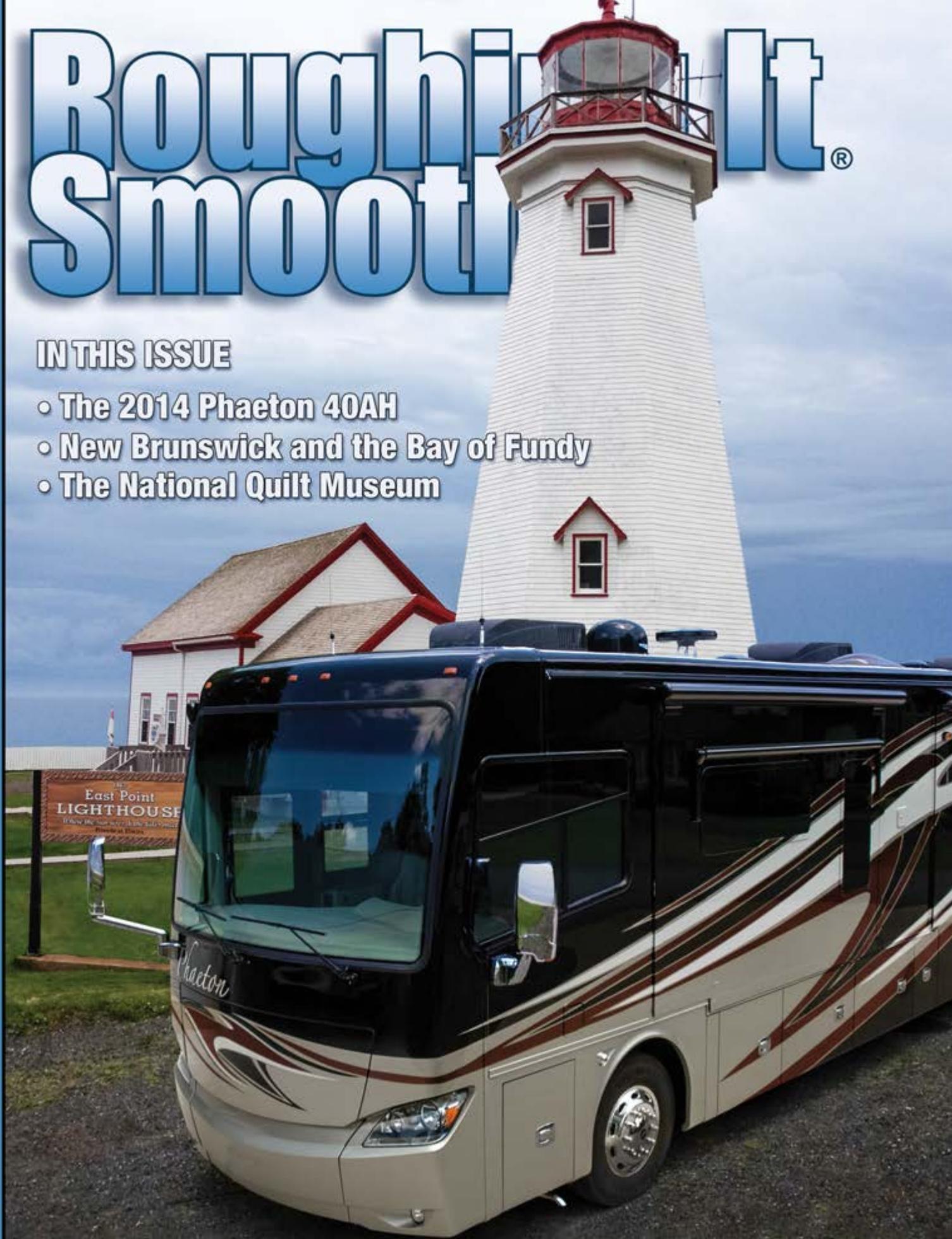


# Rough It Smooth It<sup>®</sup>

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- The 2014 Phaeton 40AH
- New Brunswick and the Bay of Fundy
- The National Quilt Museum



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# Roughing It Smoothly®

July 2014

Volume 11, Number 3

*Roughing It Smoothly*® magazine is published four times a year by Book Production Resources for Tiffin Motorhomes, Inc., 105 2nd Street NW, Red Bay, Alabama 35582. BPR offices are located at 1403 Cedar Point Way, Monroe, GA 30656. Printed in the United States of America. Periodical Postage Paid at Pewaukee, WI.

**Postmaster: Send all changes of address to Book Production Resources  
1403 Cedar Point Way  
Monroe, GA 30656.**

This issue of *Roughing It Smoothly*® has a printed distribution of approximately 22,000 copies, an online distribution of 40,000 copies, and a dealer distribution of 12,000 copies. It was printed by Quad Graphics, Inc., N63 W23075 State Hwy. 74, Sussex, WI 53089.

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**Publisher,** Book Production Resources  
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## Reading *Roughing It Smoothly* online or receiving the magazine by USPS

After spending a year making the transition, two-thirds of the subscribers to *Roughing It Smoothly* are now reading the magazine online. That fact attests to the transient lifestyle of our owners. But why should we be surprised? That's why you bought your motorhomes! At any time in the future, you are welcome to change your mind and start receiving the printed version.

In each issue you will still find two cards for sending information to the editorial office in Monroe, Georgia. Using the "From the Road" card, we invite you to tell fellow Tiffin coach owners about your experiences and the special places you have discovered in your travels. If the card is not large enough, please type a whole page double-spaced, and mail it to Fred Thompson, Book Production Resources, P.O. Box 1150, Monroe, GA 30655-1150. Be sure to include your name and address, phone number, and email address in case we need to edit or ask for more information. Color prints are welcome and we will use them if we have the space. You can also send your "From the Road" contribution by email to fredthompson1941@hotmail.com And that will allow you to attach images. Images should be at least one megabyte in size. On the subject line of the email, please write FROM THE ROAD. We do not open emails without subject lines.

### Change of Address

Please use a standard change of address card from USPS and send to *Roughing It Smoothly*, PO Box 1150, Monroe, GA 30655-1150. You may also change your address online by sending your email to 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.**

### 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 **If you need an immediate answer to a service problem, you should call 256-356-0261.**

### New Subscribers

If you have just purchased a new Tiffin motorhome, your name will be added to our mailing list automatically. 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 1150, Monroe, GA 30655-1150.

