing the water pump; checking out the inverter (and offering more training); replacing the transfer switch, digital TV antenna, or circuit breakers; adjusting entry and basement doors to fit; and many other minor repairs. If an issue or repair can be corrected in three hours or less, but needs the use of a service bay, the owner and coach are scheduled for an “express bay.” These services have vaulted our ability to quickly take care of certain items, keep the owners out of the queue waiting for service on more complicated problems, and reduce significantly the amount of time owners have to spend at the Service Center.

When a motorhome arrives at the Tiffin Service Center, we

*Continued on page 7*

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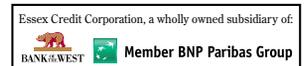
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## Test Driving the 2013 Allegro Breeze 28 BR

by Bob Tiffin



The Allegro Breeze is now in its third year of production. For the 2013 model year, we have made significant changes. No other motorhome in its class offers a rear engine diesel, air brakes, air ride suspension, ride-height adjusters, and a low profile.

Two years ago I did a test drive and offered a report in the pages of *Roughing It Smoothly*. I think our new Breeze will absolutely blow you away – no pun intended. On the afternoon of December 6, I filled the 28BR's fuel tank here in Red Bay and drove six miles east to Belmont where I turned southwest for a few miles to the Natchez Trace. Driving the speed limit, I

proceeded north to the Tennessee River, crossed on the Trace bridge, and turned east on Gunwaleford Road to Florence.

The next morning I traveled south on U.S. 43, crossing the Tennessee again, until I came to U.S. 72 West in Colbert County. In approximately 16 miles, I turned south on Ala. Rt. 247. I drive this road to work every weekday. It begins deceptively with farm land and pastures but soon becomes 22 miles of steep hills and descents. At the very least, I knew it would be a good test to see how the new 240-hp Navistar engine with 620 lb-ft of torque performed.

I was very pleasantly surprised by the power of the new engine. It stayed in 6th, 5th, and 4th gears for much longer than I expected on the steep pulls up Franklin County's hills. Going down some of the equally steep grades, the Navistar's engine exhaust brake really

worked well and kept my foot off the brake most of the time.

This new engine is a significant improvement over the earlier version – not that it didn't do a good job – but the additional 25 horsepower, 60 lb-ft of torque, and the exhaust brake have just turned up the performance two or three notches and made a big difference.

When I got back to Red Bay, I filled up the tank at the same place. On my 140-mile test drive, the Breeze got 13.4 miles per gallon. That number is slightly less than the mileage the 2011 Breeze got two years ago. However, I went through the hilliest region in northwest Alabama. Some of the road follows an old Choctaw Indian trail. They called it "the Devil's Backbone."

I am also impressed with the handling of the 2013 Breeze and its stability on the road. We have not made any significant changes in the suspension, the axles, and the shocks or other component parts on the Breeze. But in the last two years, we *have* made significant improvements on our techniques for adjusting ride height, front-end alignments, air bag pressure from side to side, and alignment toe-in.

All of these adjustments have made the 28 and 32-ft Breezes comparable to driving our Allegro RED. And it drives so much better than our Allegro units built on the Ford chassis.

When you compare the brakes on the Breeze 28BR to the brakes on all of the other vehicles we build, the Breeze wins the contest. It has the best brakes and is one of the safest vehicles we have ever built as far as driving is concerned.

On the Breeze's PowerGlide chassis, we relocated the oil and fuel filters. To change the oil and fuel filters now, just raise the rear grill and you will immediately see



both filters and the air cleaner. In earlier Breeze model years, it was necessary to go inside, raise the bed (it's on air struts), and remove a panel to reach the filters which were mounted on top of the engine.

A new electronic information center positioned in the instrument cluster tells the driver when to change the oil and replace the crankcase filter. These items will appear when you scroll the info center. Also on the electronic front, we added an optional satellite radio and a wireless IR repeater system for the televisions.

We shortened the vanity faucet spout and moved the water heater by-pass valve to the utility board. A larger Tripp Lite inverter replaces two smaller inverters to power the television and extra receptacles. It also has a larger charge capacity for the coach batteries.

In the water closet, the large skylight now has a sliding cover to enhance heating and cooling efficiency.

Last, but certainly not least, one of the most significant changes besides the engine is the one-piece fiberglass slide-out box. The unitized box and our construction methods to install the slide-out's interior features are unique in the RV industry. The one-piece fiberglass box has no seams. Its exterior cosmetics and leak prevention is greatly improved.

The 2013 Allegro Breeze has created a new class of motorhome with which I am very pleased. Now you can choose a downsized, low profile Class A diesel pusher with the driving features found on the big diesel pushers. I think you will be pleased, too. 



*Continued from page 4*

check immediately to see if the slide-out floors and the floors under the fresh, gray, and black tanks are solid and in good condition. We also check to see if the cap rails need to be replaced. In the event any of these items need replacement, the owner is given a service number and placed in the regular service queue established on a first come-first served basis at arrival. We do not make appointments for these repairs.

Beginning January 1, 2013, the Service Center will only make appointments for motorhomes that are two years old or newer, based on the original date of purchase. We will not make any appointments for the months of April or October. Otherwise, we will work on *all units* as they arrive at the campground on a first come-first served basis.

We know from past experience that this method will greatly speed up service and shorten the owner's stay at the campground when they come for service in Spring and Fall. At the present time (Nov. 9), our records show that we completed service in October at the approximate rate of 110 to 120 units per week.

We will continue to serve every owner that comes to the service center regardless of the age of the coach. However, the new system with Express, A-level, and TV service teams will move owners through more quickly, while placing motorhomes requiring more involved service into an orderly sequence for processing repairs.

If your coach is in the 24-month window, you can make an online appointment by logging onto the internet. At the top of the page in the address box, type in **service.tiffinmotorhomes.com** or you may call Peggy Elliott at 256-356-0261, x3206. The Service Center will not accept appointments for speciality bays such as **tank floors, slide-out floors, cap rails, and paint work**. These repairs will be completed according to the service numbers assigned to owners as they check in at the campground office.

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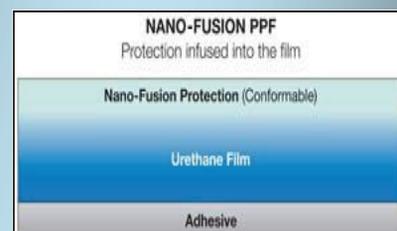
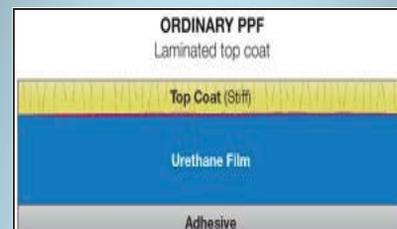
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## TMH Downsizes the Allegro RED

**With a continuing mandate** for downsizing from its owners and the RVing public in general, the design engineers at Tiffin Motorhomes went back to their CAD-CAMs and created the 33AA, probably the most innovative floorplan in the Allegro RED series. This entry-level diesel pusher has two slide-outs in the living/dining area which, at 31 and 34 inches each, are the widest

slide-outs in any of Tiffin's coaches. Measuring 13 feet across with both slides deployed, this "downsized" 33-foot coach has nailed the award for the most spacious living room in Class A motorhomes. Mission Assignments: (1) The perfect coach for full timers. (2) The perfect coach for fans who are football weekend tailgaters. (3) The perfect coach for a family homeschooling their four kids who want

to spend a year on the road (see 6:2, page 37). (4) The perfect coach for the couple not quite ready to retire who want to spend summers and weekends in their coach. With its 340-hp Cummins ISB 6.7-liter electronic diesel, turbocharged, aftercooled engine and Freightliner chassis, this coach is ready to tackle any assignment for its new owners. Let's do a "walk through" and imagine how you would use the 33AA.

finished in the standard English Chestnut and makes good use of some of the generous floor space afforded by the two large slide-outs. Owners will enjoy selecting an area rug when they begin to add their own personal decor to the living-dining room.

The home theater surround sound system at mid-ship features a standard **42-inch** Panasonic HD-TV. An optional 32-inch HD-TV over the dash allows everyone in the living-dining area to see a screen. Owners can select an optional electric fireplace (not shown in the featured coach) that is designed to fit under the 42-inch television. It puts out enough heat to knock off a January chill in Florida or south Texas.

Focusing on the passenger side slide-out, the architects placed the dinette with seating for four in the slide-out's forward location. Its comfortable Halo leather seating is optional. While dining, you will enjoy the view overlooking your patio through your 19 x 58-inch picture window.

The galley takes up the remainder of the 15'7" passenger side slide-out. The double stainless steel sink and the three-burner cooktop are recessed one-half inch to accommodate solid surface countertop covers, providing a smooth 14.3 square feet of galley workspace. Laser-cut designer backsplashes with diamond-shaped insets give the galley a very distinctive touch. TMH positioned three electrical outlets along the galley wall for

your coffeemaker, crockpot, electric skillet, juicer, and other electric appliances. A gas oven is optional at a nominal price.

No manufacturer in the RV industry can top the amount of storage space created by Tiffin's kitchen designers. Tiffin's use of space rivals IKEA's design and engineering. On the left side of the residential-sized optional microwave-convection oven, you will find a two-shelf cabinet with 5.4 cubic feet of storage space. On the right side, another eye-level cabinet offers 1.5 cubic feet of storage.

Stand back three feet from the galley's cabinetry with solid surface countertops and take in the design and construction. Two stacks of three drawers: 23" long, 6" wide, and 2.5 to 5.5 inches deep. Two huge drawers under the cooktop: 18.5" x 17" and 3.5 and 5.5 inches deep. Under the sink you will find 3.3 cubic feet of unobstructed space. To the right of your 20-cubic-foot Whirlpool residential refrigerator with a bottom slide-out freezer and icemaker, you will find the best part of the storage system — two pantry slide-outs with six adjustable shelves 5" deep.

Forgive me when I rave about storage systems each time I write about Tiffin motorhomes. But storage is a critical part of good design in your motorhome. We all want to take as much as we can from our "sticks & bricks" houses to make our motorhomes as useful and accommodating as possible.





### Entertainment Par Excellence

I mentioned Tiffin's new television technology in our review of the 2013 Phaeton 36GH in the last issue of RIS. The same tech is also available in the Allegro RED coaches. The SMART VIERA® 42-inch Class E5, Full HD, LED TV brings a new dimension to television viewing. The brightness, saturation, contrast, and sharpness of colors are finely compensated in each scene. Highly vivid colors are produced with almost zero mutual interference. People's faces are detected by the software which automatically corrects skin tones to ensure soft, natural complexions. With VIERA's 178° viewing angle, you see clear, vibrant images from every seat in the room. The back-

light features a wide transmission aperture that enhances contrast between light and dark and improves response to provide smoother images of human figures or objects in motion. The VIERA remote App allows you to use your smartphone or tablet as a remote control. With WiFi to link content from your smartphone or tablet, you can browse Facebook on your 42-inch Panasonic.

First announced in our Summer (9:3) issue, the entertainment center is powered by a Panasonic 1000-watt system with "Wi-Fi Built-in" on each of the coach's four televisions to give you access to web content, including Bloomberg TV, Netflix, Twitter, Cinema Now, Pandora Internet Radio, Vudu, Fox Sports, Picasa Web



Albums, and YouTube videos. Your Wi-Fi connection can be supplied by Verizon's 4G network MiFi air card. By the end of 2013, Verizon expects to have approximately 98 percent coverage in the U.S.

By installing an inexpensive wireless router, you can link the televisions in the living room, bedroom, and the optional 32-inch outdoor Panasonic to enjoy photos, music, movies, and more throughout the coach. Ports in the televisions can be used to introduce content from your camera's SD Memory Card or a USB memory stick. The options are almost limitless.

The domed in-motion satellite dish is optional equipment, and the optional receiver requires a subscription. The Allegro RED can be prewired for the op-

tional Winegard Trav'ler Satellite that is designed for stationary operation. With a DirecTV subscription, it offers you full HD reception.

The Panasonic 1000-watt system and the satellite receiver have been relocated from the box above the passenger chair to an electronics cabinet at eye level directly behind the 32-inch Panasonic TV in the bedroom which is standard equipment. With the Integrated Universal Dock for iPod and iPhone, you can launch your personal digital music collection as well as videos and photos stored on these devices. All of the above is in addition to Tiffin's groundbreaking television and surround sound theater that was launched four years ago.

### The Master Bedroom

With an optional king size bed, the 33 AA provides its owners with all of the luxury found in the 38 QRA, the largest coach in the Allegro RED series. The new bedside table offers a deep pocket shelf, a front-opening door, and a 110v outlet. The sconce-style reading lamps and overhead speakers make settling in for some soft music and reading a pleasant evening experience. Of course, you also have the option to enjoy a movie or your favorite program on the standard 32-inch HDTV in the passenger side slide-out. Panasonic's new thin design television inspired TMH's cabinet designers to mount the TV in a hinged lift frame that conceals the DVD and satellite receiver. Its eye-level location makes it very easy to use.

The sidewalls of the bedroom slide-out each have a window for ventilation in pleasant temperatures. There is nothing more sleep inducing than hearing the gurgling of a stream or the sound of the surf when you are in the mountains or at the beach—one of the great advantages of being able to park your coach just where you want to be.

The same slide-out for the bedroom TV also houses a handsome chest of four drawers, each measuring 10 × 20.5 × 7 inches. Adjacent to the chest is a clothes hamper, conveniently placed right next to the stacked washer and dryer. Over the window in the slide-out is a double compartment to store washing compounds and other cleaning-related products. It's a matter of design—everything placed just where you would expect.

You will find eight cubic feet of bonus storage space under the bed for items you only use occasionally. For easy access, the bed itself flips up with the help of two power struts.

Across the rear of the coach, the architects positioned the stacked washer-dryer and the master bedroom's wardrobe. The closet (65" wide × 61" high × 20" deep, with two 33" sliding mirrored doors) has LED lights on both sides.

The coach is heated with two ducted propane furnaces, one 35,000 BTU and



one 30,000 BTU. Standard cooling includes two 13,500 BTU low profile roof AC systems with individually controlled ceiling vents. The unit we reviewed included an optional 15,000 AC system with a heat pump that requires the 8,000 Kw Onan generator.

### A Thoughtfully Designed Bath

The Allegro 33AA's bath will not give you the claustrophobic phone booth effect. I would enjoy having the shower in my sticks & bricks house: (1) the elliptical diameter is 42 inches and the depth is 30 inches; (2) it has a 5-ft. flexible shower hose with an ON-OFF switch on the shower head; (3) a seat in the shower [no kidding!]; (4) a skylight over the shower which you can close off with an insulated slide during very hot or cold weather. All of the plumbing fixtures are high-dollar, copper-toned hardware – a very attractive feature for an entry-level diesel pusher! The lavatory is one-piece with the solid surface countertop which also has handsome, laser-carved backsplashes. A hand towel ring and three towel bars complete the personal service area.

The bath has both LED lighting in the ceiling and vanity lighting over the mirrored double-door cabinet which is 28 inches high, 35 inches wide, and 7.5 inches deep. There is a large storage compartment under the lavatory and a second cabinet over the window. The solid surface countertop extends the width of the wall that faces the living area. A magazine rack is built into the wall under the countertop. A single panel presents the GFCI 110v outlet, controls for the Fan-Tastic vent, and the water pump switch with light.

As you exit the bath into the hall, you will notice two cabinets in the wall. The upper cabinet is simply thoughtful design. There was five inches of depth into the wall next to the shower, so TMH designers gave you a bonus storage space: three shelves in a space that is 37.5 inches high, 13 inches across, and 5 inches deep. In a very convenient location, a second cabinet just below conceals the panel for the 12v and 110v breakers and yet another storage shelf.



### A Walk-Around to Check the Basement

Beginning at the coach's entry door, walk clockwise around the coach:

**1)** The first door conceals the 30-gallon propane tank (can be filled to 80% capacity) and the HWH hydraulic system for the leveling jacks. A gauge provides an exact reading for the remaining volume in the propane tank.

**2)** The second door opens up the pass-through basement. There is approximately 51 cubic feet of storage in this compartment. On the driver side you will find the central vacuum system on the side wall and the Magnum Energy inverter attached to the ceiling of the compartment. LED lights are positioned on both sides of the storage area. On the passenger side you will see 110v and 12v outlets and a cable connection.

The third compartment houses the wet tanks: fresh water, gray, and black. A small, lockable door gives you access to the fresh water (not pictured).

**3)** The fourth door provides access to the DEF (diesel engine fluid) tank and the slide-out controllers. There is also a small storage area.

**4)** The fifth compartment with LED lighting provides 4.5 cubic feet of storage and access to Freightliner's relays and fuses.

**5)** Walking around to the rear cap, you will appreciate what a neat job TMH has done with the installation of the 340-hp

power plant and the checkpoints. Located from left-to-right: the air filter minder, the "add oil" pipe, the computer hook-up for engine diagnostics, the coolant tank, the hydraulic fluid reservoir, the transmission dipstick, and the oil dipstick.

From back to front on the driver side, the first compartment's primary purpose is to provide access to the engine's air filter. However, you do pick up 4.5 cubic feet of storage, enough space for two lawn chairs (compartment not pictured).

**6)** The second compartment houses the 50-amp service and the coach's house batteries with a disconnect switch for when you have your coach in storage. You should avoid storing anything in this compartment.

**7)** TMH has a very well-designed utility bay. Both the black and the gray tanks have 2.5-inch dump valves. Across the top from left: city water connection, pump switch, control valves for hot / cold spray for clean-up, and cable tripod. Across the bottom from left: the spray head with cut-off, tank flush inlet, liquid soap dispenser, bypass valve, dump valves, valve for fill tank and city water, water filter, and water pump. The hot and cold water drains (red & blue) are in the lower left corner.

**8)** The fourth door (not shown) opens to the opposite side of the pass-through storage. The fifth door conceals a slide-out platform for the four coach batteries. The four batteries are seated in a non-



corrosive tray. A disconnect preserves battery life while the coach is in storage.

9) The lighted compartment just in front of the tire on the driver side has a fuse panel for 5, 10, 15, and 25-amp fuses for the 12-volt system. You will also note the reservoir for window washing fluid and the high pressure air outlet. Yes, you can add air to your tires without a trip to the service center.

10) The front cap with a large “flip-

top” hood hides the optional air horn, the service points for the Onan generator, and the Denso automotive heat/air systems.

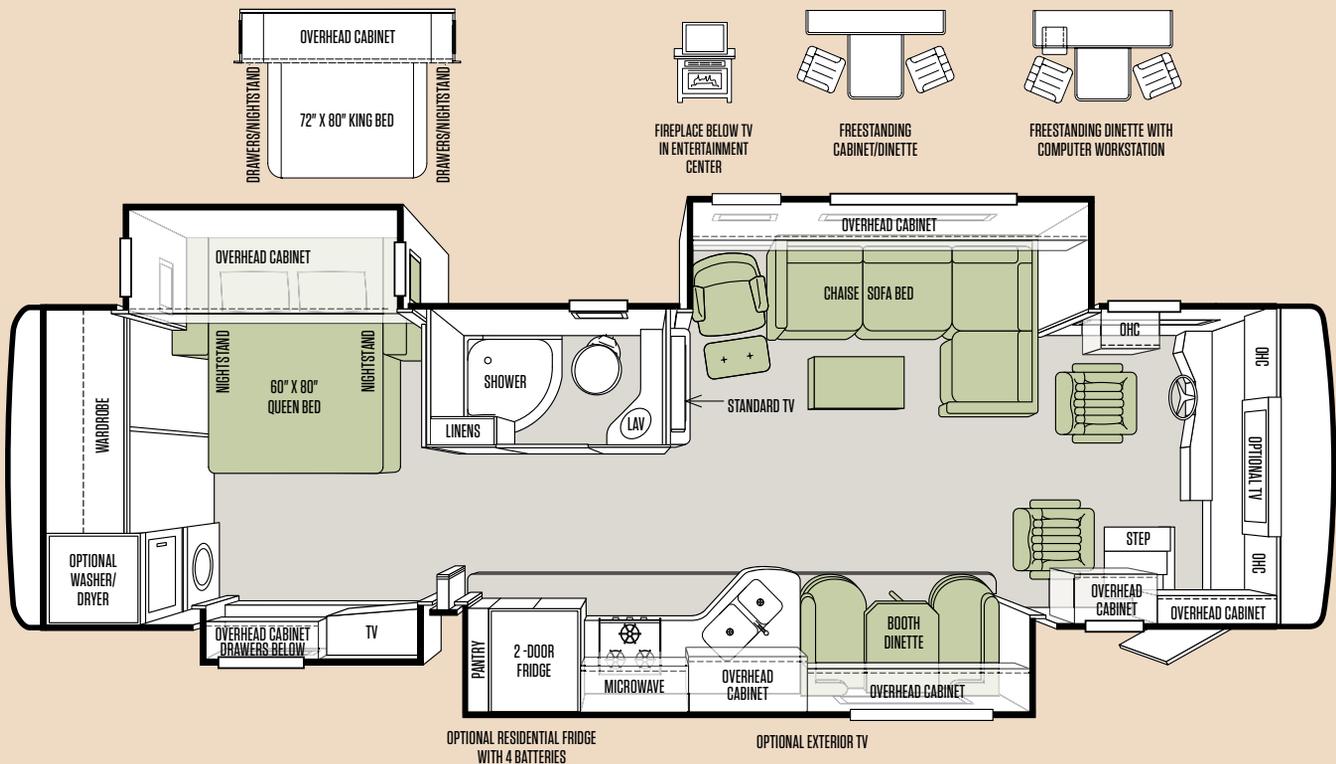
### Driving the Allegro RED 33 AA

Even though it is the smallest coach in the 2013 Allegro RED series, the 33AA still gets the 340-hp Cummins ISB 6.7 liter diesel power plant. That probably means a little more kick when you put the pedal to the metal. Its torque, of course, is

still the same at 660 lb.-ft. at 1,600 rpm. Our test drives through the northwest Alabama hill country were very favorable.

From a dead stop on a two-mile level stretch, the coach reached 60 mph in 31 seconds (no cargo and a full fuel tank). On a three-quarter mile hill with a four percent grade, the speed dropped about seven percent (60 to 56 mph). The coach remained balanced really well in taking curves. It also handled well in two hard braking tests.

*Continued on page 53*



# SPECIFICATIONS: Model tested, 2013 Allegro RED 33 AA with Quad Slide, Base MSRP\* – \$204,400. MSRP as tested with options – \$221,310.

## STANDARD FEATURES ON THIS COACH

### Structural

Laminated floor, sidewall, and roof  
Steel / aluminum reinforced structure  
One-piece moisture resistant molded fiberglass roof cap

### Automotive

Allison 2500 MH six-speed automatic transmission with lock-up (torque converter)  
Cummins ISB turbocharged, aftercooled 6.7 liter electronic diesel  
Peak horsepower: 340 @ 2,600 rpm  
Peak torque: 660 @ 1,600 rpm  
Raised rail chassis frame  
Air suspension (4 air bags)  
55° wheel cut  
Air brakes with automatic slack adjusters and ABS  
Exhaust brake  
18-inch steering wheel  
Cruise control  
Fog lights  
Daytime running lights  
Emergency start switch

### Exterior

Full body paint  
Fiberglass front & rear caps  
Dual fuel fills  
Large tinted one-piece windshield  
6.0 Kw Onan Quiet Diesel generator  
HWH hydraulic leveling jacks  
Heated power mirrors with remote adjustment  
Horizontal mounted, single motor intermittent wipers  
Gel-coat fiberglass walls  
Full body paint  
Deadbolt front entrance door  
Double electric step  
Exterior patio light  
Power patio awning with aluminum weather shield  
Slide-out awnings  
Chrome wheel liners  
Exterior side-opening, swing-out storage doors with gas shocks  
Single handle lockable storage door latches  
Ridged long-life storage boxes  
Exterior storage compartment lights  
Roof ladder  
¼ inch thick single pane windows  
Electric step  
Heated water and holding tank compartments  
Four 6v auxiliary batteries  
2000 watt inverter  
50-amp service  
Park ready telephone  
External tripod satellite hookup  
Black holding tank flush system  
Exterior rinse hose / shower  
Water filter  
110v exterior receptacle  
110v / 12v converter  
Undercoating  
Digital / analog high-def TV antenna  
Cable ready TV  
Two 13,500 BTU low profile roof AC systems  
Quiet AC roof ducted system  
AC condensation drains  
Roof ladder  
Color back-up camera  
Side view cameras activated by turn signals  
Front cap paint protective film  
BASF full body paint

### Driver's Compartment

Cloth driver and passenger seats by Flex-steel®  
Entry floor light  
Step switch and 12v disconnect switch  
Lighted instrument panel  
Single CD player & AM/FM stereo  
ICC courtesy lights  
Dual 12v dash receptacles  
Padded dash  
Dual dash fans  
Tilt steering wheel  
Power windshield full-width solar & privacy shades  
Manual driver and passenger solar & privacy shades  
Adjustable seatbelt brackets at shoulder level  
Fire extinguisher  
Center console with cabinet and 2 drawers

### Living Area / Dinette

96-inch L-shaped chaise lounge, cloth, DS; with European recliner/ottoman  
42-inch flat screen HDMI-LCD wall-mounted color television  
Custom infrared repeater  
Dinette with cloth fabric

### Kitchen

Solid surface countertop  
Solid surface backsplashes  
Double bowl stainless steel kitchen sink  
Single lever bronzed sink faucet and sprayer  
Solid surface sink covers  
Under counter storage receptacles for sink covers  
Microwave oven  
10 cu.ft. refrigerator  
3-burner cooktop with gas oven  
Solid surface covers for cooktop  
Fan-Tastic® power roof vent with 3-speed fan  
Two sets of stacked drawers under countertop

### Bath

Two medicine cabinets  
Skylight in shower  
Molded fiberglass one-piece shower  
Fan-Tastic® power roof vent with 3-speed fan  
Solid surface vanity top and bowl  
Bronzed vanity faucet

### Bedroom

Wardrobe with two automatic lights  
Four OH storage cabinets in bed slide-out  
Stackable washer/dryer-ready closet  
Bed comforter with throw pillows  
Sleeping pillows  
Vinyl tile  
Queen-size bed  
Solar / privacy Roll-Ease shades  
Innerspring mattress  
Under bed storage  
Night stands with 110v outlets  
Built-in dresser with 4 drawers  
Laundry hamper  
32-inch color HDMI-LCD color television  
Carbon monoxide detector  
LPG leak detector

### General Interior

7-ft. ceilings  
Soft touch vinyl ceilings  
Medium Alder or English Chestnut (simulated) solid wood cabinet doors and drawer fronts  
Solid wood cabinet fascias

Raised panel hardwood cabinet doors  
Ball bearing drawer slides  
Wall-to-wall vinyl tile flooring in kitchen, living area, bath & entry landing  
Scotchgard® treated carpet and fabrics  
Solar / privacy Roll-Ease shades  
Complete HD-ready system (HD satellite receivers required)  
Power roof vents  
12v disconnect switch  
Tank level monitoring system  
Smoke detector  
Carbon monoxide detector  
LPG leak detector  
10-gal. DSI gas/electric water heater  
Folding step well cover  
Two ducted furnaces (one 30,000 BTU & one 35,000 BTU)

## OPTIONAL FEATURES ON THIS COACH

English Chestnut cabinetry (simulated) no charge  
Hadley air horns  
Automatic satellite  
Exterior TV in galley slide-out wall  
Front overhead TV  
In Dash navigation/stereo/Sat ready radio  
Residential refrigerator w/4 batteries  
King bed  
L-shaped chaise lounge w/Halo leather  
Convection/microwave with 3-burner cooktop  
Automatic entry door awning  
Surround sound system with DVD player (2) 15,000 AC with heat pump  
8.0 Kw Onan generator (required w/ above)  
6-way power driver-passenger seats, with Halo leather  
Central vacuum system  
Aluminum wheels  
Stacked washer-dryer  
Dinette with Halo leather

## OTHER OPTIONAL FEATURES AVAILABLE

Medium Alder wood cabinetry (simulated)  
Power driver & passenger seats, cloth  
Oven/convection microwave  
Ice maker in 2-door refrigerator  
Combo washer-dryer w/overhead storage  
Ice maker with 10 cu.ft. refrigerator  
4-door gas/elec refrigerator with icemaker  
Electric fireplace

## MEASUREMENTS

Wheelbase – 198"  
Overall length – 34'10"  
Overall height w/roof air – 12'10"  
Interior height – 84"  
Overall width – 101"  
Interior width – 96"

## WEIGHTS & CAPACITIES

GVWR – 29,500 lb.  
Front GAWR – 12,000 lb.  
Rear GAWR – 17,500 lb.  
GCWR – 33,000 lb.  
UVW – 25,200 lb.  
CCC – 4,300 lb.  
Trailer hitch capacity – 5,000 lb.

## POWER TRAIN

Engine – 340 hp Cummins ISB turbocharged, aftercooled 6.7 liter electronic diesel  
Torque – 660 lb.-ft. at 1,600 rpm  
Transmission – Allison 2500MH electronic six speed with lock-up  
Tire Size – Michelin XZE 275/80R 22.5 LRG  
Alternator – Delco Remy 160 amps

## CHASSIS

Frame – Freightliner XCR Series  
Frame Design – Raised rail  
Anti-locking Braking System – WABCO 4M/4S ABS System  
Suspension (front) – Neway Air  
Suspension (rear) – Neway Air  
Shock Absorbers – Sachs tuned  
Automatic Leveling Jacks

## CONSTRUCTION

Body – Laminated floor, sidewalls, roof  
Roof – One-piece fiberglass  
Support – Steel/Aluminum reinforced structure  
Front/rear body panels – One-piece fiberglass caps  
Exterior side panels – Gel-coat fiberglass walls with full body paint

## ACCOMMODATIONS

Sleeps – 4 adults, 1-2 children (bedroom, 2; sofa sleeper, 2; PS dinette, 1-2 children)  
Fuel tank – 100 gallons  
Freshwater – 90 gallons  
Black water – 50 gallons  
Grey water – 70 gallons  
LPG tank – (30 gallons; can be filled to 80% capacity) – 24 gallons

## MSRP

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

## UVW

This is the approximate weight of the vehicle with a full fuel tank, engine oil, and coolants. The UVW does not include cargo, fresh water, LP gas, passengers, or dealer-installed accessories.

## DEALERS

To locate a Tiffin dealer nearest you, go to [www.tiffinmotorhomes.com](http://www.tiffinmotorhomes.com) and click on "dealer locator." If internet access is not available, call 256-356-8661 and ask the operator for the Tiffin dealer location nearest to you.

## PLEASE NOTE

All options may not be available on all models. Because of progressive improvements made in a model year, specifications and standard optional equipment are subject to change without notice or obligation.



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## Interviews from Texas



### Charles & Ruth Cummins

Hometown: Livingston, Texas  
Interviewed in Harlingen, Texas

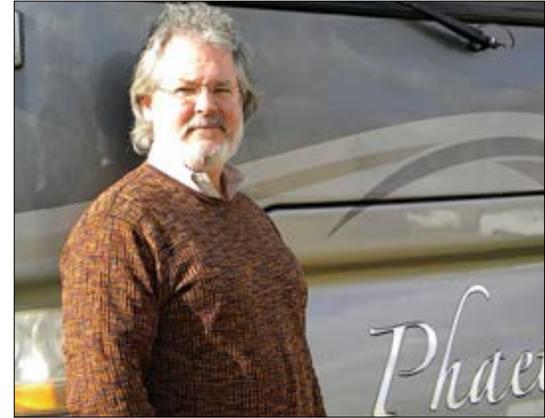
- Charles & Ruth own a 2006 Phaeton 40TSH with a Caterpillar 350 on a Freightliner chassis.
- They have been married 38 years and have 5 children and 7 grandchildren. Lisa lives in St. Louis County, MO; Roxanne lives in Ballwin, MO; Suzanne lives in Olathe, KS; Wayne lives in Ballwin, MO; and David lives in Fenton, MO.
- Charles & Ruth were motivated to begin RVing in 1998 after friends took them weekend-camping.
- This is their third motorhome; they've traveled in 14 states; and driven 40,518 miles. They are half-timers and call themselves Winter Texans.
- Motorhoming enjoyment for them: winters in warm climates, seeing the country, ease of set-up, and the ability to stay dry while doing so!
- Their favorite areas of the United States are the west and northeast & their bucket-list includes New England, Alaska, and Ontario, Canada.
- Charles was a telephone equipment installer for 3 yrs; a professional truck driver for 39 yrs. He retired in 2005. His hobbies are stained glass, woodworking & playing with kids his own age!
- Ruth retired in 1991 after 30 yrs. in office work. Hobbies: sewing, quilting, crocheting, reading.
- Charles suggests everyone follow this Smith Institute Drive Improvement System, as many professional drivers do: aim high in steering, get the big picture, keep your eyes moving, leave yourself an out, make sure they see you!



### Ray & Bette Jean Pendleton

Hometown: Livingston, Texas  
Interviewed in Livingston, Texas

- Ray & Bette Jean own a 2011 Phaeton 40QTH with a Cummins 380 on a Powerglide Chassis.
- They enjoy this Phaeton and are pleased with the proto-type one piece flush mounted slides.
- Ray & Bette Jean have been married 22 years & have a blended family with 4 sons, 1 daughter, 8 grandchildren and 4 great-grandchildren. Donnie lives in Fort Worth, Texas; Terrie lives in Cumming, Georgia; Tim works from his RV and lives in Indianapolis, Indiana; and Michael lives in Henrietta, Texas.
- Pets traveling with them are their dog Snickers, 7 years old; and their cat Baby, 13 years old.
- Ray served in 101<sup>st</sup> Airborne, Ft. Campbell, KY.
- Ray & Bette Jean began RVing in the 1970s, started full timing in 2002, have owned 8 RVs. Their last 2 have been 2004 & 2011 Phaetons.
- He enjoys the states of Colorado & Washington; and she likes the Northwest & Arizona winters.
- On their bucket-list: Branson, Missouri and following the weather after they're fully retired!
- Ray worked in oil & gas pipeline construction for 40 years and is currently semi-retired.
- Bette Jean worked as a manager of a bakery thrift store and retired in 2002 after 22 years.
- Favorite things about RVing: sleeping in their own bed, making new friends, they never pass a casino, and they know people everywhere!
- His hobbies: golf, plays guitar, and casino visits.
- Hers are: dog-walking, reading, and casino visits.



### Stephen Milano

Original Hometown: Boston, Massachusetts  
Interviewed in Livingston, Texas

- Stephen claims that he is a new-bee & recently bought his first RV—a 2007 Phaeton 40QTH with a Caterpillar 350 on a Freightliner Chassis.
- Motorhoming has always been his dream!
- Stephen researched several RV brands, took the Tiffin factory tour, then made his decision based on Tiffin's quality & service reputation.
- He parked the Phaeton for 2 months—had the coach remodeled—and is now full timing!
- Stephen is currently single & has 2 daughters. Merrell lives in Dallas, TX and graduated from New York University; Kendall lives in Dallas, TX and attends Furman University in SC.
- The first 4 weeks on the road Stephen drove 2000 miles; traveled through 5 states; and prefers driving 250 +/- miles per day.
- He enjoys the freedom, having all his 'stuff' with him, and the flexibility to conduct work!
- Stephen just attended the RV Boot Camp at the Escapees RV Park in Livingston, Texas.
- His bucket list: Yosemite, Alaska, & places to fish—100 rivers to fish before you die!
- Favorite places to visit in the United States are the Rockies and the Grand Tetons.
- Stephen had a 30 yr. financial services career in institutional sales and sales management. He retired in 2007.
- His hobbies include: photography, camping, fly-fishing, hunting, writing, cooking, and he's an avid follower of several bloggers.

**Editor's Note:** Elaine and Mike Austin retired in 2007 at the urging of their children who wanted them to realize their dream: buy a luxury motorhome, go full time, and spend several years just enjoying themselves and seeing the country. After a career turning around failing steel companies, Mike connected with the University of South Alabama as a guest lecturer in their Business Institute. Elaine discovered a whole new career in real estate. In March 2008, they bailed out, bought a new Allegro Bus, and "hit the road." In 2011 they traded for a new Phaeton 40QBH.

# Jack Elliott

## A Jack of All Trades at Tiffin Motorhomes

**A child of the Great Depression**, Jack Elliott was born in November 1944, the sixth of eight children, in Colbert county near Cherokee, Alabama. His parents farmed, raising cotton and corn. “My dad was always a comical person. I guess that’s where I got my sense of humor,” Jack laughed. “We were a loving and happy family to each other, to the people we went to church with, and to all our friends. My dad died at age 59.”

Jack went on to tell about his mother who enjoyed gardening, berry picking, and canning jams and jellies. She also loved to quilt. Known as “Big Granny” for miles and miles around, she always gave away her pickles, relish, jams, and pies and cakes to friends. “When she had a medical appointment, she would take a little box of canned fruit to the doctor and staff,” Jack related. “One of her best-known treats was a sweet potato pie which is still our family’s number one recipe,” Jack continued, “and my wife, Brenda, can make it just like she did. Mother gave all her children and grandchildren a handmade quilt before she passed away at age 96.

“In 1964, I met the love of my life, Brenda. After she graduated, we got married and moved to Chicago. Back then, everybody seemed to think the grass was greener in Chicago!”

Jack and Brenda remained in Chicago for ten years. Jack learned a new trade as a pipe fitter, building automatic sprinkler systems at Industrial Pipe and Supply.

But the roots were deep and the Elliotts knew where home really was. When their two sons were starting to school, they moved back to Red Bay. “I went to work for Bob Tiffin on July 1, 1974, about 22 months after he started the company,” Jack said.

At Tiffin Motorhomes, Jack did the purchasing. “Our equipment was a rotary telephone and a rolodex,” Jack laughed, comparing it to all of the computers, printers, and software used in purchasing today. “I memorized all of the phone numbers for our suppliers, and which supplies we needed.”

Jack recalled. “I continued in purchasing until 1981 when the oil shortage hit. We had 100 units unsold and the company had no choice but to lay off nearly everyone. Jack Bostick, Kelly Hester, and I started delivering motorhomes, but we had a struggle just to find enough gas to deliver the units we had in stock.

“When business started picking back up, Bob then wanted me to work in the warehouse and stock the line,” Jack said. “Tim Tiffin had just graduated from college and started managing the purchasing. I moved to the parts department where I stayed for 10 years.”

In the mid-nineties, Jack took over dispatch, the department that schedules TMH’s drivers and shipping motorhomes to TMH dealers. “I was already familiar with the dealers since I had been a driver, and had also taken care of parts they needed. In this position I liked having the opportunity to get to talk to





dealers again. The dispatch position really paved the way for my next promotion,” Jack said.

In 2000 Jack accepted a sales position as a manufacturer’s representative. “I call on dealers in my territory and set up new dealers,” Jack said. “Bankston Motorhomes’ three locations are my oldest accounts. I also have dealers in Mississippi and Georgia, and I recently set up new dealerships in Nebraska and North Dakota.”

Jack and Brenda have been happily married for 48 years, and have two sons, Randy and Tracy. Randy is employed by Diamond Shield, a company that manufactures and applies a protectant for motorhomes. Tracy, their youngest son, is employed with United Plywood.

Both sons have children of their own now, of whom Jack and Brenda are justifiably proud. Randy has one daughter, Allyson, who is a senior at Red Bay High School. She is an honor student and is on the cheerleading team. Tracy has two children, Laken and Tra. Laken attends Shelton State in Tuscaloosa where she is a cheerleader and an honor student. She plans to attend the University of Alabama to pursue a career in the medical field.

Their only grandson, Tra, is also a senior at RBHS, and plays in four sports, but especially enjoys being on the golf team. Needless to say, the Elliotts are fans of high school and college sports, and truly love being involved with their grandchildren.

During the last 10 years, Jack has taken on the planning and management for setting up several shows, including the annual RVDA–RVIA Dealer Show in Louisville immediately after the week of Thanksgiving. “I purchase the space, book the hotel rooms, and take a crew of six to the show. The team works together and gets along really well. They do a great job! I appreciate each one of them. We lay 20,000 sq. ft. of carpet, clean all of the units as they arrive from the plant, and plan the layout for the coaches, sales areas, promotional equipment, refreshments, and lounge furniture,” Jack explained. “From start to finish, our team is involved for ten days. Then, of course, we have to tear down, load and return all of the show and display to storage in Red Bay.”

His team also handles FMCA shows, Good Sam rallies, and Allegro Club rallies. “I really enjoy my job as sales rep and show manager,” Jack said. “I hope I can keep good health and mind and keep making our customers, dealers, and the Tiffin family happy. My life is an exciting adventure that I love.”

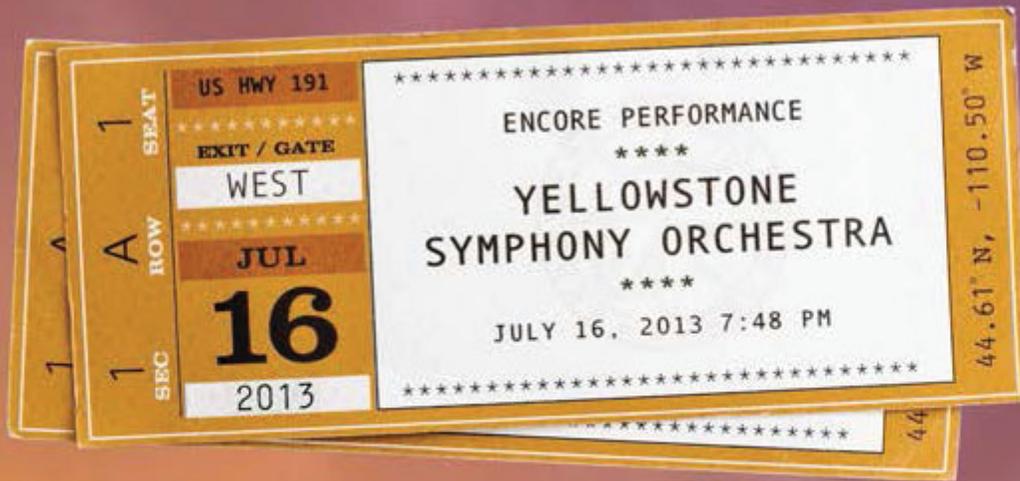
“I usually get to the office between five-thirty and six, make the coffee, and get all of my paperwork done before the phone starts ringing,” he said. “Working at Tiffin is really a ‘fun’ job. TMH builds a great motorhome and I am proud to be a part of such a fine company.”

The couple’s home on one of Red Bay’s beautiful tree-shaded streets is just a few blocks from Tiffin’s administrative offices. They have remodeled the 1907 brick home with bold interior colors and refinished the heart pine floors. Just off the kitchen is a secluded screened-in porch where Jack and Brenda like to enjoy breakfast on weekends. An overhead fan, a small TV, and the fragrance of nearby flowers and plants make it a perfect setting. When they entertain friends or motorhome customers they’ve known for years, the porch opens onto a large deck with tables and chairs and a big grill.

Jack and Brenda are active in their church where Jack is a very accomplished song leader. With a love for the outdoors and

travel, they enjoy taking trips on their Honda Gold Wing trike motorcycle, pulling a trailer carrying luggage and supplies. In their helmets, microphones and headsets allow them to communicate easily while traveling. When Jack visits dealers, he often favors the trike over his car. So if you’re driving down the highway in your Tiffin motorhome and a white Gold Wing with an Alabama Crimson Tide trailer passes you by, you may get a big wave from Jack and Brenda! 





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# Davis Motorhome Mart

Taking Care of Customers Is What Really Matters

**“Treating people right is the foundation of our business,”** Danny Davis said as we began to talk about his 40 years at Davis Motorhome Mart and its three associated companies: Open Road Camper City, D&N Camper Sales, and Davis Camper Sales.

**THE BUSINESS HAS BEEN IN THE DAVIS FAMILY SINCE 1966** when Danny’s older brother, Bill, purchased Open Road Camper City from John McMullen.

“I began selling part-time for Bill in 1972, while working full-time as a Memphis police officer,” Danny said.

Danny began selling full-time in 1976, and became Bill’s sales manager when Bill decided to go into politics. “Bill was elected to two terms on the Memphis City Council,” Danny continued, “and I left in 1988 to start D&N Camper Sales in North Memphis. We were totally separate companies.”

After three years Danny lost his business site to a new interstate highway. As fate would have it, the land across Brooks Road from Bill’s location came open. Danny leased the property, placing himself in direct competition with Bill, who had changed the name of his company to Davis Motorhome Mart.

“My brother was selling Tiffin, Winnebago, Forest River, Thor, and Mandalay motorhomes,” Danny said. “I continued to call my company D&N Camper Sales. I was selling Fleetwood, Gulfstream, and Georgie Boy motorhomes. We both were selling towables.

“We actually got along pretty good,” Danny recalled, “and when Bill decided to retire in 2005, he had a buyer ready to sign. My primary condition on buying the company was that Davis Motorhome Mart would retain the Tiffin franchise here in the Memphis area. Bill started selling Allegros in the late seventies, and it was really important for us to keep that continuity.”

Text and photography by Fred Thompson

With both companies now under one corporate umbrella, Danny decided that D&N Camper Sales would become the towable division and Davis Motorhome Mart would stay true to its name and sell only motorhomes. In the corporate structure, Danny serves as president, but spends most of his time overseeing the motorhome operation. His son, David, 43, serves corporately as the vice president, secretary and treasurer, and oversees the operation of D&N. He also does the appraisals on all trade-ins.