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The Fundy Trail Parkway near St. Martins, New Brunswick, in 2013 opened previously unreachable areas of the Bay of Fundy coastline. *See story on page 26.*



## Why People Buy Motorhomes

by Bob Tiffin

Many large corporations spend millions in market research to determine what motivates the public to buy their products. Then they spend millions more to develop new products and to enhance their existing product lines to fall in line with their research.

At Tiffin Motorhomes we do not spend millions on market research. We *listen* to what our customers and future owners tell us. We listen when they visit the Tiffin Service Center and when we have the opportunity to talk with them at all of the major shows throughout the year.

Throughout my career here at TMH, my “open door” policy has given me the opportunity to listen to owners who are using our motorhomes every day. While I am attending promotional events at our dealerships, owners give me priceless information about what will best serve their needs for motorhome travel and camping. And I have to admit, I really enjoy hearing about their experiences out there RVing in this great country.

In 42 years of listening, I have found that after a couple has decided they want to purchase a motorhome and have established their price point, 80 percent make a decision to buy a particular unit based on the floorplan. This controlling factor is extremely important to Tiffin Motorhomes. We spend many hours here at the plant studying what you have said about the kind of camping and RVing *you* want to do. And then we do our best to translate that into the floorplans that will meet your needs and expectations.

The factors that bring each of us to the RV lifestyle are very interesting. Grandparents many times plant the seed for our future business. I can think of several situations where we have sold motorhomes to three generations of the same family. I have heard the story from both ends. Sometimes the owners are the grandchildren and they relate wonderful stories about how their grandparents introduced camping to their parents and to them, and in turn how their parents taught them to love the outdoors as well.

But many RVers do not buy motorhomes because they want to get into the great outdoors to hike, fish, and sit around a campfire. These owners buy their motorhomes to attend events: college and professional football games, horse racing, NASCAR, RV rallies, and the like. They love the RV lifestyle and we aim



to build motorhomes that provide the accommodations and luxury they enjoy at these upscale events.

Some of our good customers take a completely different approach. They fall in love with RVing when they are young and start planning long before they retire to go full time as early as possible. Some plan on workamping to make their lifestyle financially feasible. They find interesting jobs during the busy summer season, often in our national parks where they receive free camping privileges in addition to their wages. Their work schedules usually permit them to enjoy the park two or three days a week. When the busy

season is over, their bank accounts are replenished and they plan a new itinerary.

We have quite a few owners who are “almost full timers.” We call them 3/4-timers. Mike and Doran Valk were by the plant a few weeks ago and we talked about their upcoming trip to Alaska. They recently bought an Allegro Bus 45LP. This is a trip not planned on the spur of the moment, but at least a year in advance. I can’t imagine going to Alaska in one of our motorhomes. But we have many customers who have made the trip several times!

On the other side of the coin, many of you started out in RVs that you improvised because you knew camping was great fun — like Andrew and Vera McLean. They just purchased an Allegro Bus 37AP. But they didn’t start out in a coach that nice. They began RVing in the late 1960s by building their own RV in an International Bus. They explained to me that they built their camper a little at a time. First, they installed an LP stove and a water system. Then a bed and some pretty simple furniture. Eventually, they had a complete camping unit. Finally, they graduated to a pickup camper, then other RVs. In 2004 the McLeans bought a 2004 Allegro Bus. Then the big decision: they sold their home in northern California and have been on the road ever since. To date, they have owned three Tiffins. In our visit, they explained their approach to motorhome travel. They enjoy the back roads of America. Right now they are planning to drive US 50 across the country. They like small towns like Red Bay, visiting and getting to know people, not being in a hurry, no schedule—stay an extra day here and there, just cruising along and discovering the real America.

*Continued on page 68*

NEED AN RV LOAN? YOU CAN DEPEND ON ESSEX CREDIT!



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<sup>^</sup>APR applied to the loan is the APR in effect on the date the application is received and is valid until 30 days after the loan is approved. APRs may vary with loan term. For a refinance, RV must be 2004 model year or newer. For a purchase, RV must be 2006 model year or newer. Maximum loan to value is determined by the following: credit score and model year, with collateral value being established per NADA Used Wholesale Base Trade-in value. Maximum loan term may vary based on model year, loan amount, loan type and lender guidelines. Other rates and terms are available.

**Red Bay: Small Town America at its Best**



**FRIENDLY AND HOSPITABLE WITH LOTS OF CIVIC PRIDE**

The next time you are in Red Bay, take time to get acquainted with the local Alabamians who will show you genuine southern hospitality and welcome you to enjoy the natural beauty of Franklin County and the many activities and attractions in the area. A walk up and down the main street (4<sup>th</sup> Avenue) will present several small shops offering gift items, boutique clothing, hair styling, flower arrangements, monogramming, and flea market items. If you are committed to keeping up your exercise program

while on the road, a gym is available, or take your daily walk on the Red Bay Walking Trail. On warmer days, the Red Bay Water Park provides a fun place to cool off. To learn more about Red Bay and its history, the museum is a good place to begin.

**Red Bay Museum.** Located at 110 4<sup>th</sup> Avenue, this museum houses an impressive array of collections from Red Bay's history. Certain to impress are the Tammy Wynette displays. Hours: Tuesday & Thursday 1:30-4:00 pm. Adults, \$5.00, Students, \$2.00. No charge for children under 6. [redbaymuseum.org](http://redbaymuseum.org)



Soda Fountain, Red Bay Museum

**Cypress Cove Farm.** Located one mile east of Red Bay, this bird sanctuary has several hiking trails that allow for viewing a large diversity of bird species. Also on the property are numerous large cypress trees surrounding a pond with natural vegetation, and a historical, working sawmill. Admission is free. [alabamabirdingtrails.com](http://alabamabirdingtrails.com)

**Redmont Country Club:** Located just behind the Red Bay Hospital, this beautifully landscaped golf course offers 18 holes

of challenging fun. Weekday rates are: 1) Cart with nine holes, \$21.50 per person; and 2) Cart with 18 holes, \$29.00 per person, with a slight rate increase on weekends.

**Bay Tree Council for the Performing Arts.** This local theatre organization presents three live performances per year. It has been in existence since 1994 and boasts plays of The Odd Couple, Steel Magnolias, and The Adventures of Tom Sawyer, just to name a few. It is housed in the Community Spirit Bank's Weatherford Center on Red Bay's main street. The productions are normally presented during the second week in November, the weekend surrounding Valentine's Day, and the last full weekend in April. Theatre only, \$8.00, Dinner Theatre \$23.00. 256-356-9829. On Facebook @Bay Tree Council for the Performing Arts.