D&N offers a wide choice in towables including Puma by Palomino (Forest River), Kodiak (Thor), DRV Mobile Suite (fifth wheel), Cruiser by Crossroads, Work ’n’ Play (toy hauler trailers and fifth wheels by Forest River), Sandpiper (fifth wheel by Forest River), and Aliner.

Across Brooks Road, Davis Motorhome Mart offers all of the Tiffin brands, the Thor Ace (gas), Georgetown (gas), and Four Winds and Coachman in the Class C market.

Davis Motorhome Mart usually keeps 10 to 12 Tiffin units in stock to give clients a broad view of what TMH offers. “Any given Tiffin motorhome in our inventory may not have every option that a buyer wants,” Danny said, “but more than likely that missing option will be on one of our other Tiffin coaches. That will help buyers decide if they want to place an order and wait approximately eight weeks for the coach to be built to their specifications.” In 2011 Davis Motorhome Mart sold 55 Tiffin units and they expect to sell 50 in 2012.

Customer satisfaction at Davis Motorhome Mart is a goal that has several facets. “Selling a coach right requires that our sales associate determines accurately how much the client can afford to invest in an RV, how he plans to use his motorhome, and what features will take care of his needs and use plan. Then, within the client’s financial ability, the sales associate must use his product knowledge to offer the coach that best provides for the use plan and needs,” Davis said.

If the client selects a motorhome from the inventory, Davis even goes a step further to ensure customer satisfaction. “We

will do customer training first to be certain the buyer is pleased and happy with the coach,” he said. “Gary Rosselot is our full-time trainer and one of our best technicians. Whether the training takes place before or after the sale, Gary spends a lot of time teaching the new owner to get the full benefit from Tiffin’s outstanding entertainment system. Using the inverter correctly and understanding energy management also requires a lot of instruction. Gary makes sure the new owner understands leveling and slide-out use. Understanding the 12v and 110v electrical systems is very important, too.”

Gary obviously enjoys his role in owner training. “When it

arrives from the manufacturer, I check everything in the motorhome as if it were mine. The pre-delivery inspection has to be thorough to catch any minor defects or problems that could show up later,” he explained. “I spend a lot of time teaching our new owners how to use DISH and DIRECTV. I also install the Winegard Trav’ler to provide HD reception.”

The company sends owners who have just purchased a motorhome for an overnight stay at Yogi Bear Jellystone Campground for a shakedown experience to be sure they are fully functional and comfortable with the operation of their coaches. Gary debriefs them the next morning and provides any remedial training required.

Gary also gives owners his personal cell phone number in case they need help after business hours. “Sometimes they will put their units in storage for a month or two and forget some of the training. If that happens,” he said, “I tell them to call me and we’ll go over it again.”

Davis Motorhome Mart employs five full-time salesmen. On high traffic days, David often assists the motorhome sales staff. The company depends on manufacturers’ representatives for product knowledge and training. The sales staff also visits RV manufacturing plants to take advantage of product sales training seminars.

*From left: Danny Davis, president and CEO; David Davis, vice president; Jody Davis, accounting; and Dana Hodge, finance and insurance.*





Like many other RV companies over the last five years, Davis Motorhome Mart and D&N Camper Sales have found that internet advertising is their most cost-effective way to reach their customers—especially those beyond a day’s drive. The motorhome division is now selling over half of its Class A coaches through internet quotations. Clients fly into the Memphis Airport which is only a few minutes away from their Brooks Road location. Jody Davis (Danny’s wife) and David do exterior and interior photography soon after the units arrive and post pictures on the company’s website.

Danny’s daughter, Dana Hodge (David’s twin), also has a management position. Dana runs the company’s finance and



Sales team left to right: Billy West, Derek Reyes, Charlie Wiggins, Bill Hardy, and Ronny Stockdale. • Service department left to right: Cliff Meadows, service manager, Gary Rosselot, Melian Perez, Anthony Peavy, Billy Cooley, Oswaldo Louis, Raymond Patterson, Tim Stacks, Christina Warren, and Rick Wrinkle (not pictured: Keith Sanders and Rodney Allen). • Parts department: Tina Jordan, manager, RV supplies and parts, and Deborah Lawson, office manager.

insurance department and that’s usually the next stop after the client agrees to purchase the coach. “I have been doing F&I for four years,” she began, “but I have worked at the Mart for 13 years.” Prior to taking over F&I she worked in parts, warranty claims, and service writing. Bank of America and Bank of the West provide most of the financing to the Mart’s clients. American Adventures, representing Progressive, Blue Sky, and National Interstate, takes care of the insurance coverage. Dana has two daughters: Erica, 17, and Hannah, 15.

Jody began her employment in 1995 at D&N Camper Sales as a part-time bookkeeper. She grew up in nearby Southaven, Mississippi. “When Danny bought Davis Motorhome Mart from Bill in 2005, I became a full-time bookkeeper,” she explained. “I now use a full software accounting program which includes payroll and revenue deposits, accounts payable and accounts receivable, W2s, and tax deposits. I had a good learning experience with the CPA who worked here and taught me.”

Several years ago, she became a single mom with one daughter, Jessica. Jody and Danny married four years ago in October. Jessica is currently studying for her bachelor’s degree in nursing at the Baptist School of Health Science in Memphis.



Davis Motorhome Mart has a small but very effective five-bay service center. Cliff Meadows, service manager, was the chief engineer on a supply boat that supported oil rigs in the Gulf of Mexico. Prior to that he served in the U.S. Navy where he earned a full underwater salvage rating. He brings a vast amount of general mechanical and equipment experience to his new position as service manager. “We have six very good RV technicians,” Cliff said. “In addition to scheduling and supervising our progress on each job, I step in and help wherever I am needed.

“Gary, of course, is our chief technician on Tiffin motorhomes with six years of experience. Keith is our carpentry expert who also does a fine job with hardware and flooring. Raymond handles electrical and plumbing repairs. Tim is our welder and also does roof replacements. Rodney has many years of experience in fiberglass body and metal work, and does our exterior painting. Billy is in general training, but he has already specialized in air conditioning repair,” Cliff said. “I am also developing a cross training program to increase our overall efficiency. We also have three in our service department who do a very good job of interior and exterior cleaning of our trade-ins, PDI preps, and shop and lot maintenance—all of which is very important for a good service operation.”

To really be immersed in the camping lifestyle, Danny and

*Continued on page 53*

## WOULD YOU LIKE TO ROAM THE ROAD WITHOUT SIDE-TO-SIDE SHIFT?

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## Livin' in A Cowboy State of Mind

**H**er grandfather, Dr. L. A. Cleverdon, was a medical doctor in the Oklahoma Territory. Her father, Earl Fisher, was born in Fort Gibson before the territory became a state in November 1907. Her mother was born in Stillwater, Oklahoma, the home of Oklahoma State University. Sharon Fisher Buckingham was born in Stillwater in 1945 and earned her degree in business and education from OSU in 1967.

Sharon is an Okie by birth and a dyed-in-the-wool OSU Cowboy by graduation. She has been “livin’ in a Cowboy state of mind,” as she likes to put it, for most of her life.

Oklahoma in the fifties was a wonderful time and place to grow up. The state was experiencing its second oil boom and life was good. “My Uncle Bill was a World War II bomber pilot and flew the hump out of Burma into China to keep Chiang Kai-shek’s forces supplied. They converted B-24 bombers to transports,” Sharon explained. “He bought an Italian Bellanca after the war which had an all-fabric skin. His call letters were 999P. When he called the tower, he was ‘Triple Niner Papa.’ It was so exciting to sit next to him in that plane. Both my sister, Saralee, and I caught the flying bug.”

Text and photography by Fred Thompson

Saralee went away to a private prep school and her parents didn’t think it all turned out for the best. “Although mom was all for it, dad bribed me not to go away for my high school years by promising me I could do anything I wanted to do (referring to her education),” Sharon laughed. “So I got my pilot’s license. I soloed on January 29, 1962, when I was 17 years old. I was so proud of myself.”

Not long after that, Saralee earned her pilot’s license, too. “Sister got all of her ratings, including her ATR (air transport rating). She did charters and mapping work,” Sharon continued.

Sharon stayed in Stillwater and attended Oklahoma State, earning a bachelor’s degree in business and education in 1967. She decided to use the second half of that degree to teach business to junior high school students in Denver, Colorado. That experience lasted for two semesters and Sharon accepted a position with a financial institution in Chicago. Her contacts soon led to a new career in commercial credit with Shell Oil Company.

In the meantime, her dad was keeping an eye on his daughter’s developing business career. He opened his drugstore in 1929 with his father-in-law, Dr. Cleverdon. After more than 40 years as a business owner, he was looking for a trusted business partner. He offered Sharon the job in 1970 and she accepted. “I

learned so much about my dad as an individual outside of the parental role. When he retired in 1980, we sold the business. I was experiencing the onset of arthritis in my hips and being on my feet constantly in the drugstore was not a good situation.”

In the early eighties, Sharon’s business acumen led to yet another career in oil and gas leasing. “I did title research for mineral rights that involved genealogy, math, and working with people,” she explained. “I enjoyed working with landowners to develop equitable contracts for their mineral rights. Oil companies needed mineral rights contracts for all of the contiguous properties in a proscribed drilling area. Disputes sometimes led to hearings at the Oklahoma Corporation Commission in Oklahoma City.”

In 1980 Sharon was scheduled to testify about a landowner who was holding up drilling in a proscribed area because she felt like she had not been offered enough for her drilling rights. John Buckingham, a well-known Oklahoma oil attorney, represented the drilling company. After the opening remarks, the judge asked Sharon to present her case. “I really only had one sheet of paper from which to make my case, but when I opened my briefcase I pulled out file folders several inches thick and laid them on the table,” Sharon smiled.

Seeing the thick file folders, John Buckingham listened to Sharon’s initial presentation representing the owner. “I stated my case and told the judge how much the owner was willing to accept for her mineral rights,” Sharon said.

Buckingham was apprehensive about how much supporting data Sharon had amassed to support the owner’s demand for the mineral rights. He knew, too, that the judge might be sympathetic to the elderly owner—and the appearance of a big company trying to bulldoze over the rights of a little old lady. Without hesitation, Buckingham jumped to his feet and responded, “My client will accept the owner’s offer.” Sharon’s ruse had worked!

A few weeks later John called and asked Sharon for a date. He was 14 years older, a member of DKE\*, twice divorced, and a lawyer. She was intrigued and they began dating regularly. “He wanted to marry six months after his second divorce became final, and I said, ‘Let’s wait another year and be sure.’”

“We got well into our second year of dating,” Sharon continued, “and he didn’t

call for a month. Then he called and asked to come over to my house. The first words out of his mouth when I opened the door were ‘We’re going to get married or break up.’ And I said, ‘OK.’”

“I told John that my dad had always said a suitor would have to ask for his daughter’s hand in marriage. That didn’t slow him down for a second. So off we went to see my dad.”

John got right to the point. “Mr. Fisher, I have proposed marriage to your daughter and have come to ask your permission to marry her,” he said bluntly.

“Dad was taken aback but stammered out an approval,” Sharon laughed. “I asked him later, ‘Dad, why didn’t you give John the third degree and really question him?’”

“Well, Sharon,” he smiled, “I figured I’d better say ‘yes’ because no one else was asking!”

Sharon’s grandmother was born on 2-28-1882. Her parents married on 2-28-1928. Sharon and John were married on 2-28-1982. Sharon’s parents were very pleased.

Sharon continued to do oil and gas leases. Her dad died in 1988. Wanting to escape the Oklahoma winters, her mom bought a condominium on the beach at Sanibel Island near Ft. Myers, Florida. “John and I went there often to visit,” Sharon reminisced. “We had the greatest conversations on those trips before the days of cell phones.”

John Buckingham had a brilliant legal mind but no mechanical ability. “One December morning he asked what I wanted for Christmas,” Sharon said. “I explained that I needed a 15-amp rechargeable drill.”

“Where do I get it?” John responded. Sharon suggested Lowe’s and John was off to get her present. “He confessed later that he asked a clerk to find it for him and verify that it was



\*Founded in 1844, Delta Kappa Epsilon is one of the largest and oldest university fraternities. It has produced five U.S. presidents.

indeed a 15-amp rechargeable drill,” Sharon said with a giggle.

John was a talented attorney, but he failed to take good care of himself. He struggled with his weight, had high blood pressure, and was diabetic. Six months after they married, he had quad-bypass surgery on his heart. In 1994 he died of a massive heart attack. “We had been married twelve good years,” Sharon said.

Sharon moved to Florida for two years to help Saralee with their mother whose health was failing. She died in 1997. “We realized immediately that we needed to sell mom’s condo at the beach because you cannot insure beach property for full value. Hurricane Andrew in 1992 changed everything,” Sharon noted. After selling their mom’s condominium, the sisters purchased two nice homes away from the beach. For them, it was a win-win situation.

Several years ago both of her arthritic hips had begun to create intense pain. Her orthopedist recommended a full hip replacement. The day following the surgery Sharon scheduled the second hip replacement with the surgeon. “Even though there was pain from the incision and the muscles, the artificial hip provided immediate relief from the chronic pain,” she said.

A friend who owned a Tiffin motorhome invited Sharon along for a four-month trip across the country. “We stopped at the Tiffin Service Center and I saw how well the owners were taken care of,” Sharon related. “I decided the lifestyle was for me and I bought a 2008 Allegro FRED in January 2008. I took the driving course with Barney at Lazydays and then another half day class later. Oklahoma State University offers a driving course for motorhome owners on their own track in Oklahoma City. In driving their course in my motorhome, I reacted to the controlled situations they designed.”

Sharon took short trips near home for six months before she began touring. “I have been as far west as Albuquerque, as far north as Wyoming, and as far east as Washington, D.C. It is so easy to get a rental car when I decide to stay put for a while. But sometimes I tow my Chevy HHR which has OnStar,” she said.

“In the fall I head for Stillwater for the OSU football games. Old friends get together and we really enjoy the season.” She has a trip to Alaska on her bucket list.

When touring, Sharon sets a 300-mile limit each day, plus or minus ten percent. “I am a 50-amp girl who makes it a point to be in a campground before dark,” she said.

Elvis is Sharon’s constant travel companion. She found her little friend, a Papillon, at the rescue branch of the Papillon Club of America. The diminutive spaniel with butterfly-shaped ears was bred in France to hunt rabbits. “He protects *me*,” Sharon emphasized, “but not my motorhome. When the cleaning ladies come to my home and I am not there, Elvis just lays quietly on the bed. If I am in the house, he stirs up quite a ruckus and stays by me constantly.” Elvis usually sits in the passenger seat when they are underway.

She makes it a point to stop at least once a year at the Tiffin Service Center in Red Bay. “While I usually want repairs to be made at the Service Center, I am grateful to Bob Tiffin for the supportive companies that he has helped or allowed to develop around TMH,” she said. “I always have Chris Morrow at Bay Diesel service my engine and chassis. Brannon Hutcheson put a hydraulic, motorized lift on my bed for easier access to the storage under the bed. Bruce Deaton has done excellent fiberglass repair and painting for me. Theron McKinney installed a Fisher-Paykel dishwasher where the oven was located. I have told several friends that I am building a 34-foot Zephyr. Theron found a Zephyr mud flap and a mirror with the compass and temp display.”

If you happen to be following her one day on the interstate, you’ll know its Sharon by her slogan across the rear cap:

“Livin’ in a cowboy state of mind.”

— COWBOY FRED

When filling her tank one day at a Flying J, another RVer came over and asked, “Where’s Fred? He oughta be pumping your gas.” Sharon responded, “Oh, he’s in the back taking a nap.” 



# Stem Cell Therapy for Animals

by Dr. John Pilarczyk

Yes, you heard it. Our pets can receive stem cell therapy just like humans. This alternative treatment for animals has been around for the last five years. Stem cell treatment is rapidly growing into one of the largest alternatives for regenerative growth. It is being used to improve the lives of pets suffering from osteoarthritis as well as tendon and ligament damage, fractures and joint injuries.

Osteoarthritis is a disease that affects the joints by producing erosion and calcification with deterioration of the cartilage and smooth muscle lining the joints. This usually leads to chronic pain, loss of range of motion, lameness, and joint inflammation.

Stem cells found in bone marrow, adipose tissue (fat cells), liver cells, blood vessels, and neurons are the body's repair cells.

Dr. Pilarczyk practiced veterinary medicine for 38 years in Tampa, Florida. You may address your questions to Dr. Pilarczyk at [parkwayvet@yahoo.com](mailto:parkwayvet@yahoo.com).

They have the ability to divide and differentiate into numerous cell types. Adipose tissue yields the highest concentration of stem cells. While high yield is important in regenerative medicine, adipose tissue has other advantages: it is abundant and surgery to harvest the cells is minimally invasive.

The process of stem cell therapy first involves collection of a certain amount of adipose tissue. Once the tissue collected is separated by a special technique, the stem cells are activated with platelet-rich plasma which produces a high concentration of cells.

The stem cells are then reintroduced into the involved area of arthritis or tendon injury. These cells then go to work in helping the joint or tendon to repair itself. The cells stimulate more production of cartilage cells to heal the area.

Usually after 30 to 60 days, most dogs will have up to an 80

*Continued on page 53*

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## Making Lifestyle Changes in Exercise and Diet

by Sylvia Tarnuzzer

**Many years ago I found myself significantly** overweight. I was preparing meals and eating out and knew I had to make a change. My husband and I were traveling the world military style and had two beautiful daughters to consider. However, in those years past, unlike my military husband, I had to watch what I ate to lose weight. Times have changed since we've gotten older and my husband needs to be careful, too. He was diagnosed with high blood pressure and with Type 2 diabetes, both of which were in his family medical history. You wouldn't know either of these existed looking at him, as he is both active and physically fit.

When I was younger I didn't have a weight problem — or so I thought. I never had to watch what I ate and didn't really have any weight fluctuation. I later found out the reasons were because my mother cooked healthy meals using great recipes she collected while living in Asia. We didn't have a lot of money so eating out often wasn't an option. Plus, my mother had me enrolled in ballet, tap, and jazz five days per week. No wonder I wasn't concerned about my weight as a child. However, this changed drastically after I married my high school sweetheart and had two children. I found myself extremely overweight. I went to Weight Watchers, which I knew was a program that I could follow. I wanted to eat real food (not boxed or prepared food that you have to buy) and know portion sizes in order to not only help myself, but help my family as well. I became a Leader with Weight Watchers and began assisting others to lose weight and make positive lifestyle changes. The change to a healthy lifestyle can significantly change your family tree. I witnessed the changes with my own family, I learned some healthy habits from my mother, and I now see those habits I've taught my children extending to my grandchildren. It's *never too late!*

**Editor's Note:** Is it possible to stay healthy while traveling in a motorhome or RV? The answer is absolutely YES with some good advice from a fellow Tiffin owner Sylvia Tarnuzzer, founder of RVHealthy, Inc. Sylvia is a Certified Health Coach who understands our traveling lifestyle and offers great advice on her website as well as her weekly episodes on RVNN.TV.

My husband Paul and I purchased our first RV in 2005 and we were hooked! Although we spent decades moving around the world during Paul's 33 year stint with the Air Force, "taking our home with us" was a whole new, exciting experience! The new friendships and fantastic adventures made this lifestyle irresistible. Although we can't hit the road full-time just yet, I look forward to enjoying every minute we can be "on the road."

While visiting RV campgrounds around the country and enjoying the company of new acquaintances, a recurring conversation continued to enter the picture. After sharing my experience as a health coach and as someone who personally conquered my unhealthy weight issues, RVers would often mention how hard it was to maintain a healthy lifestyle while on the road. They discussed the need for a healthy eating program that addressed their special needs and concerns as RVers. If you've been RVing for any period of time, you know that this lifestyle has its own peculiarities and challenges. We tend to believe since we are in our RV we are on vacation. In a vacation mindset, we stop monitoring our food intake and make poor choices when we eat in restaurants.

As a Leader in Weight Watchers, I decided to use my experience to offer assistance to others who wished to learn about staying healthy while living an "on-the-road" lifestyle. With my passion for teaching, training, and motivating people to lose weight through healthy eating habits, I started RVHealthy.com as a forum for RVers to learn and share healthy eating and healthy living ideas.

Simply changing our daily food choices and consumption can reduce the risk for diabetes, heart disease, breast and colon cancer, and numerous other life threatening diseases. The obesity rate in the U.S. is reaching epidemic proportions and is considered the #2 cause of preventable death according to the Center for Disease Control. More than one-third of adults are obese. The New England Journal of Medicine predicts life expectancy will decline over the next 50 years due to the epidemic of obesity in our country. Healthy eating and a healthy lifestyle become even more important as we age. With the majority of motorhome owners being at or near retirement age, there is a very real need for information tailored specifically for them. I have worked with people who are obese or have a life threatening disease that can be corrected

with smart food choices. When we accept the fact that our poor physical condition is *a matter of life and death*, then we can start making the lifestyle changes that will extend our lives, both for our personal benefit and the benefit of our families.

I prepared a survey for a group of participants mostly of retirement age who all travel in motorhomes or other recreational vehicles. I asked them to name the challenges that hindered them from maintaining a healthy lifestyle while on the road. The top three responses were: (1) eating out too often, (2) not knowing how to choose wisely at rallies and potlucks, and (3) the Number One reason — not exercising while on the road.

Let's address the Number One reason first. There are simple things you can do for exercise on the days you are traveling. First, get a good pair of walking shoes. Whenever you stop for fuel, food, or a break from the road, take 15 minutes for a brisk walk. Second, buy some stiff, rubber exercise bands at an athletic supply store or Walmart. In the aisle of your motorhome, use them for 15 minutes of resistance training. (Go to my website [www.rvhealthy.com](http://www.rvhealthy.com) for the exercise routines.) Third, use your own body for strength training. You can do some wall push-ups by placing your hands on a wall and push in and out using your own body weight as your *equipment*. The chair squat is another exercise that is easy and will assist with muscle toning and weight loss. Put the back of your legs against a *stationary* sofa. Then go down like you are going to sit on the sofa, but don't sit. Keep your arms out in front of you to assist with your balance. Go as far as you can without hurting yourself and then come back up. This exercise will tone your legs and thighs and strengthen your back muscles.

When at your destination, exercise can be many things, but the most important thing to do is get moving. The World Health Organization recommends at least 150 minutes of moderate-intensity aerobic exercise every week for adults age 65 and older. Walking, dancing, golf (don't use the electric golf cart), or swimming are all considered intense activity. Don't think of it as exercise— just go out and have fun. If you cannot do any of the activities I have suggested due to physical limitations, then do any activity that accommodates your condition. I have coached people who were unable to walk and in wheel chairs to find an activity within their limitations that worked for them. Make a commitment to start today with an activity level that fits your situation. You can move up to more strenuous activity as you build your stamina. If you have a heart condition or you are short of breath with minimum exertion, see your doctor before starting any regular exercise.

The topic of eating out and making better choices at restaurants, rallies, and potlucks is one of my favorite challenges. I have a document you can obtain free on my website that offers free and simple tips for eating out. You can print this and keep it handy for future use, but here are some tips to begin. First, prepare your plate with salads, vegetables (not in rich casseroles), and lean protein items. Avoid the pastas, heavy carbs, and desserts. Avoid going back a second time altogether. For a dessert, see if there is any fruit available. I always bring a healthy dish or two to these outings to assure there is something at the potluck I can count on.

Remember, the most important thing in life is *LIVING*, so we must make the commitment to change our family tree to a healthy one. 

A Tiffin Motorhome made with quality components means fewer repairs and more time for your favorite pastime.

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# DENSO

## Emissions 2010: New EPA Regs Create Benefits for RV Owners and the Environment

by Marlin Saint

**Editor's note:** By request, we are repeating this article on the use of DEF for the benefit of new owners.

New diesel emissions technology and recent improvements in diesel engines built by Cummins have met new EPA emissions standards for 2010. EPA's long-term purpose in establishing the standards was to eliminate harmful contaminants that can have adverse effects on our personal health and the environment in general.

While the challenges to meet the standards were significant, Cummins met those goals prior to the EPA's deadlines. Concurrently, they implemented technology that improved fuel economy and engine efficiency.

The contaminant that has for many years been fouling our environment and jeopardizing our health is the by-product of combustion: nitrogen oxide (NO<sub>x</sub>). A 2005 EPA national study of nitrogen oxides emissions showed that "On the Road Vehicles" was by far the largest offender, followed by "Off Road Equipment" and "Electricity Generation."

The technology that made it possible for Cummins to meet the deadline to eliminate NO<sub>x</sub> is a system called Selective Catalytic Reduction (SCR). Urea is used in SCR reactions to reduce the NO<sub>x</sub> pollutants in exhaust gases generated by combustion from power plants and diesel engines. Urea is found in the urine of mammals and amphibians. For industrial use, it is converted by chemical companies into a urea-based diesel exhaust fluid (DEF).

Small quantities of the water-based DEF will be injected into the exhaust upstream of the catalyst, where it vaporizes and decomposes to form ammonia and carbon dioxide. The ammonia produced by decomposition of the urea reacts with the nitrogen oxide emissions within the catalytic converter and is changed into harmless nitrogen and water. Let's say that again—diesel

emissions will become as harmless as inert nitrogen and water!

The SCR system consists of three elements: the Catalyst, Diesel Exhaust Fluid (DEF), and a DEF dosing system.

DEF is the reactant necessary for the functionality of the Selective Catalytic Reduction system. It is a blend of 32.5% high purity urea and 67.5% deionized water. Urea is a compound of nitrogen that turns to ammonia when heated.

All Tiffin Motorhomes with Cummins 2010 EPA-approved diesel engines will be equipped with a DEF storage tank. Motorhomes with the NaviStar engine will use EGR (Exhaust Gas Recirculation) to meet EPA standards. The EGR system will be a story for another time.

The DEF storage tank that is being installed on Tiffin's Powerglide chassis will have a capacity of 15 gallons. DEF consumption is expected to be approximately 2% of diesel consumption. Another way to figure DEF use is with a 50 to 1 ratio. For every 50 gallons of diesel fuel burned you will use one gallon of DEF. If you know how much fuel your motorhome uses, you can easily calculate the amount of fuel you will use in a year. Following is an example of how to estimate the amount of DEF you might use on an annual basis.

Miles traveled in one year = 10,000 miles  
 MPG for motorhome = 7 mpg  
 10,000 miles/7mpg = 1,430 gallons  
 DEF usage @ 2% of fuel consumption = 29 gallons of DEF/year  
 29 gallons of DEF/ 15 gal. tank for Powerglide = 2 fill-ups/year

This is just an example of a motorhome that gets 7 mpg. Your mileage will vary depending on your carrying weight, the terrain where you are traveling, and how many miles you travel a year. If you are a full-timer, you may travel more than 10,000 miles compared to a weekender who may travel 5,000 miles annually.

One of the often-cited concerns in implementation of the SCR system technology is the availability of DEF. Through the efforts of the U.S. Department of Energy, the Environmental Protection Agency, vehicle manufacturers and dealers, the oil industry, truck stops, and trade associations, the distribution plan for DEF is moving right along. What this means is that one will be able to get DEF almost anywhere, including truck stops large or small, diesel fueling stations, truck dealer locations, truck repair garages—even your local parts store.

### Benefits to Motorhome Owner

1. The SCR system enables Cummins to increase horsepower without increasing the engine's size.
2. The SCR system permits a smaller engine and cooling system

for any application, which translates to less weight and more usable vehicle space.

3. Cummins tests show that the SCR solution enables 5 to 7 percent engine efficiency improvement over alternative solutions—and that means better fuel economy.

4. For Cummins, SCR was not new tech. The company has been using this technology for five years to meet European emissions regulations. Over 300,000 vehicles are currently operating in Europe with SCR systems.

5. Cummins technology has achieved near-zero emissions in the last five years while delivering equipment with better long-term value that also lowers your carbon footprint: a real win-win combination.

### FAQs

Below are some of the most frequently asked questions about this new SCR technology using DEF to meet 2010 emission standards.

**Q1. What happens if my motorhome runs out of DEF?**

Motorhomes that use DEF will have a gauge to inform the driver of the amount of DEF in his coach. There will be a low-level warning lamp to warn the driver when he is low on DEF. If you allow your DEF tank to become exhausted, the vehicle's power will be reduced enough to encourage you to refill the tank. Once the tank has been refilled the engine will resume normal power levels.

**Q2. Will DEF freeze?**

Yes. DEF will start to crystallize at 12° F (-11° C). In a 32.5% solution, both the urea and water will freeze at the same time. As it thaws, the fluid will not become diluted or concentrated. The freezing and thawing of DEF will not cause degradation of the product.

**Q3. What happens to my motorhome if the DEF freezes in my tank?**

SCR systems are designed to provide heating for the DEF tank and supply lines. If DEF freezes when the motorhome is shut down, start up and normal operation of the unit will not be inhibited. The SCR heating system is designed to quickly return the DEF to liquid form and the operation of the motorhome will not be impacted. Anti-gelling products should never be added to DEF because the 32.5% solution used is very specific for the NO<sub>x</sub> reducing properties. Any blending of an anti-gel product would greatly reduce the DEF's 32.5% solution from properly doing its job and may cause damage to the SCR system.

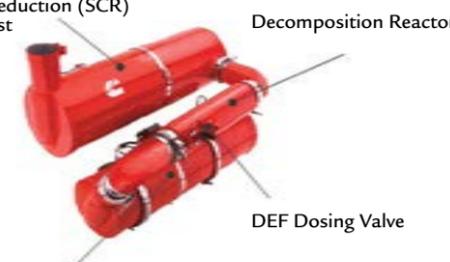
**Q4. How should I store DEF?**

DEF should be stored in a cool, dry, well-ventilated place out of direct sunlight. Shelf life for DEF is one year with proper storage. While the ideal temperature for storing DEF is up to 77 degrees, higher temperatures for short periods of time will not impact its quality. Lower temperatures will extend its shelf life.

**Q5. If I forget, what will keep me from pumping diesel fuel into my DEF tank?**

The standard nozzle for dispensing DEF has been changed to 19mm compared to the usual diesel fuel nozzle which is 22mm. In addition, the tank cap for the DEF will be blue to help differentiate it from the diesel fuel tank. The SCR System will recognize solutions other than DEF and alert the driver with an indicator light that something other than DEF has been added to the tank. Depending on how much contamination was put into the tank, the unit may require service at an authorized service center.

**1. What makes up the Cummins Aftertreatment System?**  
 There are four major components:  
 Selective Catalytic Reduction (SCR) Catalyst  
 Decomposition Reactor  
 DEF Dosing Valve  
 Cummins Particulate Filter



**2. What is DEF (Diesel Exhaust Fluid)?**  
 DEF is a 32.5% strength urea water solution

# Clean Dump

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### Say Goodbye to the 3" Sewer Hose!



- No more gravity, gloves, or mess
- Pumps up to 150 ft uphill
- Grey water bypass now available

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PLEASE TAKE IMMEDIATE ACTION

## **Notice of Refrigerator Recall**

**Attention: All customers with Norcold Refrigerators**

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

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

**They will advise what you need to do.**

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

**Do not delay.**

**Norcold Recall #10E-049**

FOR MORE INFORMATION, CONTACT 1.800.767.9101 OR [WWW.NORCOLD.COM/RECALL](http://WWW.NORCOLD.COM/RECALL)



OFFICIAL REFRIGERATOR RECALL

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

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

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

***Currently reside in the RV,  
you should immediately:***

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

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

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

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

**To check your refrigerator’s status regarding this recall,  
or for more information about  
other Norcold recalls involving older models,  
go to [www.norcold.com/recall](http://www.norcold.com/recall)**



## The Life and Times of Tiffin Motorhome Owners

### The Newport Playhouse and Cabaret Restaurant

One of our favorite trips in New England with our Phaeton motorhome each year is the North America Family Camping Association's (NAFCA) Camp-O-Rama four-day rally on the first beach parking lot in Middletown, Rhode Island. It's held on the third weekend every September. The only thing separating you and the ocean is a sand dune. What a nice setting and it's adjacent to Newport where each year during this event, we plan to see one of many plays at the Newport Playhouse and Cabaret Restaurant. It's a quaint dinner theater that was established in 1983 and has been a favorite with locals and tourists ever since they opened their doors.

Traveling around New England in the summer months had become somewhat repetitive once we found places of entertainment and restaurants that we enjoyed. Over the many years of marriage to Terri, she has often asked me if I wanted to go to a play with her. "Not me! Never, so don't ask again," I would repeatedly say to her. However, one day, close friends of ours wanted us to go to the Newport Playhouse with them. The husband told me that he was somewhat apprehensive the first time he went... so he finally convinced me that I should at least try it out, just this once. He knew that I would be hooked as a result. I'm now extremely disappointed if I have to miss any of their shows.

The Newport Playhouse is a family-run business that caters to your needs as if you were a member of their own clan. Their dinner theater is unique...enjoy a great buffet, a wonderful comedy play and a fun-filled cabaret. Their extensive, hearty, all you can eat buffet does not skimp on quality or selection. Everything is prepared in their kitchen with a large variety of hot and cold foods, main entrees, side dishes, beverages and homemade desserts. At times, they offer special buffet menus that are very desirable such as their "Lobsterfest" matinees. There is a full liquor service available, either table-side or at their comfortable bar.

Their intimate theater is just a short stroll from the dining area. There you will have reserved seating while enjoying some of the finest entertainment available. Every seat in the theatre is a good seat with strong and clear acoustics. Professional actors will delight you in a wonderful play worthy of Broadway. After the play, it's back to your original table in the dining area. There you will enjoy a delightful cabaret where their company members continue to entertain you with songs and laughter.

This has become one of our favorite places to visit. There can be as many as five plays each year with other types of shows in between. All plays are comedies, and we can confirm, after visiting the playhouse more than three dozen times over the past seven years, that they are always hysterical. We try hard not to miss

any. New to the playhouse are murder mysteries, with buffet, followed by an entertaining cabaret. The playhouse is also available for private events, business functions, and holiday parties.

Other shows include special Christmas entertainment. The last show we attended was the Edwards Twins, incredibly talented impersonators who travel all over the country. Their claim to fame is their ability to look identical to many celebrities by their dress and voices. I can tell you with certainty that you couldn't distinguish between them or the real persons. It was our second viewing of this show but still an extremely entertaining afternoon, even the second time around. The twins now have a three year contract in Times Square.

It's interesting to note that all of the Newport Playhouse employees are actors. As we look around, these actors are sometimes bar staff, busboys, host or hostess, kitchen help, ticket sales, or stagehands. Sometimes they are a waiter...a director... next time, a star. They paint a set, sing a song, swab a floor, mow a lawn, and take a bow. It's a labor of love for all involved with this theater. Their camaraderie and dedication is honorable. Many have been there for a lifetime, others go on to do TV commercials, Broadway and beyond.

Take my word for it...you too will be hooked and you'll go back time and time again. Put this trip on your bucket list...It's a lifetime experience you don't want to miss out on.

More information including upcoming plays, special shows, prices, menus, cast members, and directions to the playhouse can be found at: [www.newportplayhouse.com](http://www.newportplayhouse.com)

Dave McClellan  
Peru, Massachusetts

### Acadiana, a "Sweet Spot"

For about 15 years, we have been blessed with the opportunity to travel all across this vast and beautiful country, off and on as full-timers, in Tiffin Allegro Buses (five over the years). Frequently, friends have asked which part of the country and/or events we have enjoyed the most. Up until recently, we would usually tell folks that it depends on a variety of things. Though we have a strong affinity for our former adopted hometown of Winchester, Tennessee, now that we have just spent two months (April/May, '12) in Breaux Bridge, Louisiana, the answer to that question has been pretty much settled.

The wonderful and gracious people of the south central region of Louisiana (Acadiana) are just remarkable. Following our arrival in Breaux Bridge from our winter location in Phoenix, Arizona, the festivals were nonstop: Frog Festival in Rayne; Cat-fish Festival in Washington; Crawfish Festival in Breaux Bridge;

International Music Festival in Lafayette; and the list could go on and on. Of course, most of the festivals include the wonderful music and foods of the region. There are some 22 towns along the Zydeco/Cajun Prairie Driving Tour and a similar amount along the Bayou Teche Cajun/Creole Tour, many of which have festivals at various time of the year. One of our favorite towns was Franklin with over 400 historical structures including numerous antebellum mansions along Main Street.

The event which captured our attention the most was the 11th annual Beef Tongue Cook-off at Sherman's Camp adjacent to our campground, Poche's Fish N Camp. Poche's is managed by Miss Virdy Poche who was one of the former judges of the Cook-off and she shared with us some of her vast knowledge of the event. We arrived early to take pictures of the tongues and meet some of the Cook-off participants. Roxanne and Dale Hargrove were especially helpful and informative on how the tongues are cooked as Roxanne has been a two-time champion. During our visit to the Cook-off, the tongues were in various

stages of preparation with the aroma punctuating the morning air and hanging there like the Spanish Moss on the magnificent Live Oak trees in the field nearby. One contestant had advanced in his cooking process to the making of the gravy which was full of Cajun spices, onions, peppers, and other tasty tidbits. Breathing in the smells from the pan was like enjoying a little taste of heaven. As we had other plans and had to leave before the tongues were in the eating stage, we did not get to try the finished product. We were told by Roxanne and other Cajuns that in the old days, during the "Boucherie" (slaughtering of an animal with celebration and sharing with the community), nothing went to waste, thus the history of the cooking of tongues. We were also told the tongues would not be judged if the judges could not cut the cooked tongues with a plastic fork. The Cook-off was definitely something we had never experienced before but would love to attend again.

The Tiffin name is well known in south Louisiana and we met many hardworking people there including the owner of

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Scotty's Campers in New Iberia, a long-time Tiffin dealer who provides full sales and service. We had a question about an issue we were experiencing and Mr. Scott spent a good amount of time giving us some helpful hints on how to isolate the cause. He was extremely knowledgeable about Tiffin products. We would recommend to all our Tiffin family that, should you be in that area and need assistance, don't hesitate to go to see these fine folks.

We are so looking forward to returning to this area of Louisiana on a regular basis. We feel we have just scratched the surface on things to see and do, music to get your heartbeat going, and places to enjoy the outstanding Cajun foods. Come join us in Acadiana.

Lt. Col. Edward Winton (USAR)  
Tullahoma, Tennessee

#### Traveling in Maine

On the Tiffin network, many Tiffin owners ask where to go in Maine. As an Allegro Bus owner and a lifelong resident of Maine, (so far), I would suggest two sources: [www.visitmaine.com](http://www.visitmaine.com) and [www.mainetourism.com](http://www.mainetourism.com).

Bill Morrison  
New Gloucester, Maine

#### We Recommend a Visit to Thermopolis, Wyoming

We own a 2011 40QTH Phaeton, and have workamped in 2011 and 2012. Thermopolis, Wyoming, is a town of less than 4,000 at about 4,000 feet elevation. Hot

Springs State Park near Thermopolis has buffalo and the Hot Springs Bath House. Thermopolis also has a world class dinosaur museum, and several RV parks, cafes, golf, a municipal airport and more.

Jack Allen  
River Oaks, Texas

#### Visiting Creede, Colorado, in Our '96 Allegro Bay

We enjoy the articles in *Roughing It Smoothly*. I am writing you from Creede, Colorado, a town along Highway 149, near 10,000 feet in elevation. It is located between South Fork and Lake City, Colorado, and is a cool place to be in the summer. Private RV parks and national parks abound. Fishing is great, and the scenery is spectacular. There are places to ride ATV's and Jeeps. Disney just made a movie here called "The Lone Ranger." It will be out in July of 2013. People are friendly, and there are good restaurants. Creede is an old silver mining town from the late 1800's. The railroad tracks are still being used, with some hand-hewn railroad ties still in place. Creede has a good Repetory Theatre. Tell Mr. Tiffin we are here in our '96 Allegro Bay 34 foot gas engine motorhome with 98,858 miles on it. It still looks and runs great!

Billy Prather  
Odessa, Texas

#### Volunteering With NOMADS

We belong to an organization run by the Methodist church called NOMADS. We

go to places that need help after tornado or flood destruction, or with community service projects. We are retired people who volunteer our time to do this work. We are provided with a free campsite but we volunteer our labor and travel expenses.

Dave & Marilyn Hays  
Sioux Falls, South Dakota

#### Vivian, Louisiana, Redbud Festival

Some of the favorite places I have visited while traveling in our motorhome include: Frank Lloyd Wright's Taliesin in Wisconsin; the white water creeks and rivers in and near Pigeon Forge, Dollywood, and the Smokies in Tennessee; the Grand Canyon; Las Vegas; the San Diego Zoo; Niagara Falls in Canada and New York; and many places in between, coming and going!

On the third Saturday in March, 2014, the Vivian Redbud Festival will have its 50 year celebration! I enjoy your magazine and seeing the new improvements. It's like getting the spring seed catalogue wishbook! I am a vocal advertisement!

Marijo Graves  
Vivian, Louisiana

#### While You're Waiting in Red Bay...

We would like to recommend a restaurant near Red Bay, Alabama. For those of us who use the service area in Red Bay, there is a wait and often very little to fill our time. One of the local gentlemen told us about Seafood Junction. We drove about one and one-half hours to the town of Algoma, Mississippi, east and south of Tupelo to eat there. It is only open Thursday through Saturday, 5 to 9 p.m. The buffet includes fresh seafood, oysters, stuffed crab and fish, as well as frog legs and other non-seafood items. At only \$17 plus your drink, it was a diner's delight. They also have a full menu if the buffet doesn't interest you.

On the way down, you will pass through the town of Pontotoc. Beautiful old homes and interesting shops line the

main street. You could make an afternoon of visiting the town, then on to Algoma to dinner. Don't be surprised when you see the restaurant, it's not much to look at but the friendly staff and the down-home atmosphere will greet you the minute you come in the door. The full address is 101 Front Street, Algoma, Mississippi 38820.

While visiting Iowa, we found two very unusual attractions. In the town of Pomeroy, west of Ft. Dodge, the Kaleidoscope Factory is run by a Santa Claus look-a-like. In Algona, the POW Museum was fascinating, and in Britt, there is a Hobo Museum that was not only interesting but eye-opening.

Laura & Harvey Turner  
Amboy, Illinois

#### Best Fishing in Texas

Buckhorn Resort outside of San Antonio offers good fishing. This year we traveled six months, covering the southwestern states, ending up in Ohio to see the three kids and 11 grandchildren.

R. L. Howell  
Alamo, Texas

#### Wonderful Memories in Our Allegro Bay

We have retired our 1992 Allegro Bay motorhome after 200,000 miles. Our travels took us through 49 states and all provinces in Canada except two. The enjoyment we had during our travels cannot compare to anything else we might have done. Our Allegro Bay was our best friend during all the years of our travels. We are now 82 years old and have moved

into a retirement center, but we are still enjoying your magazine.

James & Joyce Kothe  
Central Point, Oregon

#### Two Favorite Campgrounds

There are two campgrounds that I would

like to recommend to RV'ers. In Demopolis, Alabama, Fosque Creek Park is a great Corps of Engineers park. Another park I would like to recommend is Fairview State Park in Madisonville, Louisiana.

Robert Arnold  
Mandeville, Louisiana



Have you looked inside a Splendide lately?

Take a peek inside a Splendide combo or stackable washer and dryer and you may be surprised. Over the years, we've added a variety of cycle options to our laundry centers while increasing the size of their tubs to astonishing proportions. However, we've never lost sight of why a Splendide laundry center has always been the best choice in RV's — it does more with less, so you can travel light, conserve resources and spend less time doing laundry while you're out on the road. The Splendide tradition of quality RV laundry products and superior after sales care is a combination that can't be beat.

**Ask your Tiffin dealer about installing a Splendide in your coach today!**

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#### LET US HEAR FROM YOU

A separate postcard is enclosed for "From the Road," a fun part of the magazine for readers to share their motorhoming experiences. If you choose to email us at: [fredthompson1941@hotmail.com](mailto:fredthompson1941@hotmail.com), be sure to put "Roughing It Smoothly" in the subject line of your email. If your communication requires an entire letter, mail it to us at: PO Box 1738, Monroe, GA 30656-1738. Tell us about the interesting places you've been, an unusual experience, a great destination, or just a good place to camp and hang out. We welcome your pictures. Please attach high resolution images if you email. "From the Road" contributors will receive a free tee shirt while supplies last. —Fred Thompson, editor

# Riding High on the Cumbres & Toltec

This Steam Train Climbs Above 10,000 Feet on a 64-Mile Journey

Text by Norman Spray

Photography courtesy of Cumbres & Toltec Scenic Railroad, Inc.

**I**T'S NOT ON A MAJOR ROUTE TO ANYWHERE ELSE BUT GOING THERE can put you on what many call the nation's biggest, longest, highest, most exciting narrow gauge railroad operating today. That would be the Cumbres & Toltec Scenic Railroad. Given the wondrous geography where it operates and its extensive equipment inventory, it may just merit all those adjectives.

This surviving remnant of long-gone silver mining days in a little known Rocky Mountain paradise owns eight (yes eight) old-time coal-fired steam locomotives. Five of them are operational, pulling excursion cars over 64 miles of three foot wide narrow gauge rails linking Chama, New Mexico, and Antonito, Colorado. Board one of this line's 19 passenger cars and you're in for unparalleled sight-seeing and steam train thrills.

Black smoke boiling, a 2-8-2 Baldwin K-36 locomotive chugging and wheels clacking, this train carries you up a steep four percent grade, then over the 10,015-foot Cumbres Pass, the highest altitude reached by rail in the U. S. Along the way you'll cross the line dividing New Mexico and Colorado 11 times, ride over the 137-foot high Cascade Trestle, pass through tunnels, hug

rock walls and cling to a narrow rim of cliffs that drop straight down to the 800-foot Toltec Gorge. One hairpin curve bends back so tight it reminds you of a dog that chases its tail—and darned near connects.