**Red Bay Founders Fest.** This event is held annually in Red Bay's Bay Tree Park the third weekend of September. The festival includes numerous vendors with arts and crafts, a car show, live outdoor music, a bike ride, a 5K run, and several contests. [Franklincounty-chamber.org](http://Franklincounty-chamber.org)

**Red Bay United Methodist Church on the North Alabama Hallelujah Trail.** Representing sacred spaces that are integral to the story of places and communities within north Alabama, the Trail is composed of 32 churches that are at least 100 years old, stand on their original sites, and are still holding services today. Churches on the Hallelujah Trail demonstrate the art, the architecture, the craftsmanship, and the social history of north Alabama. 800-648-5381 [NorthAlabama.org](http://NorthAlabama.org)

**Coondog Cemetery.** When Key Underwood buried his faithful coondog Troop in 1937 and chiseled the dog's name and the date on a rock from an old chimney, he didn't know he was establishing a coondog cemetery. Today there are more than 185 dogs from all across the United States buried in this spot north of Red Bay just off Highway 247. Only authentic coondogs receive the honor. You will find tombstones bearing the names of favorites that include Preacher, Smoky, Bean Blossom Bomma, and Night

Ranger. See [coondogcemetery.com](http://coondogcemetery.com) for more information.

**Rattlesnake Saloon.** This beautiful restaurant/saloon is located 20 miles north of Red Bay under a picturesque rock formation. Guests join in the Karaoke fun on Thursdays, with live local performances on Friday and Saturday. [rattlesnakesaloon.net](http://rattlesnakesaloon.net)

**Dismals Canyon.** This 85-acre National Natural Landmark is located near Phil Campbell in Franklin County. Visitors can enjoy hiking, camping, and swimming. Guided night tours allow visitors to view the glow-in-the-dark creatures known as Dismalites. Open weekends only, Friday, 11-7; Saturday, 9-8:30; Sunday, 9-5. 205-993-4559 See [dismalscanyon.com](http://dismalscanyon.com) for pricing.

**Helen Keller Birthplace.** Located just 40 miles northeast of Red Bay in Tuscumbia, Alabama, Ivy Green was placed on the National Register of Historic Places in 1954. Visit during the summer and you will have the privilege of seeing "The Miracle Worker," a play depicting the birth and childhood of this incredible woman. Ivy Green is open Monday-Saturday, 8:30-4:00, admission is \$6.00. "The Miracle Worker" dates in 2014 are June 6-July 12 on Friday and Saturday evenings at 8:00. Admission is \$10-\$15. [helenkellerbirthplace.org](http://helenkellerbirthplace.org)

**Elvis Presley Birthplace.** Just 47 miles west of Red Bay in

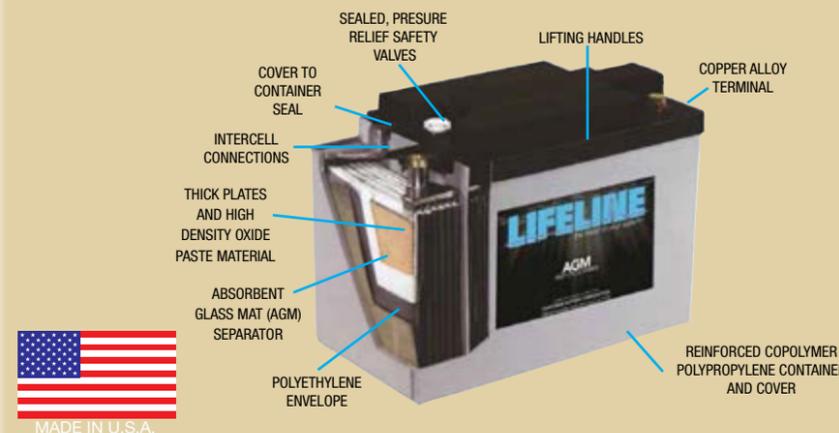
Tupelo, Mississippi, is the birthplace of Elvis Presley. Roam the grounds and walk through the King of Rock & Roll's house to see where it all began. Monday-Saturday 9:00-5:30; Sunday 1:00-5:00. Tours range in price from \$6.00 to \$15.00. [elvispresleybirthplace.com](http://elvispresleybirthplace.com). Thanks to Beth Hammock for contributing to this article.



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**Cummins Rolls Out Major Environmental Plan**

During a speech May 2 to students at Purdue University in West Lafayette, Ind., Cummins Chairman and CEO Tom Linebarger outlined the company’s most extensive plan to date for environmental sustainability, including specific goals for reducing waste, water, and energy.

A core part of the Columbus, Indiana-based company’s mission is demanding that everything Cummins does leads to a cleaner, healthier, and safer environment, which has also proven to be a business advantage.

“Customers depend on us to help them achieve success and improve their bottom line while consumers rely on us to power the trucks, trains, and ships that deliver their goods and services,” said Linebarger in a press release. “We also understand we have many stakeholders and we make every effort to deliver economic value to each of them. Equally important is delivering on our environmental mission and making a positive impact on communities around the world. Providing efficient and clean power is a win for our company, a win for our customers, and a win for the environment.”

The plan Linebarger discussed came together after nearly two years of study and builds on the positive work that the company has accomplished over past decades. The plan for the first time brings together stakeholders from all corners of the company to execute a coordinated approach to the environment. Cummins examined its environmental footprint, putting special focus on water, waste and energy and greenhouse gases (GHGs). It prioritizes actions for the company to address its biggest environmental opportunities – from the materials it buys to the emissions of its products.

A top priority for Cummins is its products. The company will continue to develop innovative designs for the efficient use of fuel and raw materials, building on successes like the Cummins-Peterbilt “SuperTruck,” praised by the President of the United States in February for achieving a 75% improvement in fuel economy compared to a typical truck on the road today.

“With millions of engines and generators in service, and customers in 190 countries and territories, there’s no question that Cummins has the global reach to make a positive impact on the environment,” Linebarger continued. “And, as a company, this is the right thing to do.”

The plan calls for the company to expand its efforts and to work even more collaboratively with its customers, communities and others to make a positive impact.

One of the biggest environmental opportunities is to address Cummins products in use. Cummins has extensive experience in this area. For nearly 10 years, the Company has used Six Sigma, the business problem-solving tool, to help customers operate their Cummins equipment more efficiently, saving

them more than \$3 billion since 2005. Ninety million gallons of fuel has been saved and about 1 million tons of carbon dioxide (CO2) has been avoided.