There's a good chance you'll see bears, elk or deer. Eagles and hawks sail above as your train steams through meadows of quaking aspens upward to tall green conifers growing at higher, cooler elevations. Snow flurries are possible, depending on the time of year.

At tiny Osier, Colorado, a mid-point "town" created by the parent Rio Grande Railroad in 1880, you'll get off for a hot, all you can eat, "made-from-scratch" lunch. It's included in the price of your ticket.

Whether you stay in Chama or in Antonito, you may be surprised and likely enamored by all that you discover in this friendly out-of-the-way corner of the Rockies. Though lesser known than Santa Fe or Durango, the area is rich in attractions. You'll find RV parks in scenic locations. Non-chain restaurants tend to be short on ambiance and size but long on food qual-

ity, much of it produced locally. Museums, gift shops, art galleries, historic sites and businesses at both ends of the line explain local Hispanic/Latino and Native American culture that you'll experience first-hand as you interact with local people. In easy reach are a national forest, national and state parks, and little-known ancient cliff and Pueblo dwellings in northern New Mexico's Chama Valley.

Chama (population: 1,700) lies at 7,860 feet elevation on U.S. 64/84 in North Central New Mexico's green Chama Valley. It is 47 miles east of Pagosa Springs, Colorado and 95 miles west of Taos, New Mexico. The Cumbres & Toltec station is in the middle of town on NM 17.

Antonito (population: 873 in 2000; elevation: 7,888 feet) is on U.S. 285 surrounded by mountain peaks in the southern end of Colorado's agriculturally rich San Luis Valley. The train depot is located at the junction of U.S. 285 and CO 17 at the southern edge of town.

The Cumbres & Toltec track was built in 1880 as part of the Rio Grande Railroad's San Juan Extension to serve silver mining in the San Juan mountains of southwestern Colorado. Decline of the mining industry and resulting loss of freight revenue in that same decade kept the railroad from converting this narrow track to the standard four feet, 8-1/2 inch gauge as it did on most of its system. Temporary prosperity returned to the route with a gas boom after World War II but that, too, was short-lived. The last use of steam locomotives in general freight ended in 1969 when the Interstate Commerce Commission granted Rio Grande permission to abandon its remaining narrow gauge mainline. Mainline use of steam locomotives for passenger trains already had ended nine years earlier in 1960.

Railroad preservationists and local civic leaders, unwilling to let this railroad die, went to bat to save the most scenic portions of track that had reached from Denver to Santa Fe. In 1970 their effort was rewarded when the states of New Mexico and Colorado jointly paid \$547,120 for the track, equipment, and facilities between Chama and Antonito. Excursion trains began hauling passengers the next year.

In 2013 the Cumbres & Toltec will operate every day from May 25 through October 20. Usually one of the Baldwin K-36 locomotives pulls up to eight passenger cars over the pass. When loads peak at or above 210 passengers on a single train, a second locomotive sometimes "doubleheads" and two engines work in tandem to keep the extra cars moving. In the 2012 season, the railroad boarded over 29,000 passengers.

Three levels of service and accommodations are offered. (See "If You Want to Ride" box on page 41). A first class "parlor" ticket seats you in Victorian-era elegance once known only to railroad barons and mining kings in a meticulously restored coach with panoramic windows. Personal attendants serve a continental breakfast. In "deluxe tourist class" cars, there's more room than in standard coach class and individual seating. Standard coach cars offer bench seating. Whichever class you choose, you are free to move about the train and smell the coal smoke as you enjoy the view from an open-air gondola.

The railroad offers six trip options. If you elect to ride the entire 64 miles, you can leave either Chama or Antonito at 10 a.m. (Mountain Time) by train then return by motorcoach that leaves the destination city after 5 p.m. If you prefer, you can go first by motorcoach that leaves either Chama or Antonito at 8:30 a.m., then return to the originating terminal by train de-



*Left:* "Doubleheading" Cumbres & Toltec Railroad locomotives enter a sharp curve pulling eight passenger cars over a snow-scattered landscape. Two locomotives are needed when passenger demand requires more cars than usual. A single Baldwin K-36 usually can pull up to six passenger cars.

*Right:* Clouds of smoke and steam billow over passenger cars as two Cumbres & Toltec Railroad Baldwin K-36 steam powered locomotives "doublehead" toward the 10,015-foot high Cumbres Pass, highest point reached by rail anywhere in the U.S.



parting after 4 p.m. From either city, you can go only as far as Osier by train leaving at 10 a.m. and return also by train departing Osier after 4 p.m.

As a steam railroad museum, the Cumbres & Toltec may be the most authentic of those left in the U.S. today, though perhaps less known than the popular Durango & Silverton, also a remnant of the Rio Grande system. That's because the C & T's equipment inventory, large working railroad yards at both terminals, and original service structures along the route are extensive.

Considering that of the estimated 138,000 steam locomotives built in this country, all but some 1900 have been scrapped, it's unusual to find eight at a single railroad.

Four of these owned by the Cumbres & Toltec are 2-8-2 Baldwin K-36 class Mikados built in 1925, part of the last 10 all-new narrow gauge locomotives added by the Rio Grande. Each engine is joined by a tender loaded with up to 9.5 tons of coal to fire a 5,000 gallon boiler. Generating 195 PSI of steam pressure, these 286,000 pound work horses deliver a tractive effort of 36,000 pounds. They have four guide wheels, two in front of eight 44-inch diameter drive wheels, and two behind the drive wheels (thus their 2-8-2 classification).

The fifth operating engine is a Baldwin K-27, popularly called a "Mudhen." It and others of the same class, smallest of the Rio Grande's Mikados, were the first built with outside frames, outside counterweights and crankpins. The remaining three engines C & T owns are Baldwin K-37 class locomotives that Rio Grande rebuilt from standard gauge 2-8-0s between 1928 and 1930. Not currently operating, they can be seen in the railyards at Chama and Antonito.

In addition to its 19 passenger cars, the Cumbres & Toltec has 30 operable freight and maintenance cars.



The entire railroad is a National Historic Site Designation. Railyard "museums" at both ends of the line show steam train buffs "how it was" back in the day—and they're still working facilities today. At Chama, your walking tour starts at the depot, built in 1899 to replace one burned in a town fire. You'll stroll by the night watchman's house, a converted refrigerator car's body; an oil house built in 1903 that stores fuel oil and lubricants; a machine shop and roundhouse; a modern engine repair facility; repair tracks where freight and maintenance cars are inspected and repaired; a sheep dip and wool shearing plant where thousands of sheep were prepared for shipment back east each year between 1900 and 1920; a storage track for maintenance-of-way equipment; and an ash pit where hot ashes are dumped when locomotive fire boxes are cleaned.

The Antonito depot was built in 1977. Of interest in the railyard: the office building for the Cumbres & Toltec Scenic Railroad Commission, the governing entity made up of representatives from both New Mexico and Colorado; a water tank similar to those that serve locomotives along the route; a display track exhibiting a K-37 engine and freight cars like those used in the 1920s; a storage building once used as a dining hall for a sawmill operation; a repair track where Friends of the Cumbres & Toltec Scenic Railroad, Inc, a non-profit official museum support group, restore historic freight cars; an engine and car house where engines and cars are serviced; an ash pit; a loop track built in 1979 to replace a wye which required extensive switching to turn trains; and a display track where another K-37 locomotive is exhibited.

With all this, one might say it's a matter of opinion whether the Cumbres & Toltec is the best of the narrow gauge lines operating today. That it is the longest and climbs the highest is fact. Ride and you can decide for yourself whether it's "exciting." 



#### IF YOU WANT TO RIDE . . .

**To Make Reservations:** 888-286-2737; or book online at [cumbrestoltec.com/ride-us/terms-conditions](http://cumbrestoltec.com/ride-us/terms-conditions)

Make reservations at least seven days before departure. Have reservation number available for ticket pick up on day of departure. Seat assignments are made but not guaranteed.

**Fare Prices:** Depend on accommodation class and trips selected.

*To ride entire distance between Chama and Antonito, you go one way by train and return by bus or vice versa. Cost:*

First Class Parlor: \$171 (no children allowed); Deluxe Tourist Class: \$130 adult, \$69 children; Standard coach: \$95 adult, \$52 children.

*To ride by train to Osier for lunch and return also by train:*

First Class Parlor: \$171 adult; Deluxe Tourist Class: \$130 adult, \$69 children; Standard Coach: \$78 adult, \$41 children. Food: Ticket prices include lunch at

Osier. Breakfast and drinks served only in First Class Parlor. Passengers in any car may move about. Snacks and drinks are available for purchase.

**Conditions:** Tickets must be paid for at time of booking. Major credit cards accepted.

**Ticket pick up** is between 7:30 and 9:30 a.m. on day of departure at the depot you've chosen (either Chama or Antonito). Wheelchair lifts are available. Advise need for wheelchair accommodation when reserving then again three days before departure.

#### To Learn About Area Attractions:

**Chama, New Mexico, Area:** Chama Valley Chamber of Commerce: 575-756-2306; [chamavalley.com](http://chamavalley.com) Chama Village: 575-562-1840 or 575-756-2184; [chamavillage.com/events](http://chamavillage.com/events)  
**Antonito, Colorado Area:** Conejos County Chamber: 719-376-2277; [conejoschamber.org](http://conejoschamber.org)

*Below left:* Passengers congregate in Cumbres & Toltec open-air gondola to enjoy beautiful fall weather and turning foliage on a 64-mile narrow gauge rail trip between Chama, New Mexico, and Antonito, Colorado. This track was laid in 1880 by the Rio Grande Railroad, abandoned in 1969, then purchased and resurrected as a scenic railroad by the states of New Mexico and Colorado.

*Below:* Two locomotives work together to pull the train when passenger loads are heavy on the Cumbres & Toltec Scenic Railroad trip. Here a Baldwin K-36 engine No. 487, heading, and No. 489 create clouds of coal smoke and steam as they push through a snowy "winter wonderland" to one of few auto crossings on the ride between Chama, New Mexico and Antonito, Colorado. People often park at roadside to view this nostalgic glimpse of bygone days.

#### CAMPGROUNDS . . .

Some RV Parks Near Train Station in Chama, NM

El Meson Lodge  
575-756-2114  
[elmeson.org](http://elmeson.org)

Little Creel RV Park  
575-756-2382  
[littlecreelresort.com](http://littlecreelresort.com)

Rio Chama RV Park  
575-756-2303  
[coloradodirectory.com/riochamarv](http://coloradodirectory.com/riochamarv)

Sky Mountain Resort RV Park  
575-756-1100  
[skymountainresort.com](http://skymountainresort.com)

Stone House RV Park  
575-588-7274  
[stonehouselodge.com](http://stonehouselodge.com)

Twin Rivers Campground & RV Park  
575-756-2218  
[chamarvpark.com](http://chamarvpark.com)

Some RV Parks Near Train Station in Antonito, CO

Camp Twin Rivers Cabin and RV Park  
719-376-5710  
[twinrvrs@fone.net](mailto:twinrvrs@fone.net)

Conejos River Campground  
719-376-5943  
[conejosrivercampground.com](http://conejosrivercampground.com)

Mogote Meadow RV Park and Cabins  
800-814-0129  
[mogotemeadow@hotmail.com](mailto:mogotemeadow@hotmail.com)

Narrow Gauge RR Inn & RV Park  
719-376-5441

Ponderosa Campground & Cabins  
719-376-5857

**National Forest Campgrounds:**  
Rio Grande/Aspen Glade, 719-852-5941  
Rio Grande/Conejos, 719-274-8971  
Rio Grande/Mogote, 719-376-2535  
Rio Grande/Spectacle Lake, 719-274-8971

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## The Oregon Trail

### PART II From Ft. Laramie, Wyoming to Twin Falls, Idaho

In July 2011 we began a twenty-first century quest to follow the Oregon Trail, approximately 175 years after the first wagon train with families left Missouri for the great untamed country known as the Oregon Territory. In the last issue of *RIS*, our trip took us from Independence, Missouri, to Scotts Bluff, Nebraska. In Part II we will begin at Ft. Laramie, Wyoming, and finish this segment at Twin Falls, Idaho. Then we will complete the trip to Oregon City, Oregon, in Part III. First, let's do a quick review of the early travelers on the Trail.

Robert Stuart and six men seeking a better route from Fort Astoria, at the mouth of the Columbia River, to New York in 1812 were the first white men to “discover” South Pass in southwestern Wyoming. The pass looked more like a broad, sloping plain, 35 miles wide in some places, between the Central Rockies and the Southern Rockies, than it did a cut between two imposing mountain ranges. Even at its highest elevation of 7,550 feet, most of the emigrants did not realize they were crossing the Continental Divide. For the next 20 years, the pass was used only by fur traders and native Americans.

After learning about the pass, Capt. Benjamin Bonneville led a well-financed expedition of 110 men and 20 wagons across the Rocky Mountains at South Pass in July 1832, which some historians believe was a spy mission to determine what the British were doing in the great northwest. The Treaty of 1818 had set up a “joint occupation” agreement between Britain and the United States regarding the Oregon Territory that included parts of the present-day states of Oregon, Washington, Idaho, Wyoming, and Montana, plus the Canadian province of British Columbia.

But it was not until two missionary couples made the same trip four years later that American families began to dream about risking everything to stake a claim to the rich soil of the Willamette Valley in what would become the state of Oregon.

Henry H. Spalding, 32, and his wife, Eliza Hart Spalding, 29, were Presbyterian missionaries, born and educated in New York and Connecticut. They were planning to minister to the Nez Perce in Idaho. Narcissa Whitman knew Henry when they worshiped at the same church in Prattsburg, New York. After Henry met Marcus Whitman, 34, a physician and missionary, he convinced the couple to join them in their plans for ministries in the northwest. Narcissa, 28, had been planning to teach physics and chemistry.

The two couples, both recently married, departed from Pittsburgh on February 29, 1836, by steamboat, accompanied by William H. Gray, 26, a farmer, mechanic, and lay member of the Spalding missionary group. Nine weeks later they were in Liberty, Missouri, with plans to join a caravan led by mountain men Milton Sublette and Thomas Fitzpatrick who were headed for the annual fur traders’ Rendezvous just south of the Wind River Range in the Rockies. Fitzpatrick had first traversed South Pass in 1824 with Jedediah Smith and knew the trail well. Unencumbered by the long wagon trains that would come in the next decade, the traders used seven wagons, each pulled by six mules.

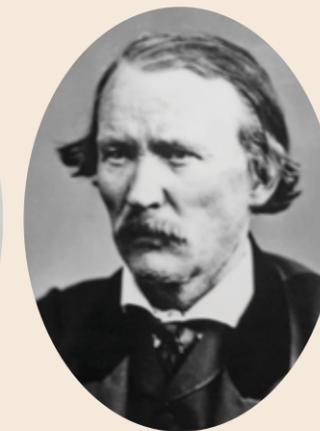
Leaving on May 25 from Liberty under experienced leadership, the journey went as planned. On July 4, 1836, Eliza Hart Spalding and Narcissa Whitman became the first Euro-American women to cross South Pass. A native stone marker at the beginning of the pass records their remarkable trip and stands as mute testimony of their love for native Americans.

Two days later on July 6, the fur traders reached the Rendezvous. The Spaldings, the Whitmans, and William Gray linked up with another guide and continued their trip, reaching Fort Walla Walla on August 30. The Whitmans established a mission at Waiilatpu on the Walla Walla River because of its location

near the Cayuse tribe and the Hudson’s Bay Company at the fort. The Spaldings selected a site at Lapwai near present-day Lewiston, Idaho, and less than 100 miles from the Whitmans. The Whitman mission became an important rest stop for wagon trains on the Oregon Trail. The Whitmans cared for many orphans whose parents died making the trip west.



John Frémont



Kit Carson

A few settlers began to trickle in during the late 1830s, but it was Elijah White, a Methodist missionary and medical doctor, who led the first wagon train to Oregon in 1841 that included more than 100 emigrants. Thomas Fitzpatrick returned to Missouri and led another group of 80 to Oregon a few weeks later.

In 1842, Lt. John Frémont, the “Pathfinder,” accompanied by his guide, Kit Carson, described and mapped the Oregon Trail, providing a level of assurance for those who wanted to establish a new life in Oregon.

After the 1841 success of the two wagon trains was reported in the public press, and the 1842 publication of Frémont’s guide to the Trail, a flood of emigrants each summer outfitted their wagons in Missouri River towns and headed west.

Even though most of the men were farmers who knew how to handle equipment and animals, the terrain of the Oregon Trail was a continual challenge. Axles split, rims came off the wheels, harnesses broke, canvas covers ripped in high winds. Some emigrants had the foresight to take a spare oak axle and a wheel.

Though no accurate records exist, most historians believe that at least 400,000 men, women, and children began the trip to Oregon between 1842 and 1869. Some place the number at 500,000. In any case, it was the greatest unforced migration in the history of the world. An emigrant diary noted that one thousand wagons passed Ft. Kearny, Nebraska in one day. At the top of a hill looking ten miles into the horizon, another noted “the wagons’ canvas tops looked like an endless white rope.” In 1852 a writer speculated that at one point on the trail in Nebraska the line of wagons was 500 miles long, with no traveler ever out of sight of another.

Historians are equally certain that at least ten percent died trying to get to Oregon. One journal described the Trail as the longest graveyard on the continent, with an average of one grave

Text and photography by Fred Thompson

every 80 yards. By far more lives were lost to cholera than any other cause. Occasionally the disease destroyed an entire wagon train. The emigrants knew nothing about safe water. Sanitation in campgrounds was terrible, water sources were contaminated, and cholera thrived, usually killing its victims within 24 hours. Accidents caused thousands of deaths: gun accidents, drownings, children falling beneath the wagons, buffalo stampedes, and working with livestock.

For years large Conestoga wagons driven by experienced, hardened men had hauled freight over the Santa Fe Trail to the

Southwest where mountains were avoided. Taking women and children in smaller wagons across rivers, desert, and mountain ranges was not only dangerous and difficult, it is a wonder that it could be done at all.

South Pass was the key to crossing the Rocky Mountains, the barrier that almost defeated Lewis and Clark. Although the emigrants could see the mountains in the distance, the pass was so deceiving that many did not know they had crossed the Continental Divide until they realized the streams they were passing were flowing in a westerly direction.

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## Back on the Oregon Trail

In July 2011 we followed the trail in the luxurious comfort of a 2011 Allegro Bus, from Independence to Scotts Bluff near the Nebraska–Wyoming line. Part I of the story appeared in the Fall 2012 issue. Just after the pages went to press in early September, we flew to Denver and picked up our car to complete the trip, traveling 1,200 miles from Ft. Laramie, Wyoming, to Oregon City, Oregon. Our tight schedule permitted less than two weeks to do this part of the journey.

Again we used Julie Fanselow's *Traveling the Oregon Trail* and the excellent *National Historic Trails: Auto Tour Route Interpretive Guide* booklets published by the National Park Service. Their third booklet in the series is "Across Wyoming" and the fourth is "Along the Snake River Plain Through Idaho." The best road maps for following the Oregon Trail are published by the American Automobile Association (AAA). The Oregon Trail is actually traced on their maps and major features are clearly noted. With the AAA maps and Fanselow's accurate directions, we were able to drive down gravel roads to find the beginning of South Pass, but we will get to that later.

**Ft. Laramie** — Forts in the great northwest were usually built by the Hudson's Bay Company or the American Fur Company, but sometimes by individual fur traders. Fort William was built by fur trader William Sublette in 1834 to make it easier to do business with the Cheyenne and Sioux. Two years later he sold

it to the American Fur Company. The company built a larger adobe fort and renamed it Fort John. A French-Canadian trapper, Jacques LaRamee, whose prominence remains a mystery, became the namesake for the fort. In 1849 the army bought the fort and enlarged it to serve as a military outpost for the emigrants' protection.

Initially, the army built barracks, officers' quarters, and a trader's store. "Old Bedlam" was built in 1849 to house bachelor officers and serve as post headquarters. It has been restored and furnished as it appeared in 1864. The post trader's store was built in 1849 and operated by a civilian. The store did a profitable business for 40 years with the emigrants, Indians, soldiers, and gold seekers. The magazine has been restored to its appearance in the 1850s. Other buildings were built in the 1860s and '70s, including the captain's quarters, the commissary store, infantry barracks, guardhouse, post surgeon's quarters, and the cavalry barracks. Foundation ruins enlarge on the story. The commissary offers an excellent bookstore and exhibits.

The Oregon, California, and Mormon trails marked Fort

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The cavalry barracks is the only surviving enlisted men's barracks at Ft. Laramie. Completed in 1874, it provided quarters and support facilities for two companies of soldiers. • The second floor was designed as two dormitory bays, each housing 60 soldiers. On the first floor, the building had a kitchen, library, armory, and rooms for the NCOs.





The trader's store at Ft. Laramie was built in 1849. Civilian entrepreneurs bid on the contract to run the store. In over 160 years, the general appearance of the store has changed very little.

Laramie as the crossroads of a nation moving west. The adventurous migration of pioneers in the 1840s turned into a confident horde in the 1850s with over a thousand wagons leaving Missouri each week from early May into mid-June.

At first the native Americans were friendly and helpful. They liked to trade fresh meat for cloth, trinkets, and tools. As thousands of emigrants competed for grazing areas and game, the Indians became more defensive. In 1851 Thomas Fitzpatrick, fur trader, guide, and Indian agent, organized a council near the fort which was attended by an estimated 10,000 Indians. The Horse Creek Treaty of 1851 was forged from their negotiations.

Red Cloud's successful battles to close the army's forts on the Bozeman Trail resulted in the Treaty of 1868 and agreements to accept reservations in the Black Hills with hunting rights in nearby states. The discovery of gold and the influx of miners led to new Indian wars.

The destruction of the buffalo herds by hide hunters left the Indians with little choice but to settle on the reservations the government set aside in the Dakotas, where food and supplies were promised. The Indian wars of 1874-76 essentially ended the U.S. conflicts with native Americans. The Indians were no longer a proud, free roaming people, but starving, fragmented tribes of refugees who were prisoners in their own land.

Due to its location, Fort Laramie lost its value as a strategic military outpost. Small detachments remained at the fort to patrol and maintain telegraph lines. An abandonment order was issued in 1889. The last soldiers left the fort on April 20, 1890. All but one structure was sold at public auction to private citizens. The 54-square-mile military reservation was opened to homesteaders in October 1891. The old fort became a social and economic center for the area.

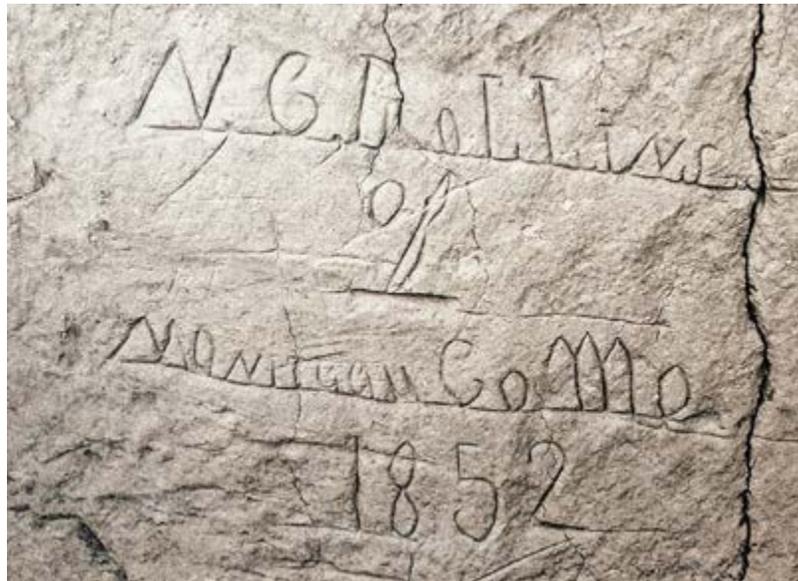
In the 1930s a few visionaries from the new town of Fort Laramie recognized the historic importance of the old fort and its remaining and rapidly deteriorating buildings. In 1937 the state of Wyoming purchased 214 acres encompassing the build-

ings. Since 1938, the National Park Service has preserved and interpreted the site.

**Register Cliff and the Guernsey Ruts** — A drive of ten miles northwest of the fort on U.S. 26 will take you to Register Cliff just outside the town of Guernsey. Follow the signs in town to reach the cliff. It was a popular campsite along the North Platte river one day's travel from Fort Laramie. The sandstone cliff is covered with the names of the pioneers who often included their home state or town and the date. Unfortunately, the soft stone has been defaced by carvers from the last three or four decades. However, behind a fenced area, many nineteenth century names can be recognized. There are several unknown pioneer graves at this site.

Heading back toward Guernsey on the same road, turn left at the sign into the Oregon Trail Ruts State Historic Site. Apparently at this site, the wagons went single file for a steep pull up a rock ridge in order to avoid boggy ground near the river. Steel-rimmed wagon wheels and iron-shod hooves in three decades

The names and dates at Register Cliff reflect the peak years of travel along the Oregon Trail during the 1840s and 1850s. Several states are represented in the carvings—Ohio being the most common. • Avoiding a boggy area near the river, the wagonmaster led the emigrants single file over a steep pull up a rock ridge. As they pulled the hill, the steel-rimmed wagon wheels cut a vertical channel into the rock.



ground a vertical channel into the rock. These ruts surely are the deepest on the Oregon Trail, while many at other sites can barely be detected.

Guernsey State Park is nearby and can be reserved online. Water/electric hookups. If you do not have a reservation, call 307-836-2334 for availability.

**The National Historic Trails Interpretive Center** is the first of three major interpretive centers dedicated to the Oregon Trail. To get there, take exit 189 off of I-25 at Casper and follow the signs. Surveying the city from a bluff above the valley, you can imagine wagons arriving and departing for their destinations along the Oregon, Mormon, California, Bozeman, and Bridger trails.

The walk leading to the entrance is embedded randomly with tiles engraved with excerpts from emigrant diaries. The entrance to the center resembles the curved top of a covered wagon. Once inside you will follow a self-guided tour that explains the phenomenon of the great western migration. Following are a few of the tour modules.

*Who went to Oregon?* Mostly farming families from Ohio, Missouri, Illinois, and Arkansas. Sometimes entire communities moved, organized with elected captains or wagonmasters. Some wagon trains hired guides who may have been traders, trappers, missionaries, and explorers who had used the trails for years.

*When did they leave?* There was only a brief time when it was safe to leave Missouri. Leave too early and there would not be enough grass for the livestock. Too late and you could get caught in the early snows.

*How many went each year?* In 1843 about 900 pioneers passed through Casper on the Oregon Trail. Most of that number was the Applegate party who crossed with 120 wagons, 3,000 cattle, and over 800 people. Two years later that number had swelled to 2,500. In 1847 nearly 7,000 emigrants passed through on their way to Oregon, California, and Utah. Half of the pioneers were adult men, mostly farmers. Very few were over age 50. Children made up about 20 percent of the emigrant population and women about 30 percent.

In 1853 approximately 35,000 people used the trails converging in Casper. A bridge was opened to offer a safer crossing of the North Platte. Several businesses opened to resupply the emigrants.

*What was it like to travel on the Oregon Trail?* Another module at the Interpretive Center invites you to sit in a wagon that jostles you while you look out the front into a video that with realistic sound effects simulates crossing the North Platte River. Later you will ride in a stagecoach and look out the windows into another movie screen with the scenery rolling by. With the stagecoach bucking along, for all the world it feels and looks like you are crossing the plains.

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*Right:* The wagon mounted on a mechanized base jostles and jerks as if it were going down the hill to ford the river. Filmed at a live crossing, a video adds to the realism of the visitor's experience.



*Life-size dioramas* depict oxen pulling a wagon across rough terrain, while a five-frame screen presents a multi-faceted narration of the wonders and hardships of the trip across the continent.

The Center is open daily 8–5, May through August; 9–4:30, September through April. Rates range from \$4 to \$6; Senior Pass and Golden Eagle Pass honored; under 16 free.

### Leaving Casper on WY 220 West

After three days on the trail to the southwest of Casper, the pioneers arrived at **Independence Rock**. Many of the Oregon Trail guidebooks urged the emigrants to get to this point by July 4, marking it as a half-way point on the trail to Oregon City, Oregon. Stragglers who passed this point in mid-August might find themselves battling early snow in the Blue Mountains. More than 50,000 pioneers and 250,000 livestock passed Independence Rock, a four-day journey southwest of Casper, in the two weeks surrounding July 4, 1850.

A 15-minute hike from the visitor center will take you to the top, which is a good place to spread a picnic lunch and check out some of the names scratched into the rock over 170 years ago. You will be rewarded with 10-mile vistas in all directions, and you should be able to see Devil's Gate and the Sweetwater River. While the Platte and North Platte rivers gave the pioneers a 450-mile trail to Casper, the Sweetwater provided good for-





Most Oregon Trail guidebooks considered Independence Rock to be the halfway point between Independence Missouri, and Oregon City, Oregon. To avoid the snow in the Blue Mountains of Oregon, the emigrants had to pass the rock within a few days of July 4th.

age and water and almost a direct trail from Casper to the wide South Pass and Continental Divide, a distance on the trail of approximately 150 miles. From Independence Rock (elev. 6,028 ft.), the trail to the Continental Divide at South Pass (elev. 7,550 ft.) is about 95 miles. The increase in elevation over that distance is only 1,522 feet, which explains why so many were unaware that they had crossed the great divide.

#### **The Cleft in the Rock, or Devil's Gate**

Devil's Gate is a 370-ft. high, 1,500-ft. long fissure carved by the Sweetwater River. Like Independence Rock, it was a major landmark along the Oregon Trail. For many years the property was owned by Sun Ranch and was not accessible to the public.



Devil's Gate

Today the land is owned by the Mormon Church and visitors to the Mormon Handcart Visitor Center may hike to the base of Devil's Gate. A visitor site overlooking the river valley offers a self-guiding, quarter-mile trail. The entrance to the Visitor Center is a few hundred yards past the hiking trail.

#### **From Devil's Gate to South Pass**

U.S. 287 will keep you close to the Oregon Trail and the Sweetwater River for the next 35 miles. About 11 miles from the junction of WY 220 and U.S. 287, you will see the Bureau of Land Management (BLM) interpretive site for **Split Rock**, another landmark, albeit subtle, that the emigrants marked off in their guidebooks as they passed by.

Approximately nine miles west of Jeffrey City, look for a new brown sign for **Ice Slough**. Although there is still a marshy depression here, in the 1850s a small stream flowed five miles into the Sweetwater River. The marsh soils and plants insulated the previous winter's ice and it melted slowly throughout the summer. Westward bound wagon trains stopped here to chop out ice to use in their drinks and to preserve meat.

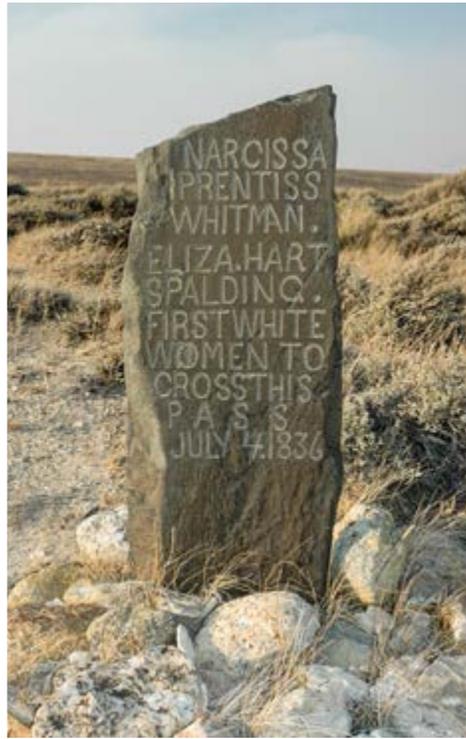
In another eight miles or so, Sweetwater Station offers a good rest stop at US 287 and WY 135. The station has a very good Oregon Trail map and a good spot for a picnic. The Trail is actually two miles to the south paralleling US 287. Continuing in a northwest direction on US 287, you will be leaving your proximity to the Oregon Trail which heads west-southwest.

Another 20 miles on US 287 will take you to WY 28. Turn left and drive approximately 16 miles to the Red Canyon Overlook. It is spectacular!

**Red Canyon** was formed millions of years ago during the uplift of the Wind River range to the west. As great layers of sedimentary rocks tilted, easily erodible rocks were removed by water action, creating the canyon you see today. The bright red color is due to the great amount of oxidized iron between and on the grains of the rock. This, of course, gives the canyon its name. The canyon provides important habitat for elk and mule deer, as well as small mammals and birds.



Red Canyon



## South Pass

Finally, we were getting close to South Pass, the key to the success of the western migration. Four National Historic Trails used South Pass: the Oregon, California, and Mormon Trails and the Pony Express. The gently sloping hump was the *only* place that offered passage for wagons over the Continental Divide. It was late in the afternoon with only an hour of daylight left and I was actually getting excited.

If you are using the AAA map for Wyoming, and traveling southwest from Lander on WY 28, you will see an 8-mile loop (parallel to 28) that takes you to Atlantic City and South Pass City. Do not take the loop if you want to go to South Pass. Stay on WY 28 for about six more miles and you will see CR 515 (part of the loop) coming back into WY 28. Continue on 28 and cross the bridge over the Sweetwater River. At the top of the hill past the bridge (0.7 mile), turn left on Oregon Buttes Road, a gravel road. Drive approximately 2.8 miles to an old railroad bed (no crossties or rails). Continue fourth-tenths mile to a Y intersection and bear right, then immediately bear right again. Go two-tenths mile and turn right. Your tires will be on a hard surface, but

if you are in a car you may be dragging the high grass in the middle. We parked at the cattleguard and began to experience South Pass. After a ten-minute walk we were at the summit of South Pass in front of two small, native stone monuments. The humble marker says simply, "OLD OREGON TRAIL 1843-1857". The second marker, a dark gray stone, commemorates the first two pioneer women who crossed South Pass: "NARCISSA PRENTISS WHITMAN . ELIZA HART SPALDING . FIRST WHITE WOMEN TO CROSS THIS PASS . JULY 4, 1836"

Today the land is used for grazing and occasional cattleguards and trails made by pickup trucks are the only signs of civilization. It was late afternoon, September 19, 2012. We continued to walk over the gently sloping pass, almost feeling the presence of the Whitman–Spalding party as they crossed the pass 176 years ago, guided by the mountain men on their way to a fur trappers' rendezvous.

If you have time, you may want to go back to CR 515 and take the Atlantic City Road loop. This area's history is tied to Wyoming's 1867 gold rush. A state historic site and museum, South Pass City preserves 25 of the original 300 buildings that sprang up when gold was found. Over 20,000 artifacts are on display in the buildings, most of which were recovered from the site. Open May 15 – October 15; admission, \$1.00.

You can continue on the loop to Atlantic City, so named because it is on the Atlantic side of the Continental Divide. Long-abandoned gold mines dot the hillsides above the town. A few commercial establishments date back to the 1860s.

**Campgrounds.** Nearby you will find two very scenic campgrounds run by the Bureau of Land Management. The Atlanta City Campground is located one mile from WY 28 on the west side of Atlantic City Road (CR 516). Facilities: 18

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*Below: With the exception of occasional cattleguards and fencing to accommodate grazing, South Pass today looks much as it did in 1836.*



campsites, fire rings, water, picnic tables, and vault toilets. The Big Atlantic Gulch Campground is located on the north side of the Fort Stambaugh Loop Road a quarter mile from its intersection with Atlantic City Road. It has the same facilities except 10 campsites. Fees: \$6.00/night; \$3.00/night for Golden Access or Senior Pass holders. Map link: <http://www.blm.gov/pgdata/etc/medialib/blm/wy/field-offices/lander/pics.Par.5515.Image.620.869.1.gif>

Skipping Fort Bridger, we decided to follow the Sublette Cutoff and rerouted through Farson and Kemmerer into Idaho by way of U.S. 30, which closely follows the Oregon Trail. Just inside the Idaho-Wyoming line, the emigrants had to ford Thomas Fork from 1843 until 1850, when emigrants built two bridges. The river banks on both sides were steep and muddy. A toll collector took over the bridges and started charging one dollar per wagon which, by this time on the long journey, was an amount many of the emigrants could not afford. At their peril, many attempted to ford the river.

### The Big Hill

The next challenge was “The Big Hill,” which is a visitor stop along U.S. 30. As you face back toward the hill, you can easily image the difficulty the wagons had coming down the steep one-mile stretch.

Margaret Frink in July 1850 described the harrowing descent. “We started at six o’clock, forded Thomas Fork, and turning west, came to a high spur we

were compelled to climb. The distance is seven miles, and we were five hours in crossing. Part of the way I rode on horseback, the rest I walked. The descent was very long and steep. All the wheels of the wagon were tied fast, and it slid along the ground. At one place the men held it back with ropes [wrapped around trees] and let it down slowly.”

Theodore Talbot wrote in his journal in 1843, “. . . had to cross a very high hill, which is said to be the greatest impediment on the whole route. . . . The ascent is very long and tedious, but the descent is still more abrupt and difficult.”

Thomas “Peg-Leg” Smith established a trading post near Big Hill in 1842 for which the emigrants seemed to be very grateful. He supplied staples and fresh mules or oxen to those who had survived the descent of Big Hill. Smith was shot in his leg during a skirmish with Indians in 1827, which he amputated himself with a butcher knife. Following his recovery, he whittled his own prosthesis.

In 1849 Amos Batchelder recorded his assessment of the colorful entrepreneur. “. . . we encamped near a trading post occupied by a mountaineer named Smith. He is a fleshy, shrewd looking man, about 50 years old as rough as the tawny customers with which he is surrounded. He has for a wife . . . a squaw from a neighboring tribe of Indians.”

### National Oregon/California Trail Center

Just a few miles beyond Big Hill the emi-

grants usually stopped for rest and recuperation at Clover Creek in the Bear Lake Valley. Good water and forage for the livestock got them ready for the rough haul through Idaho along the Snake River. Today you will find the National Oregon/California Trail Center located here. Characters in period dress welcome present-day travelers to a re-enactment of a trip on the Oregon Trail. You begin on a street in Independence, Missouri, buying your wagon, mules or oxen, and stocking your supplies. You then get in your wagon that must be mounted to a tilting platform with springs to jolt you about. After a narrated “ride” through the Nebraska wilderness, you arrive at a campsite that is surprisingly realistic. Sitting on logs and stumps, an emigrant lady talks with you about your trip, and with an interactive discussion you learn about the hardships suffered by those who were determined to get to Oregon.

### Soda Springs

U.S. 30 parallels the Oregon Trail for the next 29 miles, taking you to Soda Springs, a site that intrigued the emigrants. They often mentioned the ten-foot high white mounds and cones. Like the Indians who traveled long distances to get to the springs, the emigrants looked forward to drinking the carbonated soda water that

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*Below: An “emigrant lady” at the Oregon/California Trail Center relates stories of the trail and yarns that the pioneers swapped around campfires each evening.*



Peg-Leg Smith, 1801-1866, came west in the 1820s, fought the Indians and established himself as a purveyor of supplies to the emigrants.





The Pyramid Spring Geyser in Soda Springs is timed with a valve to “erupt” every hour on the hour.

many believed would improve their health. The emigrants filled their water barrels to take as much as possible with them.

Forty years later soda water from the springs was marketed all over the world after rail service reached the resort. Today you can drink from Hooper Spring located in a city park north of the town. Take Third Street East, drive 1.5 miles north and turn left. The park will be a short distance on your left where you will see a small pavilion covering the spring. I drank two cups from the spring and can report that it is cool and very refreshing.

In 1937 several businessmen in the village tried to divert hot water from Pyramid Spring to develop a commercial bathhouse and health resort. After the drilling rig struck a gas chamber, hot water began gushing upward like a geyser. After the drilling bit was removed the next day, a roaring gusher sent hot water more than 70 feet into the air. Two weeks later the riggers were able to cap the gusher and put a timer on the valve that permits it to erupt every hour on the hour.

### Fort Hall

Our next stop on the Oregon Trail would have been Fort Hall — actually a replica of Fort Hall — but we were unaware of the reduced schedule in September (10 a.m. to 2 p.m.) and missed our opportunity. The site of the original Fort Hall is located on the Fort Hall Indian Reservation. Built in 1834 by Nathaniel Jarvis Wyeth, the fort was sold to the Hudson’s Bay Company in 1837. After the region became a U.S. territory subsequent to the settlement of the northern boundary with Canada in 1846, Fort Hall became an important stopover for emigrants through the 1850s. It is estimated that 270,000 emigrants passed through Fort Hall on their way west. The fort was considered the most important trading post in the Snake River valley. The Fort Hall Indian Reservation established by the Treaty of 1868 included the original fort. In 1870 a New Fort Hall was built 25 miles to the northeast to protect stagecoaches hauling mail and travelers to the Oregon Territory. Today no buildings remain at either site.

In the 1960s a replica of the original fort was established by the city of Pocatello. The replica contains an extensive blacksmith’s shop and exhibits of Indian lifestyles.

### Massacre Rocks & Massacre Rocks State Park

Heading southwest about 28 miles out of Pocatello on I-86, you will reach a visitor site along the interstate for Massacre Rocks. Not far away, another “Devil’s Gate” is a narrow passage through rocks that are the remains of an extinct volcano. In an area to the east, a skirmish involving emigrants in five wagons and Shoshonis took place on August 9–10, 1862. Ten emigrants and several Indians died in the incident. In the 1920s, the shooting of a Hollywood film in the vicinity may have caused the skirmish location to become known as Massacre Rocks.

Nevertheless, there is a nice state park at exit 28 called Massacre Rocks State Park. The park’s 900 acres offer 50 campsites with water and electric hookups plus rest rooms with hot showers. Dump station. Activities: hiking and cycling trails,

disc golf, mountain bike trails, fishing, and boating. \$22-24/night. 50% discount for 62+. \$5 park entrance fee. Elev. 4,400 ft.

Located within the park, **Register Rock** is aptly named. As the emigrants on the Trail camped here, they often inscribed their names and dates. The historic rock now has a shelter and a fenced enclosure to prevent modern-day inscriptions. In 1866, on a smaller rock, a seven-year-old boy named J. J. Hansen carved his name and an Indian head. After he became a professional sculptor, he returned in 1908 and carved a preacher’s head and his name. The circular drive into the Register Rock park is too small for a motorhome. Enjoy a picnic stop there in your tow car.

### Twin Falls and the Snake River Gorge

Going west and paralleling the Trail, you will leave I-86 and merge into I-84. Our next stop was at Twin Falls. The Oregon

Trail is not the story here. The story at Twin Falls is scenery—the Snake River Gorge. Exit 173 takes you into Twin Falls on U.S. 93. Just before you get to Twin Falls, you will cross the gorge on the truss arch I. B. Perrine Bridge which has a pedestrian walkway. Parking areas on both sides connect to walking trails just under the bridge along the sides of the gorge. If you are an avid photographer, you could spend the day here. The broad canyon floor contains fertile land that was farmed at one time. Today two magnificent golf courses (Canyon Springs, public, and Centennial Waterfront Park, private) draw golfers from around the world.

At 486 feet above the Snake River, the bridge is known as one of the best BASE jumping sites in the U.S. We watched several jumpers plunge from the pedestrian walkway and pop their colorful chutes about halfway down. 



## A Mother’s Diary on the Oregon Trail



Amelia Stewart Knight

*Editor’s note:* The following excerpts from Amelia Knight’s 1853 diary of her family’s experiences on the Oregon Trail give insight into their daily struggles: finding water and campsites; surviving the heat, cold, and storms; traveling over sections of the trail that were nearly impassable; handling conflicts with other pioneers; dealing with the Indians they encountered; and caring for their younger children through it all. She often described their appreciation and enjoyment of the beauty of the country they passed through as they made their way west. Amelia’s family included her husband, Joel, and seven children ages two through 17. Amelia was three months pregnant when they began the journey in April 1853 from their southeastern Iowa home on the Des Moines River. The eighth child, Wilson Carl, was born on September 18, just after they reached their destination in Oregon. One more child, Adam, was born in Oregon in 1855. Some excerpts have been edited for clarity, while spellings and capitalization have been left as recorded in the original manuscript. The diary correlates chronologically with Part II of the Oregon Trail story in this issue.

**June 7** Just passed Fort Laramie, situated on the opposite side of the river. This afternoon we passed a large village of Sioux Indians, numbers of them came round our wagons, some of the women had moccasins, and beads, which they wanted to trade for bread. I gave the women and children all the cakes I had baked. Husband traded a big Indian a lot of hard crackers for a pair of moccasins, and after we had started on, he came up with us again, making a great fuss, and wanting them back (they had eat part of the crackers). He did not seem to be satisfied or else he wished to cause us some trouble, or perhaps get into a fight, however, we handed the moccasins to him in a hurry, and drove away from them as soon as possible.

**June 8** There is some splendid scenery here, beautiful vallies and dark green clad hills with their ledges of rock, and then far away over them you can see Larimie peak with her snow capt top. Came 16 miles today, and have campt in a lovely spot, plenty of wood, water, and good grass.

**June 21** We have traveled over a very rough rocky road today, over mountains, close to banks of snow. Had plenty of snow water to drink, husband brought me a large bunch of flowers, which he said was growing close to the snow, which was about six feet deep. Traveled 16 miles today, and have campt on the mountains about seven miles from the summit. We are traveling through the south pass. The wind river mountains are off to our right, among them is Fremonts peak. They look romantic covered with snow.

**June 22** Very cold. Water froze over in the buckets. Thermometer down to 30, the boys have on their overcoats and mittens. It snowed a little through the day. The road has been very dusty, but smooth and level as a turnpike. Came 18 miles and campt about ½ mile from the pacific springs.