The plan lays out specific goals in the areas where Cummins has the most control – its facilities and operations. The goals include:

- ◆ Reducing energy use and GHGs by 25% and 27% respectively, adjusted to sales, by 2015.
- ◆ Reducing direct water use across Cummins by 33%, adjusted to hours worked, and achieving water neutrality at 15 manufacturing sites in priority water stressed countries by 2020.
- ◆ Increasing the company’s recycling rate from 89% to 95% and achieving zero disposal status at 30 sites by 2020.

“This is just the next step in our effort to reduce our footprint,” said Linebarger. “Once we achieve these goals, we will continue to set and accomplish new ones.”

**Iowa Speedway and Blue Ox Announce Partnership**

On May 13, 2014, officials from Blue Ox along with Jimmy Small, Iowa Speedway Track president, announced a new multi-year partnership that designates the trackside general campgrounds and driver/owner motorcoach camping lots as the Blue Ox Campgrounds.

The two-tiered trackside campground overlooks Turns 3 and 4 above the “Fastest Short Track on The Planet.” As part of the agreement, Blue Ox will be named the official towing products provider of Iowa Speedway. Blue Ox is the leading manufacturer of tow bars, baseplates, weight distributing hitches, gooseneck hitches and motorhome suspension products. The Blue Ox brand is familiar to many NASCAR team owners, fans and drivers who make race tracks their home for more than 30 event weekends a year.

“We are excited to announce our partnership with Blue Ox, a company with a strong reputation and a perfect fit with our passionate fan base,” said Small. “While the partnership is new, Blue Ox continues to set the standard for advancements in towing technology and safety.”

“Blue Ox is pleased to partner with the Iowa Speedway,” noted Blue Ox president Jay Hesse. “We wanted to sponsor this track because of our fondness for the NASCAR fan base and because we see a lot of advantage in promoting our tow bars, weight distributing hitches, gooseneck hitches, etc. in this venue. Also it is the closest track to our factory in Pender, Nebraska, so it is easier for us to attend. We look forward to many years of working with the track to support our NASCAR friends.”

Iowa Speedway is a state-of-the-art 7/8-mile asphalt paved tri-oval race track and motorsports facility located in Newton, Iowa. The 2014 schedule includes three exciting race weekends:

May 17-18, NASCAR K&N Pro Series East/West and NASCAR Nationwide Series; July 11-12, NASCAR Camping World Truck Series and IndyCar Series; and Aug. 1-2, NASCAR K&N Pro Series East/West and NASCAR Nationwide Series. Seats are still available. For tickets, call 1-866-RUSTY-GO. To learn more, visit [iowaspeedway.com](http://iowaspeedway.com), “like” us on Facebook or follow us on Twitter at @IowaSpeedway.

**The Soundbar Difference**

Since my business is audio and sound, I was disappointed with the speakers and their placement in our new Allegro Bus 45LP. Since I could not conveniently alter the speakers and their location in the ceiling, I decided to add a soundbar directly above our television in the living room.

The soundbar can be placed above or below your television. It requires 110v power, and is simple to hook up using an optical cable coming out of the television and into the soundbar. This way the audio from any source input you select on your TV will then be received out of the soundbar. Since there is no way to turn off the internal speakers on the Panasonic TV, just turn

the TV volume down all the way when using the soundbar. The soundbar usually comes with a wireless subwoofer for your mid-range and bass frequencies. The sound transmission is wireless via Bluetooth, but it does require 110v power. In our case, we put the subwoofer under the corner of the couch. It would also fit under the kitchen table area with a little work.

Now before someone says that the soundbar does not give you 5.1 surround sound, remember that you are not getting true surround sound the way it is usually set up. Thus, even a 2.1 soundbar can usually provide better virtual surround sound than the standard installation in most motorhomes.

The Bluetooth feature used to connect the subwoofer to the soundbar gives you an added benefit: you can connect your smart phone or tablet to the soundbar via Bluetooth and play your personal music collection. Now you can enjoy full, rich music audio, complete with subwoofer, instead of being limited to your dash radio.

There are many different types of soundbars on the market. Before you make a purchase, be sure to measure the space where you plan to install it. In our case, we went with the Samsung

*Continued on page 68*



**Why worry about driver fatigue?**



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# The 2014 Phaeton 40AH: Unique Spaces

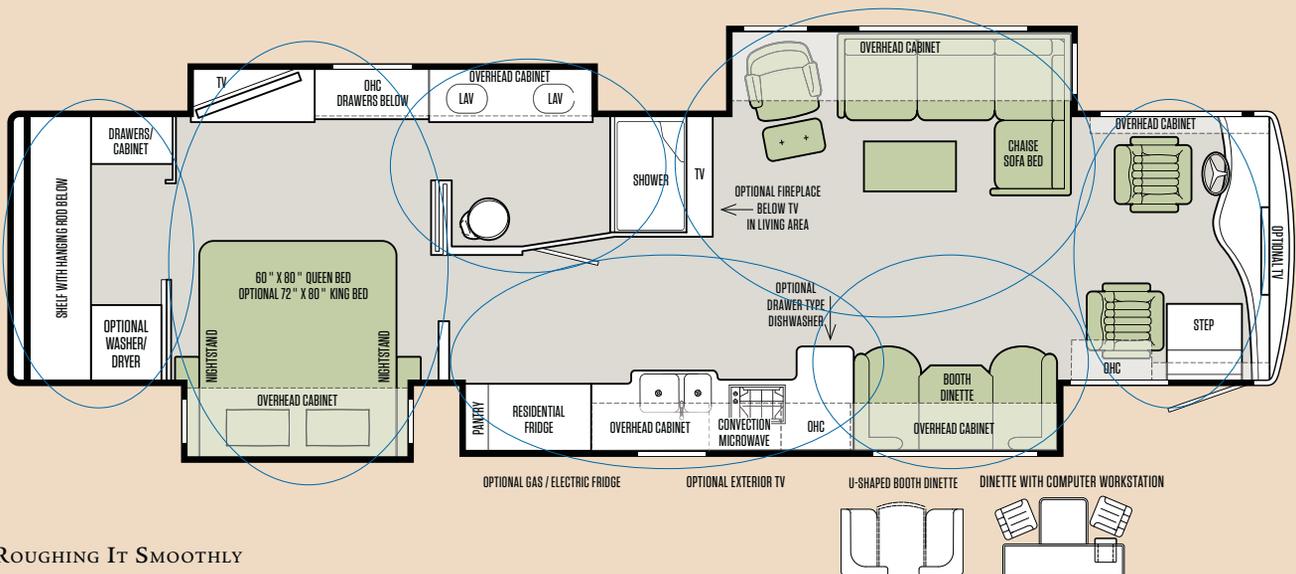
TEXT AND PHOTOGRAPHY BY FRED THOMPSON

**T**HE 2014 PHAETON 40AH IS A SET OF UNIQUELY designed spaces skillfully integrated into a functional whole. Of course, good design is based on the purpose of a product or tool. With regard to physical space, good design is based on how we use an area, how conveniently we can move within it, and how its visual appeal serves and stimulates our activity or productivity.

In the 40AH, you will transition smoothly between the circles of activity as shown on the floorplan below. When you enter the coach and slide under the steering wheel, you will *know* you

are in the operations center for traveling. The cockpit designer placed all of the controls at your fingertips and the dials and monitors at a quick visual glance.

Facing the rear of the coach, you will move into the next two circles. The living room on the right draws you into the comfort of an UltraLeather™ L-shaped chaise lounge designed and manufactured by Flexsteel, the industry leader in luxurious RV furniture. The 90 × 68-inch lounge seats four, and offers a leg lift for the person seated on the end. Adjacent to the lounge, a





leather recliner, also with a leg lift, puts you at ease with the flick of a lever. It will challenge you to keep your eyes open more than five minutes.

Move back into the entry circle and rotate the passenger chair a full 180 degrees to add another person to the conversation and entertainment circle. At night, remove the two larger cushions in the lounge and pull out an Air Comfort double bed for your guests.

A mid-section 42-inch HDMI color television with surround

sound stereo will keep everyone involved in the latest movie, ballgame, or concert. An identical 42-inch unit is located in the entry circle over the dash, giving everyone in the room an equal view, even the chef who may be preparing dinner while the guests enjoy themselves.

The galley and dinette create the third circle of activity in the coach's floorplan. At 8 feet wide with depths of 32.5 to 41 inches, it is the largest galley that Tiffin offers. It's solid surface countertop is augmented with the Expand-an-Island that is perfect for a buffet. The U-shaped dinette comfortably serves four with a table measuring 25 x 42 inches.

Including the refrigerator and two pantry slide-outs, the galley is a surprising 12' 4" in length. The 44 inches of floor space in front of the galley is a key part of the design and an important factor in the circles of activity concept. The floor space will comfortably accommodate two people helping the chef, but it also serves the dual purpose of being the "hallway" to the bedroom in the rear of the coach. Many motorhome floorplans sacrifice a lot of floorspace to a hallway connecting the front and rear of the coach. In this floorplan, the galley is simply the room adjacent to the bedroom, and the rooms are connected with a heavy, solid wood sliding door. With this introduction that takes us to the center of the coach, I'll expand on each circle individually.



FOOD PREPARATION AND STYLING BY BRENT AND LORIE COLLUM, FOURTH STREET GRILL & STEAKHOUSE, RED BAY

## The 40AH Galley

The designer of this galley anticipated an owner who intends to be a serious chef. Here's the hardware: a 3-burner gas cooktop, a 20 cu. ft. double-door refrigerator-

tor with a slide-out freezer at knee level, a residential-size convection-microwave oven, and an optional drawer-type Fisher-Paykel dishwasher.



The solid surface counter top is 8 feet wide. The depth varies from 31 to 41 inches. With the Expand-an-Island slide-out deployed, an L-shaped counter top adds another three square feet of work surface or a serving buffet. The slide-out has three drawers.

Five lights recessed into the base of the wall-mounted cabinets brightly illuminate the galley. The galley wall is protected with an 18-inch, full-height, backsplash handmade from small blocks of solid surface materials. Three 110v wall outlets service your appliances.

Water is dispensed by a H/C single-lever action faucet through a high-arc, brushed chrome spout with a retractable sprayer into two very large stainless steel sinks. A below deck reservoir dispenses soap. The sink covers are laser cut and match the countertop perfectly. The cabinet

under the double sinks provides nearly 6 cubic feet of storage. To the right of the sink you will notice a stack of three drawers 15 inches deep by 8 inches wide.

Three overhead wall cabinets flanking the convection-microwave oven each offer approximately 4 cubic feet of storage. Two of the cabinets have Tiffin's signature box drawer slide-out to make items in the back of the cabinet very accessible.

Do not overlook the two large pantry slide-outs, each with three shelves, on the north side of the refrigerator. These design surprises, small and large, make it possible for TMH to offer its trademarked **STORE-IT-ALL™ ASSURANCE**, which says: a Tiffin coach will surpass a competitor's model of equivalent size in the quantity and quality of storage.



## The Master Bedroom

Moving north into the next circle of the diagram, we enter the comfort zone: the master bedroom with the optional Select Comfort king bed (what is your Sleep Number?). The bedroom is another demonstration of fine cabinetry and woodworking. Four strut-supported access doors above the bed's headboard conceal 13.9 cubic feet of storage. In the opposite DS slide-out, the cabinet over the window provides 2.7 cubic feet of storage. Under the bed, a felt-lined box yields another 8.75 cubic feet of storage.

Two chest-of-drawers in the DS slide-out are well designed. The chest under the window has a solid surface countertop and two huge drawers 41" wide, 11" rear depth, and 8" deep. The adjacent chest also has a solid surface countertop that is the platform for the 38" bedroom TV (std. equipment). It houses a 14 × 11 × 10.5-inch clothes hamper, two drawers (14 × 11 × 8 inches), and the louvered cabinet for the entertainment system.

Powered by a Panasonic 1000-watt system with "Wi-Fi Built-in," the entertainment system provides a wide variety of web content, including Bloomberg TV, Netflix, Twitter, Cinema Now, Pandora Internet Radio, Vudu, Fox Sports, Picasa Web Albums, and YouTube videos. Both AT&T and Verizon offer air cards to provide a Wi-Fi connection.

With its Blu-ray™/DVD Home Theater System feature, the LG television supports HD programming and playback. In addition to the optional Winegard Roadtrip Mission / InMotion Satellite on this coach, TMH has also included as standard equipment the receiver which is pre-programmed for DirecTV, but does require a subscription. As an option, this coach was also prewired for the Winegard Trav'ler Satellite to bring in HD programming from satellites that are located just above the horizon. Surround sound is offered only in the entertainment center.

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 those devices.