**June 26** We are on our way again traveling in the dusty dust. We must go 17 miles or more without water or grass. In the evening, all hands came into camp tired and out of heart, Husband and myself sick, no feed for the stock, one ox lame, campt on the bank of big Sandy again.

**July 8** Very pleasant. Found our dog last night. We have just left the Soda Springs, after regaling ourselves and quite romantic, we then come on a few miles and stopt at Steamboat Spring. A great curiosity, situated near the bank of Bear river, it spouts up about a foot and a half, out of a hole in the solid rock. It is about warm enough to wash in. I put my handkerchief in to wash, and it drew it under. In a moment it came up again, and I took better care of it.

**July 17** We are traveling through Indian country but have not seen any yet. We crossed Swamp creek this forenoon and Goose creek this afternoon. Goose creek is almost straight down and then straight up again. Several things pitched out of the wagons into the creek. Traveled over some very rocky ground. Here Chat fell out of the wagon, but did not get hurt much. Came 26 miles today and campt after dark near the bank of the Snake river.

**July 21** Very warm. Traveled 25 miles yesterday and campt after dark ½ mile from Snake river. Crossed Salmon river about noon today, and are now traveling down Snake river till we reach the ferry. Have campt close to the ferry, our turn will come to cross in the night, have to pay 4 dollars a wagon, cross on a ferry boat, and swim the stock which is a very hard job on such a large river. Indians all round our wagons.

**July 22** Crossed the river before day-break and found the smell of carrion so bad that we left as soon as possible. The dead cattle were lying in every direction. Still there were a good many getting their breakfast among all the fags. I walked off among the rocks while the men were getting the cattle ready. We drove a mile or so and halted to get breakfast. Here Chat had a very narrow escape from being run over. Just as we were all getting ready to start Chatfield the rascal came round the forward wheel to get into the wagon, somehow he kept from under the wheels and escaped with only a good, or I should say a bad scare. I never was so much frightened in my life.

**July 23** We took a fresh start this morning with everything in order, for a

good days drive. Travel about five miles, and here we are, up a stump again, with a worse place than we have ever had before us, to be crossed, called Bridge creek. I presume it takes its name from a natural bridge which crosses it, this bridge is only wide enough to admit one person at a time, a frightful place, with the water roaring and tumbling ten or 15 feet below it. This bridge is composed of rocks and all round us, it is only place to cross over and is nothing but a solid mass of rocks, with the water ripping and tearing over them.

Here we have to unload all the wagons and pack everything across by hand, and then we are only on an Island. There is a worse place to cross yet, a branch of the same, have to stay on the Island all night, and wait our turn to cross. There is a good many campt on the Island, and there are camps on each side of it, there is no chance to pitch a tent, as this Island is a solid rock, so we must sleep the best way we can, with the water roaring on each side of us. The empty wagons, cattle, and horses have to be taken further up the river and crossed by means of chains and ropes. The way we cross this branch is to climb down about six feet on rocks, and then a wagon bed bottom will just reach across, from rocks to rocks, it must then be fastened at each end, with ropes on chains, so that you can cross on it, and then we climb up the rocks on the other side, and in this way everything has to be taken across. Some take their wagons to pieces and take them over in this way.

**July 31** Cool and pleasant, but very dusty. Came 12 miles and campt about one o'clock not far from Boise river. We will stay here a day or two and rest, and recruit our cattle.

**August 1** Still in camp, have been washing all day, and all hands have had all the wild currants we could eat. They grow in great abundance along this river. There are three kinds, red, black, and yellow. This evening another of our best milk cows died. Cattle are dying off very fast all along this road. We are hardly ever out of sight of dead cattle on this side of Snake river. This cow was well and fat an

hour before she died.

**August 2** Tuesday noon. Traveled 12 miles today, and have just campt on the bank of the Boise river. The boys have all crossed the river to gather currants. This river is a beautiful clear stream of water running over a stony bottom. I think it the prettiest river I have seen as yet, the timber on it is balm of gilead (black cottonwood). Made a nice lot of currant pies this afternoon.

**August 5** We have just bid the beautiful Boise river with her green timber and rich currants farewell, and are now on our way to the ferry on Snake river. Traveled 18 miles today, and have just reached Fort Boise and campt. Our turn will come to cross sometime tomorrow. There is one small ferry boat running here, owned by the Hudsons Bay Company. Have to pay 8 dollars a wagon. Our worst trouble at these large rivers is swimming the stock over. Often after swimming nearly half way over, the poor things will turn and come out again. At this place, however, there are Indians who swim the river from morning till night. It is fun for them, there is many a drove of cattle that could not be got over without their help. By paying them a small sum, they will take a horse by the bridle or halter and swim over with him. The rest of the horses all follow, and by driving and hurraing to the cattle, they will most always follow the horses. Sometimes they fail and turn back.

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### ALLEGRO RED 33AA *Continued from page 13*

The 33 AA's four air bags, tuned shocks, and good insulation produce a smooth ride and a quiet cabin. Tiffin builds a very tight coach. We tested interior noise by playing a piano concerto on the CD player and could clearly hear all of the nuances from the loud and soft parts of the selection. Conversation was always in a normal voice.

As an entry-level diesel pusher, the 33 AA is going to be a winner in the Allegro RED series. It offers the big ticket items—rear engine diesel, air ride suspension, pass-through basement storage, big entertainment, stacked washer & dryer, and the full-size, all-electric residential refrigerator—at a price point that RVers are going to love. 

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### DEALER PROFILE *Continued from page 27*

David encourage the sales and service employees to take towables and motorhomes for weekend trips. “You can’t help an owner learn to deal with some of the challenges they encounter in camping if you don’t camp yourself,” Danny said. “We used to camp all the time when the kids were growing up. Now, Jody and I try to go on three or four trips a year.”

David and his wife, Heather, have two children: Allysa, 19 (studying nursing at Delta State), and Austin, 14.

All four families in the Davis clan (Bill included) live in a golf course community 18 miles south of their business in Hernando, Mississippi. “We play as often as we can and enjoy visiting back and forth between our homes in our golf carts,” Danny said.

Outdoor barbecuing long ago reached cult status in Memphis and the surrounding areas. On one occasion David and a friend were preparing a poolside barbecue feast at David’s house. The guests decided they should pack up their grill and

enter the barbecue cook-off competition at a local festival. They did quite well in the judging and decided to go big time into the competition circuit. Dana became David’s cook-off partner and they chose “Pork Me Baby” as their team name. After winning or placing high in several competitions, both David and Dana took classes at Tunica, Mississippi, to become certified judges. “You have to take an extensive test and pass it, and then successfully judge six different categories at a competition to gain your certification,” Dana said.

The twins are now full-fledged members of the Memphis Barbeque Network (MBN) and plan to continue entering competitions. One of their former competitors, John Wheeler, who championed many MBN competitions, finally got out of the circuit and opened the Memphis Barbeque Company. This writer, who tried a slab of ribs there in November, believes Danny Davis should be concerned about losing two key employees. 

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### TRAVELING WITH YOUR PETS *Continued from page 33*

percent decrease in pain. A decrease in lameness will also appear within the same period of time. Range of motion is increased by 50 percent in recent studies. Most research has shown that 99 percent of dogs show some type of improvement using stem cell therapy to alleviate pain and stimulate cartilage repair. You may want to consider this type of therapy for your pet with joint injuries or inflammation.

When humans have joint replacement, such as of the knee or hip, stem cell therapy has been used to stimulate cartilage repair and has had good outcomes. My wife has a friend who needed knee replacement but could not afford it since she did not have insurance to cover it. As an alternative treatment, she took stem cell therapy and within three to four weeks was walking much better with no pain present.

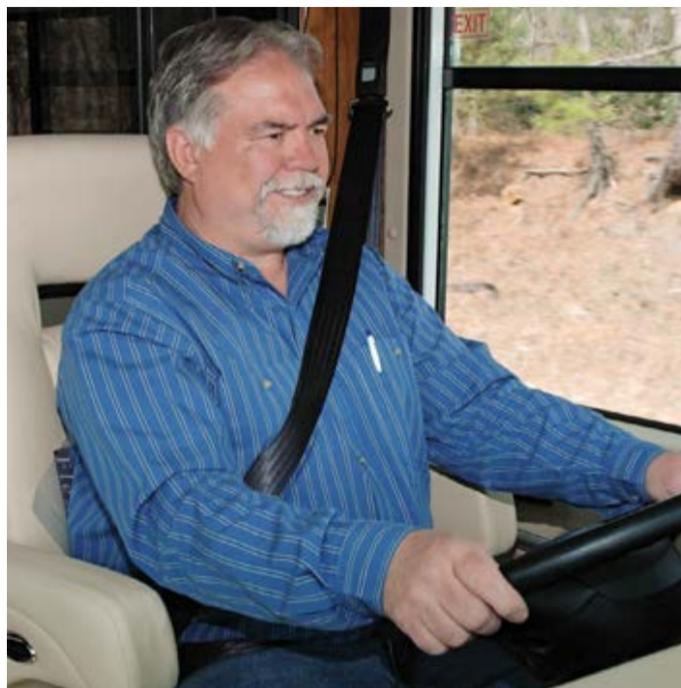
The treatment of arthritis today involves the use of steroids which does reduce pain and inflammation but only masks the problem. Use of steroids can cause a lot of undesirable side effects, including weight gain, increased appetite, thirst and sluggishness. Some dogs and cats also experience personality changes such as aggression. Non-steroidal products such as Meloxican also have side effects in addition to the fact that they must be continually administered. Cats are much more prone to suf-

fering the side effects of non-steroidal medication so stem cell therapy would be an especially good alternative choice for them.

The Food and Drug Administration has approved the use of stem cells for animals for the treatment of osteoarthritis and for tendon injuries. Research is being done on stem cell treatment for kidney and liver disease. Ongoing research on neurological problems is also looking hopeful. Nerves heal very slowly and if stem cells can decrease the healing time, this therapy would be a boon to the recovery from spinal cord injuries and disc disease.

The cost of stem cell therapy can range from \$2,000 to \$4,000 dollars, so treatment is not cheap. However, hip replacement can be four times as expensive. The cost includes surgery, processing, injection, and storage. The extra stem cells are stored by the lab that processes the fat in case your pet needs follow-up injections. Some animals have gone five years before needing further injections. The cost of follow-up injections is based on veterinary charges for injecting the cells, and would not be as expensive as when the initial collection of cells was made.

Stem cell therapy is another alternative to surgery. It is non-invasive and there have been no bad side effects. There are some animals with severe arthritis and fusion of joints that may not respond. Early treatment of conditions seems to be the key. 



### Inman's Answers

As the editor of "Serious Tech Talk," Danny Inman, 39-year veteran with Tiffin Motorhomes, invites your questions.

Please use the attached postcard and send Danny your questions about your motorhome and its operation, especially those questions that may be useful to all of our readers. If you need more space, address your letter to:

Danny Inman  
 Roughing It Smoothly  
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 Monroe, GA 30656-1738

Danny would also like to hear your ideas, suggestions, and innovations that would make our motorhomes more useful and functional. If you have a photograph to send, please put the postcard and photo in an envelope and send it to the same address. Please send a SASE if you would like for us to return your photographs, disk files, or manuscript.

For answers to urgent questions and problems, call the Parts and Service number at 256-356-0261.

#### Delayed Starter on 2012 Allegro Bus

We have returned recently from a 15,000 mile trip to Alaska. After we drive for a few hours and then stop, restarting the engine is difficult. When I turn the key to the ignition position, the lights come on but nothing happens. After two or three tries, the engine starts. A friend who is the manager of a Cummins Service Center says I have a relay issue, not a Cummins ignition issue.

Lazydays says this is "normal." We have an appointment at the factory in March 2013. Is there anything I can do now? By the way, having owned a Prevost in the past, your product is the best we have ever experienced!

Steve Hansen  
 The Villages, Florida

Dear Steve,

This type of problem could be caused with a loose connection on the relay or a loose ground. Until you have a chance to get to the factory and have this problem analyzed, try this routine. Before starting the engine, turn the ignition switch to the ON position and allow the computer to do its routine check in setting all of the programs. This should take five to ten seconds. Then turn the key to the START position and crank the engine.

#### Parking Brake Light on 1999 Allegro

When I pull the parking brake up, the yellow light stays on. Then the automatic red light comes on. Sometimes the RV will move. The coach is built on a Chevy chassis. Should I take it to Red Bay for service or the Chevrolet dealer in Montgomery? Will it hurt the motorhome to keep driving it?

Louis Berry  
 Montgomery, Alabama

Dear Louis,

The park brake system on the Chevy and Workhorse chassis is different from most automotive park systems on pickups and cars. The technicians at the Tiffin Service Center will probably be more familiar with the problems on that system than a Chevy dealer would be. On your unit, the park brake pull handle activates a hydraulic pump motor which in turn locks the brake on the drive shaft itself. If the brake is not putting resistance on the drive shaft, it will not hurt to drive the motorhome. Be extremely careful where you park and be sure the brake system is activated before you get out of the motorhome.

#### Rotating the Driver's Chair on 2006 Allegro

We have a 2006 Allegro 32BA. Other than the rattling noise created by the awning over the driver side slide-out, we are very happy with it. When we purchased it new, the advertising literature showed both the passenger's and driver's seats turned to face the living area. We can rotate the passenger's seat 180 degrees, but in our coach the steering column blocks the rota-

tion of the driver's seat. Is it really possible to somehow turn the driver's seat around?

Charles & Mary Pirtle  
 Diamond, Ohio

Dear Charles & Mary,

With most units you are able to turn the driver and passenger seat a full 180 degrees. Sometimes it is a bit of a puzzle to get the driver seat turned around. By swiveling the chair, moving it forward/backward, changing the angle of the back, and flipping the armrest up, you should get a full rotation.

#### Water Around the Refrigerator

We love our Phaeton. We have been to California, Camp Pendleton, and stayed in WalMart parking lots as we traveled across this great country from Pennsylvania to California. We also love the Eastern Shore in Maryland, Delaware, and Virginia, and our state parks. My problem is this: where is all the water coming from around the fridge? I told my husband, "You know, we really should take the time to read the owner's manual!"

Kay Long  
 Lewisburg, Pennsylvania

Dear Kay,

Assuming you have a residential refrigerator, the unit periodically drains into a pan that serves as an evaporator. Most likely, the line from the refrigerator that takes care of the condensation from the automatic defroster is clogged and the water is draining from that point above the line onto your floor. See page 58, "Vinegar Dissolved the Problem," to keep your drain line open.

#### Installing Exhaust Brake on 2011 Breeze

We have a 2011 Allegro Breeze 28BR. I noticed the new Breeze has an exhaust brake as standard equipment. Can an exhaust brake be installed in my Breeze and, if so, what is the approximate cost?

John Butler  
 Melbourne Beach, Florida

Dear John,

When Navistar redesigned the engine with the new emissions system, they also added the exhaust brake. It first became available on our 2013 Breeze. As far as we know, there is no aftermarket exhaust brake available for the years 2011 and 2012.

#### Oxidation Remover Not Compatible with Diamond Shield

I have created a nasty situation on the front cap of my coach. I bought a product called Wipe Out Oxidation Remover to remove bugs from the Diamond Shield protection film. Unfortunately, it created a cloudy haze that I could not remove. I called the manufacturer and was told the product is not compatible with Diamond Shield. During a recent visit to Red Bay, Barry

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(a Diamond Shield employee) introduced me to Novus 2 to remove the haze. It is sold primarily to remove fine scratches. "Wipe lightly and wipe until dry." However, it is taking several applications to restore the Diamond Shield glow.

I have been working on my coach for two hours a day over the last three weeks and I am not close to being finished. If you will warn Tiffin owners that this product is not compatible with Diamond Shield, you will save a lot of grief. I'm paying the price for my ignorance.

Herschel Anservitz  
Winchester, Kentucky

Dear Herschel,  
Thanks for relating your adverse experience. We hope it will prevent others from making the same mistake.

**Electrical Draw Constant at 10 Amps**

I own a 2008 Allegro Bus 40QRP with a PowerGlide chassis. I have an issue with an electrical draw constant at 10 amps. I have narrowed it down to GFI circuit #1. I hear a knocking or clicking noise under our Sleep Number bed when I open and close the GFI circuit breaker. Any ideas?

Doug Hall  
Edmonds, Washington

Dear Doug,  
Your power draw is probably coming from the Cummins engine block pre-heater receptacle which is located in the outside compartment underneath the bed. The clicking noise is from a relay that activates the heater which is controlled from the switch to the left of the driver's seat and is labeled ENGINE PREHEAT. This switch should stay in the OFF position until engine heat is needed.

**Two Convenience Modifications**

We have a 2012 Phaeton 40QBH. Would it be possible for Tiffin to put an indicator device in the utility cabinet to show how much water is in the black tank when you are flushing it out?

It would be nice to have a backlight on

the thermostats. It is very annoying to the person sleeping when someone turns the light on to adjust the thermostat.

Dan Harvey  
Clinton, Tennessee

Dear Dan,  
We appreciate your suggestions and will pass this along to engineering to see if these modifications can be added.

**1988 Allegro Has Rattle in Bunk Over Driver's Chair**

I have a 1988 Allegro with a bunk over the driver's chair. There is an annoying rattle in the spring box. I do not know how to get into the steel box to eliminate the rattle. Please advise. We are so happy with the service we have gotten from our Allegro through the years. Thanks.

Jim & Jane Vess  
Burlington, North Carolina

Dear Jim & Jane,  
To get to the interior of the box, it will have to be removed from the wall. This will be a two-person job. Keep in mind that this box is spring loaded and the spring arms must be secured before the bunk is removed from the hangers. There are 12 to 15 screws that hold the box to the wall. (Be very careful when removing the box.) Then you can look for the rattle.

**Electrical Problems in 2005 Allegro 31DA**

I have a 2005 Allegro 31DA. After a recent oil change, the tech informed me that my emergency hazard lights did not work. The bulbs and fuses are OK. The turn signals work. I looked for a relay but could not find one that affected it. Is there a relay involved? If so, what is its location?

Also, my windshield wipers only work in the fast mode, the intermittent speeds no longer work. Could the two problems be related? Should the wiring on the steering column be checked? I am anxiously awaiting your answer.

Everett Fernandez  
Augusta, Georgia

Dear Everett,  
The wiper control module board is about three inches square and the flasher-turn signal is about one inch square. Both are located down low on the inside firewall behind the steering column. Check for bad connections or loose wiring. If the wiring looks okay on the flasher-turn signal board, then change the relay. If tightening the wiring did not correct the wiper control module board, then you should take the coach to a Ford service center to have it checked or replaced.

**High Frequency Warning Tones Easily Missed**

During a stop in our new Breeze, my wife asked, "What's that beeping?" I had forgotten to set the air brake. Like many "mature" adults, I have significant hearing loss in high frequency tones. Yes, there is a warning light on the dash, but seeing it can easily be blocked by the steering wheel. I suggest a lower frequency beeper. It could be a big help to many of your owners.

James P. Garriss  
Poquoson, Virginia

Dear James,  
I am very sympathetic to your suggestion because I have a similar hearing loss. We will check into this to see if our supplier can come up with a lower frequency beeper.

**Brake Pedal Too Close to the Accelerator on 2011 Allegro**

I own a 2011 Allegro Open Road. With my size 14 shoe, I often hit the brake pedal and the accelerator at the same time. Would it be possible to increase the separation between the brake pedal and the accelerator?

Fred M. Hicks  
Springfield, Illinois

Dear Fred,  
The chassis manufacturer (Ford) will not allow us to modify or make any changes to their chassis and its mechanical systems. If we did, it would void warranties.

Your question should be addressed to Ford Motor Company through your Ford service supplier. You could also check with a company that makes handicap accessible modifications to see if they have a Ford approved alteration.

**Turn Signal Blinks/Peeps for No Apparent Reason**

I have a 2010 Allegro RED 36QSA. Occasionally, with no key in the ignition, the left turn signal light on the dash blinks and peeps for several minutes. The actual exterior signal light is off and not blinking. If I turn the ignition to "accessory" or start the engine, the blinking and peeping stops. If I remove the key, the unusual blinking and peeping starts again. What is going on here?

Richard Mock  
Winston-Salem, North Carolina

Dear Richard,  
On the Freightliner chassis, the turn signals are controlled by a headlight modular control board. This board will be located behind the lower center drawer of the dash or, in later models, located outside in the left front compartment under the driver's seat. Once you find the board, unplug the wiring harness and allow it to set for 15-20 seconds and then reconnect. Most of the time this will solve any of your light-associated problems. If not, the next step is to check the ground lug where the main ground for the chassis goes through the front firewall. This will be located underneath the dash on the outside and above the generator. Hopefully, one of these repairs will take care of the problem.

**Checking Water Tank After Several Months Storage**

I have a 2006 Allegro Bay 37QDB. Sometimes our motorhome is in storage for three to four months. I drain the fresh water tank before storage. What can I do to be sure the water is safe to drink when I refill the tank for a trip? I also have a

mice problem. I was told the mice are getting in where the water pipe comes up through the floor. How do I get to that area to seal the hole?

William R. Lone, Jr.  
Silver Spring, Maryland

Dear William,  
The best way to sanitize the water system is to take the water filter cartridge out of the filter case and pour one-half cup of chlorine bleach and one-half cup of distilled white vinegar into your filter case and install it. Then hook up your hose and run water into your tank fill connection. This should put the added fluids into the tank. Run about 10 gallons of water. Drive the unit around to slosh the water all over the inside of the tank. Then drain and reflush the system with fresh water.

In regard to your question about mice, see the solutions offered on page 64.

**Using Our Allegro in Texas Permanently**

We have a 2011 Allegro Open Road with the V10 Triton engine. We love it. We go to Texas each Winter. Rather than driving it back and forth between Ontario and South Texas, we are thinking of leaving it in Texas all year. We have a parking place under roof. What should we do to the unit to maintain its viability over the long haul? It will only be driven a few miles each year. I am especially concerned about the problem of gas left in the tank.

Bruce Hunter  
Guelph, Ontario, Canada

Dear Bruce,  
When you leave for Ontario in the Spring, be sure to add a fuel stabilizer to your fuel tank. Then you should run the generator to be certain the fuel stabilizer additive is also in the generator's fuel system. Fully charge and then disconnect both the

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house and chassis batteries. Drain and clean your wet tanks. Turn off the LP gas. Cover the tires to prevent cracking and dry rot. Leave the refrigerator door open.

**Basement Doors Slipping Off Hinge on 1999 Allegro Bay**

I have a 34-ft. 1999 Allegro Bay. My biggest problem with the coach is the basement doors coming off their hinges, some part way and some all of the way. I would like to know what can be done to stop this.