The bedroom windows in each slide-out provide great ventilation for sleeping. The sidewalls of the bed slide-out each have a 21-inch high window. The lower half of the window slides up and is screened. The DS slide-out has a regulation 19 × 29-inch exit window. Half of the window is a screened, sliding glass panel. The ceiling exhaust fan in the galley has a color temperature scale that, with a little exper-



imentation, you can correlate with outside temperatures. When the evening temperatures are pleasant for sleeping, set the exhaust fan on low speed and the temp at a correlated color point. Open the bedroom windows and cool your room naturally for a great night's sleep. You also have the ceiling fan that is standard equipment in a Phaeton.

The upper picture shows the convenient connection from the bedroom to the bath via a heavy sliding door. The rear DS slide-out includes both the bedroom cabinetry and the bathroom vanity.

## A Closet with Designer Cabinetry

Moving into that last circle, a 4 × 8-foot walk-in closet at the rear of the coach is enclosed with a 3-foot sliding door. The hanging bar extends across the entire rear of the coach, all 96 inches of it. Vertically, the bar is 50 inches above a raised floor shelf that extends 21 inches into the room from the back wall to accommodate required space above the engine. However, it is a perfect space for shoe storage immediately under your hanging clothes.

On the passenger side of the closet, the architect opted space for the stacked washer and dryer. Of course, you can use it as storage or order your coach with the optional washer and dryer. The choice is yours: supplemental storage or the convenience of an on-board washer and dryer.

On the driver side of the closet, TMH's cabinet designers created a 24-inch wide floor-to-ceiling chest of drawers that doubles the drawer and storage space of the two chests in the bedroom. The lower half of the chest (see picture) has four drawers that each measure 21 × 14 × 5.5 inches deep. The top half is enclosed by two raised-panel doors that conceal two slide-out box shelves and four cubes.

The closet is brightly illuminated with recessed lights to help you make the right color selections for your outfits. The ceiling ducts for heating and air will keep your clothing fresh.

The master breaker box is located in the passenger side rear corner with every breaker labeled in detail for checking on overloads or troubleshooting.



## An Accommodating Master Bath

The master bath is the last circle in the floorplan overlays. The bath is conveniently accessed during the day through a heavy, solid door connecting it to the 3.5-ft. wide corridor that serves the galley. When this door is closed and locked, the bath opens into the bedroom with an equally heavy sliding door, providing private access to the bathroom. The two sliding doors are nested in the center wall between the two openings (one to the galley and one to the bathroom) and the “nest” is a fine piece of engineering and woodworking.

The twin lavatories, integrated into a 56 × 20-inch solid surface countertop, each have a 21 × 15-inch mirror/door enclosing a cabinet that is 56 inches wide × 21 inches high × 7.25 inches deep. A second cabinet mounted on the wall above the toilet is in the right place for storing tank treatments and bathroom cleaning supplies. Under each lavatory, you will find approximately 1.8 cubic feet of storage, just the right place for storing your large bath towels. Between the two cabinets, there is a stack of three 15-inch long drawers.

The solid surface countertops are made by Tiffin craftsmen who have perfected the art of beautifully sculpted front edges and curves. The tops of the white solid surface lavatories are skillfully joined to the countertop with no edges. They appear to be one continuous piece.

The shower is 38 inches wide × 24 inches deep, fitted with brushed chrome fixtures and a flexible hose with an adjustable shower head that includes an ON-OFF switch. The shower has a large seat, a grab bar, and two corner shelves. It features an overhead skylight with an insulated sliding panel to take care of the heat and cold extremes. An LED light is embedded in the sliding panel to illuminate the shower when the panel is deployed (did they think of everything, or what?). The skylight above the shower reminds me of Boy Scout days at summer camp when we took showers in open-air concrete block alcoves with the blue sky above. And those were cold water showers!

The spaciousness of the master bath is created by the large vanity being completely housed in the slide-out box and the shower fitting flush into the south wall. There are no corners of the shower stall pushing out into the room. The recessed lighting in all the right places contributes to the spacious effect.



## The 2014 Phaeton Cockpit

The Freightliner instrument cluster features two large displays for RPM and speed. It is surrounded by six smaller dials showing air pressure, oil, temperature, and fuel. An INFORMATION CENTER at the bottom of the cluster gives the driver data on the transmission temperature, fuel economy, engine hours, battery condition, two trip mileage meters, and a diagnostic system.

To the right of the steering column, nine toggle switches at your fingertips take care of the step cover, driver fan, solar and night shades, gen start, map light, docking light, and radio. The monitor for the rear and side view cameras is positioned just above the toggle switches. The optional navigation system offers satellite-sourced mapping plus vocal driving instructions. The navigation screen flips for access to the standard radio and the CD player.

The three switches for the automotive heating and air are large and easy to read. Below the HVAC controls are two USB ports and one 12v power supply.

Electrically controlled solar and opaque shades for the windshield can be positioned to deal with the sun's direct rays and glare. The shades for the side windows and door window can be adjusted with a light tug on the bottom rail. They are within easy reach of both the passenger and driver.

To the left of the steering column, the dash houses the headlight switch and the rheostat dial for cockpit lighting, the air-driven emergency brake, heat-AC vent, and three toggle switches for engine preheat, auxiliary start, and pedal adjustment (not shown).

The cockpit continues along the left sidewall in a wrap-around console. The Allison electronic gearshift is located in the forward end of the console at your fingertips. Three toggle switches activate an optional air horn, the courtesy flasher, and the supplementary exhaust brake. A 4-way control for the two outside heated mirrors and the windshield wipers/washer dial are in the same cluster. The HWH leveling system and a cupholder complete the console.

On the passenger side, a sliding shelf pulls out of the dash and is designed to hold your laptop. We found the wide dash was the perfect spot for our portable printer. Two 110v outlets are available at the base of the dash.

This concludes the magazine edition of the article on the 2014 Phaeton 40AH. The driving report and a full picture story on the basement can be found at [rismag.com](http://rismag.com)



# SPECIFICATIONS: Model tested 2014 Phaeton 40AH with Quad Slide, Base MSRP\* – \$288,120. MSRP as tested with options – \$302,000.