D. E. Cote  
Canyon Lake, Texas

Dear D. E.,  
The opening in the upper part of the hinge has become too wide. The best way to reduce the size of the opening is to take a one-foot length of 2 x 4 wood and gently tap it with a hammer while sliding the block across the hinge. Be careful not to strike it too hard and bend it in too much. You should close up the hinge enough to make it retain the lower part of the hinge sticking up from the door itself.

**Water Tank Too Small for Dry Camping**

We have a 2008 Allegro Bay 34-ft. FRED. It has a 53-gal. fresh water tank. Is there any way to install a larger water tank or add one that can be connected to the 53-gal. tank? We do a lot of dry camping and usually run out of water.

Mary Ann Gregg  
Placerville, California

Dear Mary Ann,  
It will be difficult to find a replacement tank that fits into the same space as the original tank. A simple solution will be to add a water tank in one of your storage locations and install a transfer pump to move the water over to your original tank as needed.

**Vinegar Dissolved the Problem**

An owner described the problem of water seeping from the refrigerator onto the floor and ice building up in the freezer. We have a 2007 Phaeton that had the

same problem. A technician at Camping World "solved" our problem. The drain tube was thoroughly cleaned. Then I was told to pour two tablespoons of vinegar into the interior drain each week. The vinegar dissolves any calcium buildup. An easy fix! Hope this works for other owners with the same problem.

Jeanne Koaler  
Fairbanks, Alaska

Dear Jeanne,  
Many thanks for sharing how your problem was solved, resolved, and dissolved. I feel sure this will help other owners with the same problem.

**A Source for Used Tow Cars**

First, do you have a source for used tow cars, ready to tow? Is there a website that caters to that? Second, every time I plug my 2006 Allegro Bay 38-ft triple slide into 110v shore power, it trips the breaker. It does not matter where I am (home, my parent's home, storage facility). I have made sure the 12v toggle switch inside the coach is turned off. Where would I begin to look for this problem? Thanks.

Jeff & Heather Watkins  
Mandeville, Louisiana

Dear Jeff & Heather,  
We are unaware of any website for buying/selling used tow vehicles. Not knowing what amp breaker is servicing the plug where you are connecting, or what other draw could be on that circuit, we are only guessing about what is causing your problem. Here are some possibilities. Keep in mind that when you plug into 110v power, the charger-converter which charges the batteries on the motorhome are still active even with the 12v disconnect OFF. If the batteries are low, this converter can pull several amps of power. The best way to determine what is causing the problem is to turn all of the 110v breakers in the motorhome OFF, and then turn them ON one at a time to see which source is causing the breaker to trip. Make sure the electric side of your

water heater and refrigerator are OFF and your converter is charged. It will be better if you are using a circuit with a 20-amp breaker to run the motorhome from limited shore power.

**Door Panels Turning Green**

We own a 2009 Phaeton 36QSH and this is our third Tiffin product. On the inside of the front door, the leather panels are covered with green spots. I removed the access panel to the door locks and it looks like TMH used a green color glue on the panels. What can I do to repair these panels short of replacing the entire door?

John F. Werner  
Grand Bay, Alabama

Dear John,  
We have used glue with green and red colors, but we were not aware the color was bleeding through to the exterior vinyl. The vinyl covered panels can be exchanged or recovered without removing the exterior door.

**Jack Won't Stay Up**

I have a 2003 Allegro Bay 36-ft. I have an ongoing problem with the right rear leveler jack. I purchased this motorhome new from Lazydays. When traveling, the jack drops down just enough to set off the alarm. I then have to stop and push the jack back up with a shovel and planks. Several techs have looked at the problem, but none have come up with a solution. Help!

Henry Almquist  
Burlington, Massachusetts

Dear Henry,  
Based on the age of your motorhome, the service centers you have consulted must have tried several things to repair the jack. If the jack itself is not faulty, then the solenoids and relays that control the flow of hydraulic fluid in/out of the jack may be faulty. It is a process of elimination tracking down where the problem is located.

**Pinging Noise in the Ceiling**

I know exactly what Ronald & Ann Sims

are talking about concerning the pinging noise heard in the ceiling of their Allegro Bay. I have a 2008 Phaeton and I, too, hear the pinging noise throughout the coach. The noise is heard when the coach is parked and sounds like a spring or relay of some sort. Can you help?

Paul Redden  
Chula Vista, California

Dear Paul,  
I have talked to two of our engineers and several of the technicians in the Service Center. This is a question that we have not been able to answer, but there are several theories. The only electronic relays are in the air conditioner. Some think it could be the expansion of the components in the roof: steel, aluminum, and wood. We have not been able to duplicate this prob-

lem consistently. Hopefully in the future, we will discover the source of the pinging. But right now, we don't have the answer.

**2009 Allegro 30 DA's Heat Thermostat**

We have a 2009 Allegro 30DA. It has two heat and AC controls: one in the bedroom and one above the door steps. Both controls show heat and AC settings. Do I understand correctly that I can set the heater's thermostat only from the control above the steps? The control in the bedroom only works for the AC. My husband and I argue over who has to get up on cold mornings and turn up the heat!

Cheryl Curtin  
Escondido, California

Dear Cheryl,  
If the unit is equipped with only one fur-

nace, the thermostat in the front controls the furnace and the front air conditioner. The rear thermostat only controls the rear air conditioner, and not the furnace. Sorry for the inconvenience.

**Could You Offer a Camp Tiffin?**

We are the happy owners of a 2010 Allegro RED. We have been to Red Bay several times and have thoroughly enjoyed each visit. The staff at Tiffin is outstanding in the service they provide and the friendly attitude they demonstrate. I recently attended Camp Freightliner in Gaffney, South Carolina. It was a wonderful two-day experience well worth the minimal charge to attend. I would love to attend a similar program put on by Tiffin regarding the components of the coach. Based on the en-

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thusiasm I saw at Camp Freightliner, I am confident other Tiffin owners would be interested in such a program. I just finished my third annual nerve racking winterizing experience on the RED. I find the instruction for winterizing in the owner's manual to be very confusing! I could use a two-day seminar on the icemaker alone.

Ben Whittemore

Charles Town, West Virginia

Dear Ben,  
We have discussed offering seminars here at the factory. However, Red Bay is a very small town and our service center is always busy. There is no location for 200 extra motorhomes that might come for the seminar. We appreciate your suggestion, but logistically it would not work here in Red Bay.

**Heat Thermostat Location on Running the Generator 24/7**

We have a 2011 Allegro Open Road. I am on oxygen 24/7 and would like to know if we can run the generator all night long. I had an inverter installed so I can run my oxygen concentrator while driving and would like to use it if we dry camp. Also, is there a kit of LED bulbs for the ceiling lights. The lights put out over 140 degrees. It is difficult to cool the motorhome in hot places like Arizona. We love our Allegro, especially the big shower. Thanks for your help.

Dawn Schneider

Mountain Home, Idaho

Dear Dawn,  
The generator is capable of running 24/7 when needed. Be sure to follow the manual for service based on hours of operation, and check the oil regularly. There is a replacement LED bulb kit for your ceiling lights. One source is Triple HHH Electronics located in Red Bay.

**Owner Likes New Faucet in 2013 Breeze**

We purchased our 2012 Allegro Breeze 32 BR in March 2012. We love it except for the bathroom faucet. The cabinet above

the sink sticks out too far and the faucet is too high, making it difficult for one to get his/her head over the sink. How do we get the "contemporary faucet" for the vanity sink in the 2013 Breeze which is shown in the Fall 2012 issue of *Roughing It Smoothly* (9:4) on page 35?

Bob & Mary Walker

Payson, Arizona

Dear Bob & Mary,  
The 2013 faucet can be ordered from the Tiffin Service Center. The subject about the depth of the cabinet has been mentioned by other owners. If we moved the front of the cabinet back two or three inches, you would have to give up most of your storage space.

**Solution to Unexplained Vibration**

In your last issue, Don Powell wrote that he had an alarming vibration in his 2004 Allegro 32BA at speeds of 50 to 60 mph. This is exactly a problem Carol and I experienced on taking delivery of our new Tiffin. In addition, after approximately 3,000 miles, I could see an unusual and damaging wear pattern starting in the tread of the front tires. As Danny Inman suggested, I had all the tires re-balanced and the front end aligned. This did not correct or reduce the vibration. I then contacted a friend who is a truck mechanic and described the problem. He is seeing this problem on new truck chassis. He said it is due to an imbalance of the rotating mass of the wheel hub and brake rotor. What? How do you fix this? I asked. He said that some years ago as this problem began to escalate in his fleet of trucks (due to the cost cutting measures of chassis manufacturers, according to him), he started installing what is called Active Wheel Balancers (AWB) on all his trucks. This cured the problem in all but the worst situations. I then ordered and installed a set of AWBs on the front of our Tiffin. On the next trip, I could not believe the difference. It was not the same motorhome. The vibration was completely gone, the

RV was a joy to drive, the ride was vastly improved, and the unusual tire wearing stopped completely. Now a true believer, I then installed a set on the rear duals. The issue in the back we had dismissed as "road noise" completely disappeared. I got my AWBs from Balance Masters. Finally, many thanks to you, Danny, and to Tiffin Motorhomes for the "Serious Tech Talk" column which is helping Tiffin owners make an already great RV even better.

John Johnk

Lakeville, Minnesota

Dear John,  
Thank you relating your experience with the Automatic Wheel Balancer and for your kind remark about STT.

**Utility Service Door and Post is Loose**

I have a 2010 Allegro 35QBA on a Workhorse chassis. Recently, when I opened the utility service door, the hinge and post came off of the door. I looked at the other storage doors and all had rivets holding the inside door skin to the frame. The utility service door did not have any rivets. Nothing else held this post. I put rivets around the inside of the door, but the hinge post still seems loose. What held this post in place for two years? How can I repair it?

Sloan Trigg

Richton, Mississippi

Dear Sloan,  
The utility service door failed to get pot-riveted on several units. We will take care of this problem if the unit is brought to the Red Bay service center, or we can ship the door to the owner and he will have to pay for the labor to get the job completed.

**Finding the Cause of Sewer Odor in 2010 Phaeton**

This summer we began experiencing occasionally bad sewer odors in our 2010 Phaeton 40QTH. We had the seal on the toilet checked. It was okay. There was no apparent reason for the odor. When I flushed the black tank, I noticed the

cap covering the hose connection for the tank wash system did not seal tightly. I replaced it with a good hose shut-off and the odors ended. I guess air was getting in through the original rubber cap.

Clark Wadlow

The Plains, Virginia

Dear Clark,  
I hope the hose shut-off did solve the odor problem. However, because of the way water enters through the sprayers inside the black tank, there should not be a way for bad odor to come back out through the entrance port where water goes in at the utility bay panel. If your "fix" does not continue to solve the odor problem, please let us know and we will attack it from another angle.

**Draining Fresh Water Tank on 1990 Allegro**

Please tell me how to drain the freshwater tank in a 1990 Allegro Open Road. What are the possible causes for loss of water pressure? Can I purchase a manual for this motorhome? Thanks for your help.

Opal Bennett

Tallahassee, Florida

Dear Opal,  
The owner's manual can be purchased through the Tiffin Parts Department. On the 1990 Allegro, your fresh water tank should be located under the bed. At one end of the tank, there should be a line with a petcock valve that can be opened to let water drain out underneath the motorhome.

**Closing Holes for Washer-Dryer Prep**

After we selected several options, we had Tiffin build a 2008 Phaeton for us. During the last trip to Dandy, we noticed a large amount of dust coming up into the closet which was designed and prepped for the stacked washer-dryer. There are two or three large openings in the back side of the closet which, I am told, were put there in case the owner wanted to install the washer-dryer later. Since we are not interested in the washer-dryer, please tell us the

most effective way to permanently block these holes to keep the dust out.

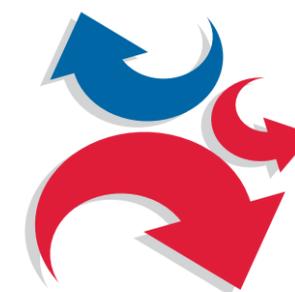
James Rodgers

Fultondale, AL 35068

Dear James,  
Depending on the location of the holes, if possible it is always better to go under-

neath and seal the holes from the bottom side of the motorhome. You should use a silicon sealant or an expandable foam insulation. If you cannot get to the holes underneath, go inside and seal the openings with an expandable foam insulation. Be sure to cover the area around the hole

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to protect surrounding areas from over-spray of the insulation.

**Add Insulation to the Breeze's Engine Compartment**

The bed and the drawers under the bed around the engine compartment in our 2012 Allegro Breeze get very hot after traveling. Even after running the AC all night, we can still feel the heat in those areas. Is there any way to add insulation around the engine box to reduce the heat in the bedroom?

Sally Lusk  
Ypsilanti, Michigan

Dear Sally,  
Adding insulation under the motorhome floor and above the engine is not possible. You could remove the bed board and put an insulation blanket around the engine box from the inside.

**Inverter Problem on 2007 Allegro 30DA**

I have a 2007 Allegro 30DA on a Ford chassis. Since the motorhome was new, the circuit breaker for the inverter trips infrequently. The inverter was checked in Red Bay and replaced.

However, the problem continues with the C/B tripping occasionally. I have not been able to identify any common conditions that would affect the inverter. I have tightened all the connectors I can find and also replaced the C/B and cannot isolate the cause. Any suggestions?

Chet Harrison  
Snow Hill, North Carolina

Dear Chet,  
On the 2007 Allegro there should not have been a factory-installed inverter. We did install a converter which is basically a battery charger that, once you connect to 110v shore power or run your generator, will charge your house batteries. With the converter itself being replaced and you replacing the breaker, it points to a loose connection somewhere. With the power disconnected, pull the cover off the 110v electrical box and check the neutral wire

and also the ground in the box. If nothing is found loose there, go to the plug where the converter is plugged in. Take it apart and make sure all connections are tight. If the breaker is a 15-amp, you can change it to a 20-amp and be okay with the 12/2 wiring we use in the unit.

**Moving Sofa Closer to the Wall?**

There is approximately seven inches of space between the back of the sofa and the slide-out wall on our 2007 Phaeton 35DH. The sofa does not require this space when converted to a bed. Is it possible to move the sofa closer to the wall?

Robert Brown  
Lakeville, Minnesota

Dear Robert,  
Yes, you can move it closer to the wall. Remove the screws into the floor, slide the bed back to the position you want, and reset the screws into the floor.

**Moving the Fill Spout for 2006 Allegro Bay**

I have a 2006 Allegro Bay 34-ft. (gas) motorhome with the fill spout in the rear. This makes it very difficult to find a fueling station. I have seen a similar motorhome with the gas fill spout just in front of the rear brake light on the driver's side. Is it possible to do a retrofit to the side of the motorhome?

Arthur Haynes  
Georgetown, Texas

Dear Arthur,  
Moving the fill spout to a side location cannot be recommended, especially if the rerouting had to go through the interior of the motorhome. There could be an issue with fumes and leaks.

**Burglar Alarm for Motorhomes**

I have a 2010 Phaeton. Can you offer information for an aftermarket burglar alarm system? A resetting alarm would help deter a repeated effort to break into our coach. I think it should be electric with battery backup. This would be a great optional

feature for future Tiffin motorhomes.

Richard E. Frechette  
West Palm Beach, Florida

Dear Richard,  
Aftermarket burglar alarm systems are available, but we are not familiar with any particular brands that we can recommend.

**Aqua-Hot Thermostat with Lower Setting for Storage**

We have a 2011 Allegro Bus 43 QBP with an Aqua-Hot heating system. The Aqua-Hot thermostat appears to be a mercury type and is very inconsistent in its setting. It does not have a setting below 50 degrees. During the winter months, we frequently leave the coach connected to shore power but we would prefer a lower thermostat setting to conserve fuel—electric or diesel.

We would like to replace the thermostat with a more accurate digital unit. Can you please recommend a good quality, compatible thermostat? If not, could you supply us with the applicable specifications to allow us to search for a replacement? Thanks.

Brian K. Ramey  
Laurel, Delaware

Dear Brian,  
With the thermostat having to control the AC, heat pump, and then automatically engage the Aqua-Hot system, there are not many choices. The thermostat we use is supplied by the AC manufacturer who has modified it to control a gas furnace or the Aqua-Hot system.

**Unaware of Tires' Age**

I can sympathize with Sheila Miller. We have a 2001 Allegro 33-ft. coach. On our first trip this year, we were driving south on I-5 when the front left tire blew out—actually, it shredded. It was a horrifying experience that almost put us in the median ditch. I did not realize that our tires were original equipment and 11 years old. The blowout took out the hydraulics for the leveling jacks, a major electrical

circuit, my windshield washer tank, and some of the fender. After three months in the shop, the repair bill was \$3,000, plus six new tires. There should be an inner wheel well to protect all of the equipment that was destroyed. Other than that, we love our Allegro.

Bruce Wilson  
Myrtle Creek, Oregon

Dear Bruce,  
In most cases on motorhomes, time will take its toll on a tire before road mileage wears it out. Most tire manufacturers recommend that a tire be replaced if it is 10 years old. After a tire is five years old, it should be checked by a professional for dry rot, cracking, and uneven wear.

**Odor Problem in Motorhome's Water**

I have an ongoing problem in my 2009 Allegro Bus 40QXP. We are getting an

objectionable odor when we run water in the lavatory or sink. The cubes from the icemaker smell and taste so bad we have shut it off. After allowing the water to run for a while and drain out of the coach, the odor dissipates. But after turning the water off for a while, and then back on, the odor returns. This happens whether we are connected to a fresh water source or using water in the fresh water tank.

I have replaced the filter and added a second filter and replaced the fresh water hose, but the problem persists. The odor is very unpleasant, like a cross between the smell of stale grey water and the black slurry. We had both tanks cleaned and have flushed out the water system.

Short of trading in the coach, what can we do to get rid of the odor? The original owner had the coach for 11 months and said he did not have the problem. The

problem has been getting worse since we have owned the coach. HELP!!

Charles Benoit  
Pensacola, Florida

Dear Charles,  
I suggest that you visit your city water department and enlist the help of a certified water biologist who can test for bacteria and microorganisms in the coach's water system. Testing should determine a plan of action to eliminate any bacteria and/or microorganisms that have infected your system.

**Purple Tint on Panasonic TV Screens**

In our 2012 Allegro Bus, the screens in our Panasonic televisions occasionally have a purple tint when we turn them on. I am certain the problem is not related to the Panasonic television itself since it happens sporadically on all three units,

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but not at the same time. None of the settings on the televisions or the DirecTV receiver will remove the purple tint. The only way we can get the televisions back to normal colors is to disconnect and reconnect the televisions' power cords. We are hoping there is a "fix" for this problem other than disconnecting and reconnecting the power cords.

Rex Gooch  
Parker, Colorado

Dear Rex,

This is most likely caused by some type of power interruption — either by a high or low voltage spike. This could be caused by your general power source or possibly by a loose ground at the inverter. On the front of the inverter there will be a ground lug that grounds the inverter to the chassis. Be sure both of the connections are tight and making a good ground. Most of the time this will clear up your problem.

### Automotive AC Problem on 1985 Allegro 32RSD

For the last few years we have had problems with the automotive air conditioner. Before leaving on our second trip to Alaska (May 17 – Sept. 6, 2012), we did an overhaul of the system which included a new compressor and condenser. During this process, the dash controls that operate the heater/air conditioner system got crossed up. The folks who worked on the unit could not get it back together correctly.

Is the pushbutton controller in the dash a Chevy-Delco product, or is it an Allegro-supplied unit? It is a pushbutton unit with a slider for the heat control and a switch for the fan speed. The pushbuttons (via vacuum) control air flow flaps in the heater ducts and switches on the compressor and fan speeds. There are four small vacuum lines that go into a soft rubber block that plugs into the rear of the control unit. This small rubber block has rotted away and will not hold the lines or control the vacuum. There

are four small lines: blue, black, white, and red. I need a diagram showing the positions that these lines are supposed to go onto the dash control. I have found that model airplane fuel hoses will adapt to the vacuum lines and the dash control module, but I need the order they plug on to it. We would appreciate any help with part numbers or a diagram with the plug-in order. We spent \$2,000 for repairs on this unit and it never worked on the whole Alaska trip. We also traveled in California, Nevada, and Utah where we really could have used it. Thanks for your help.

Donald McDougall  
Vernon, Connecticut

Dear Donald,

The system on your motorhome was used by Tiffin from the mid-seventies to the early nineties. Unfortunately, the manufacturer of this system went out of business in the late 1990s. You should have five vacuum lines coming off the back of the system. There will be numbers on the control board where the vacuum hoses connect. #1 (blue) goes to the fresh air return door; #2 (green) goes to a vacuum pod that controls whether you choose the defrost or floor outlets; #3 (white) goes to the top of the same solenoid; #4 (red) goes to the vacuum pod for the fresh air vent; #5 (black) goes to a round vacuum pod that pulls vacuum directly from the engine. We have the schematics on file and I will mail a copy to you for a visual clarification.

### Wiper Arms Rub Holes on Windshield Washer Hoses

Just before "breaking camp" on our last trip, I noticed that the windshield was dirty and decided to wash it before leaving. When I turned on the windshield wiper-washers, I noticed water squirting out of the front cap. A hole had developed in each of the water tubes right where they slip onto the fitting at the wipers. Checking closer, I could see that the wiper arm was rubbing on the hose

with every cycle, thus causing a hole in the tubes. I patched the holes with good ole duct tape. I am guessing by now TMH has corrected this minor design flaw.

Bruce Wharram  
Sylvania, Ohio

Dear Bruce,

This is a problem we have occasionally. If you examine the wiper locations on several different Tiffin models, you will see they are not all the same. We try to position the washer hoses to prevent them from touching the wiper arms.

### Keeping Mice Out of Your Coach

**(1)** Regarding Jerry Rockmart's mice problem (9:3, p68): "Our mice" nested in front of the AC tubes under the dash. What a mess to clean out of a new Allegro Bus — and the stench! Using a UV light I found their entrance: the flexible port in the hose bay where the fresh water hose passes through. I capped this and ended the problem until I could finish a mouse proof Steelmaster building. A molded cap would be great. It is too open without a hose in it.

Rick Larsen  
Cookeville, Tennessee

**(2)** I have written before about the RVer's dilemma: mice in my motorhome. Now I think I may have a solution. I see that their favorite place to get into my coach is under the bathroom sink. I put mesh hardware cloth inside and around the hole where the plumbing comes through the floor and used wire to secure it.

Mary Tichenor  
Altoona, Wisconsin

**(3)** When the toilet was installed, a major gap in the floor was left around the plumbing pipes. We plugged the gap with foam caulking and ended our mouse problem.

Judy Martin  
Athens, Michigan

Dear Rick, Mary, and Judy,  
Thanks for all of your suggestions.



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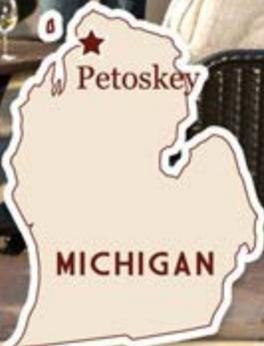


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