## STANDARD FEATURES ON THIS COACH

### Structural

Laminated floor, sidewall, and roof  
Steel / aluminum reinforced structure  
Full one-piece fiberglass roof cap

### Automotive

Freightliner raised rail chassis frame  
Allison 3000 MH six-speed automatic transmission with lock-up (torque converter)  
Cummins 380hp, ISL 8.9L, electronic/turbocharged diesel with 1,150 lbs.-ft. torque  
Air ride (4 air bags)  
Aluminum wheels  
55° wheel cut  
Air brakes with automatic slack adjusters and ABS  
Exhaust brake  
Adjustable accelerator and brake pedals  
18-inch VIP steering wheel  
Cruise control  
Fog lights  
Daytime running lights  
Emergency start switch

### General Exterior

Fiberglass front & rear caps  
Dual fuel fills  
Large tinted one-piece windshield  
8 Kw Onan® manual slide-out generator  
Hydraulic automatic leveling jacks  
Heated power mirrors with integrated cameras  
Two power roof vents with 3-speed fans  
Single motor intermittent wipers  
Gel-coat fiberglass walls  
BASF full-body paint with protective film on front cap  
Foil wrap insulation barrier  
Deadbolt front entrance door  
Double electric step  
Dual pane windows  
Exterior patio light  
Automatic door awning  
Metal wrapped automatic patio awning  
Window awning package (2 windows)  
Slide-out covers  
Aluminum wheels  
Custom mud flap  
Lockable swing-out storage doors with gas shocks  
Motion sensor lighting for exterior storage  
Remote locking system for entry door  
Chrome handles on compartment doors  
Flush mounted & painted frame dual pane windows  
Roof ladder  
Electric hose reel  
Electric power cord reel  
Docking lights  
Back-up camera  
Side-view cameras activated by turn signals  
Heated water and holding tank compartments  
Six 6v auxiliary batteries  
2000 watt sine wave inverter with 100 amp converter & transfer switching  
Black tank flush system  
Water filter  
Gravity water fill  
Undercoating  
110v exterior receptacle  
110v / 12v converter  
Digital TV antenna  
Pre-wired for in-motion or automatic satellite dish  
Cable TV ready hookup  
Two 15,000 BTU low profile roof A/C systems with heat pumps  
A/C condensation drains

**Driver's Compartment**  
UltraLeather™ power driver and passenger seats with passenger footrest

Contemporary wraparound dash  
Courtesy drawer in step well  
Courtesy lights in step well  
Dual dash fans  
Two drawers in dash  
One 12v dash receptacle  
Single CD player & AM/FM stereo  
Two USB dash receptacles  
Computer slide-out tray in dash with lock-out rails  
Power solar & privacy windshield shades  
Driver & passenger solar & privacy shades for side windows  
Custom infrared repeater system on all TVs  
Solar / privacy shades for driver & passenger side windows  
Color rear vision monitor system with side-view cameras activated by turn signals  
Seatbelts integrated into driver & passenger chairs  
Satellite-ready radio includes receiver & antenna (XM Radio subscription required)  
Fire extinguisher

### Living Area / Dinette

UltraLeather™ booth dinette/sleeper with solid surface countertop  
12v, 110v, & phone jack receptacles at dinette  
Entertainment center with 50" HDMI-LED color TV, surround sound  
One leather recliner on driver side  
L-shaped chaise sofa/sleeper on driver side

### Kitchen

Solid surface counter top with residential stainless steel sink  
Solid surface sink covers  
Expand-an-Island  
Permanently mounted folding solid surface cooktop cover  
Single lever sink faucet with sprayer  
Built-in soap dispenser  
3-burner cooktop  
Stainless steel convection / microwave oven  
Exterior vent for convection / microwave oven  
Galley splash guards  
Stainless steel residential refrigerator with ice & water dispenser in door  
Built-in soap dispenser  
Built-in waste can (not available with dishwasher option)  
Power roof vent with 3-speed fan

### Bath

Two medicine cabinets with large mirrors over vanity in full bath  
Solid surface vanity top with twin lavatories  
One medicine cabinet over toilet  
Sprayer on toilet  
Skylight in shower with LED light in sliding solar cover  
Custom flat panel bath doors  
10-gallon DSI gas/electric water heater  
Molded fiberglass shower surround  
Hand-held shower head with on-off switch  
Power roof vent with 3-speed fan in full bath

### Bedroom

Walk-in closet with 8-ft. hanging bar and overhead shelf  
Cabinet for optional stacked washer/dryer  
6-drawer chest with 4 storage cubes at top  
Ceiling fan  
Four OH storage cabinets in bed slide-out  
Bed comforter with designer pillows  
Sleeping pillows with shams  
Queen-size bed with pillow top mattress  
Under bed storage  
Night stands with 110v outlets

Leather upholstered headboard framed with curved wood molding  
Two chests of drawers with solid surface countertops  
Entertainment system concealed with louvered doors in chest  
Pre-wired for DVD & satellite receiver  
37-inch HDMI-LED television  
DirecTV® receiver (subscription required)  
DVD player with surround sound for living room  
Carbon monoxide detector  
LPG leak detector

### General Interior

7-ft. ceilings  
Soft touch vinyl ceilings with tray ceiling in living area  
Porcelain tile floor throughout the coach  
Scotchgard® treated carpet in slide-outs  
High gloss raised-panel hardwood cabinet doors and drawers  
Two ducted furnaces  
Extraordinaire™ AC system  
Solid wood cabinet fascias & doors with concealed hinges  
Medium alderwood cabinetry  
12v disconnect switch  
LED bulbs  
Complete cable wiring (interfacing with surround sound & satellite system)  
Home theater surround sound system  
Electric step well cover  
Chainless solar & privacy shades  
Tank level monitor system  
Smoke detector  
Power roof vent with 3-speed fan

## OPTIONAL FEATURES ON THIS COACH

3rd AC  
10K generator  
In-Motion satellite  
Prewired Winegard Trav'ler Satellite  
Exterior slide tray  
Exterior LCD TV  
Dash overhead TV  
In-Dash navigation  
Central vacuum cleaner  
Stacked washer/dryer  
Dishwasher – drawer type  
U-shaped leather dinette sofa (non-sleeper)  
Select Comfort mattress, king

## OTHER OPTIONAL FEATURES AVAILABLE

Heated tile floor  
Air horns  
Automatic satellite dish  
2nd basement slide-out tray  
Gas/electric refrigerator (w/4 batteries)  
Leather booth dinette (sleeper)  
Medium alderwood interior cabinets (NC)  
Dinette/computer workstation with built-in cabinets  
Fireplace  
Pillowtop queen bed  
Pillowtop king bed  
Select Comfort mattress, queen  
Memory foam mattress, queen  
Memory foam mattress, king

## MEASUREMENTS

Wheelbase – 266"  
Overall length – 40' 5"  
Overall height w/roof air – 12'7"  
Interior height – 84"  
Overall width – 101"  
Interior width – 96"

## WEIGHTS & CAPACITIES

GVWR – 35,320 lb.  
Front GAWR – 14,320 lb.  
Rear GAWR – 21,000 lb.  
GCWR – 45,320 lb.  
UVW – 29,160 lb.  
CCC – 6,160 lb.  
Trailer hitch capacity – 10,000 lb.

## POWER TRAIN

Engine – Cummins 380hp, ISL 8.9 liter, electronic, turbocharged diesel  
Torque – 1,150 lb.-ft. at 1,400 rpm  
Transmission – Allison 3000MH electronic six speed with two overdrives  
Tire Size – 275/80R22.5 Michelin  
Alternator – 160 amps

## CHASSIS

Frame – Freightliner chassis  
Frame Design – Raised rail  
Anti-locking Braking System – Full air brakes with Anti-locking Braking System (ABS)  
Air Suspension (front) – Detroit I-beam with air suspension  
Air Suspension (rear) – Detroit with air suspension  
Shock Absorbers – Sachs tuned  
Leveling Jacks – HWH hydraulic automatic

## 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  
Fuel tank – 100 gallons  
Freshwater – 90 gallons  
Black water – 50 gallons  
Grey water – 66 gallons  
LPG tank – (35.7 gallons; can be filled to 80% capacity) – 28 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.tiffmotorhomes.com](http://www.tiffmotorhomes.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.

## Interviews from Massachusetts, New Hampshire, and Pennsylvania



### Vince & Leslie Scaramella

Hometown: Old Saybrook, Connecticut

Interview: Cape Cod/Sandwich, Massachusetts

- Vince & Leslie own a 2008 Phaeton 40QTH with a Cummins 360 on a Freightliner Chassis.
- They have been married 44 yrs., have 2 children & 10 grandchildren ... Tracey has 3 children & lives in Belchertown, MA; and Darren lives in South Windsor, CT & has 7 children.
- In 2006 Vince & Leslie bought an Allegro Bay.
- In 2008 – purchased a Phaeton & believe “It’s a well built coach” – A large tree fell, dented rear pass./slide, broke the AC, & slide still retracted!
- He does 80% of the driving – she does 20%; & they’ve driven 34,000+ miles through 25 states.
- He likes Cape Cod; she likes the southwest; & both of them enjoy the western United States.
- Alaska is at the top of their bucket list.
- In 2007 they worked with Jimmy Johnson to establish the CT Nutmeg Allegro Club; Leslie has been Vice Pres. since the club inception; & Vince recently became the Club Secretary.
- A few Club destinations: Nova Scotia, P.E.I., New Brunswick, Montreal, ME, MI, & D.C.
- His career: 36 yrs. at Pratt & Whitney Aircraft as Director of Testing & Product Development & General Manager – he retired in 2001.
- His hobbies: grandkids, family ‘chief fixer,’ painting, fishing, & boating.
- Her career: Accountant for an insurance co. for 12 years – & she retired in 2000.
- Her hobbies: gardening, cleaning the coach, boating, kayaking, & bike riding.



### Theresa Wisda & Emma Montero

Hometown: Santa Fe, New Mexico

Interviewed in Hampton Falls, New Hampshire

- Emma & Theresa own a 2013 Open Road 30 ft. with a V10 Engine on a Ford Chassis.
- Since 1993 they’ve owned 3 RVs; recently purchased this coach; are on their 3 month maiden voyage through 15 states; and they anticipate traveling 4 to 6 months annually.
- Their pets: Roxie – 6 yrs. & Scout – 11 yrs.
- Emma does 60% of the driving; Theresa does 40% - plus does all the backing up!
- They are members of the Rocky Mountain Chapter of RV Women from NM, UT and CO.
- Motivation to RV came from Theresa’s sister & camping with friends from Nova Scotia.
- They rendezvous with Theresa’s sisters in a state park in Denver, CO; and have camped with friends in Bar Harbor, Maine.
- Emma’s favorite areas of the U.S. – Olympic Peninsula, WA; Yellowstone National Park; & Grand Teton National Park, WY.
- Theresa’s favorite areas are – Charleston, SC; Savannah, GA; & Provincetown, MA.
- Their bucket list includes: Alaska, Minnesota, Michigan & Wisconsin.
- Emma’s career: Child Welfare Administrator; she retired in 2005 – after 36 years. Her hobbies: reading, relaxing, & walking dogs.
- Theresa’s career: Social Worker for 22 years & retired in 2005. Her hobbies include: knitting, making jewelry, & traveling.



### Al & Vickie Stanfield

Hometown: Opelika, Alabama

Interviewed in: Woodland, Pennsylvania

- Al and Vickie own a 2007 Open Road 35 ft. with a Chevy 454 on a Workhorse Chassis.
- They’ve been married 47 yrs.; have 2 children; 5 grandchildren; and 1 great grandchild. Keith has 3 children & Christy has 2 children – they all live in Opelika, Alabama.
- Al served in the U.S. Air Force – Air Police K-9 in Columbus, Mississippi from 1965 thru 1969.
- 1 mo. after a 2005 RV trip with Vickie’s sister to Key West, FL they purchased their 1<sup>st</sup> RV.
- They’ve owned 3 RVs & in 2007 purchased this coach while attending a rally in Decatur, AL.
- They’re half-timers; Al drives 100% of the time and has driven this coach 31,000+ miles.
- Al & Vickie were traveling to Bar Harbor, ME to celebrate their 47<sup>th</sup> Wedding Anniversary.
- They rendezvous with family / friends annually in Alexander City & Lake Eufaula, AL; also in Destin & Pensacola, FL; plus they RV twice a year with the Happy Traveler’s FMCA Club.
- Al & Vickie’s bucket list includes traveling thru the West and to all the National Parks.
- He’s a beach person – loves FL; and Vickie enjoys the mountains.
- Al was employed at a BF Goodrich Tire Plant for 32 years and retired in 2000.
- His hobby is sports; favorites – fishing & golf.
- Vickie was a full-time bookkeeper at a middle school for 25 yrs. & now part-time for 13 yrs.
- Her hobbies are reading & traveling.

**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.



# New Brunswick and the Bay of Fundy

Text and photography by Fred Thompson

**T**he word *maritime* is an adjective that means “of the sea.” The word “Maritimes” has generally been applied to New Brunswick, Nova Scotia, and Prince Edward Island. If you put all three provinces together, they cover 51,680 square miles (133,850 km<sup>2</sup>) — almost the same land area occupied by Louisiana. The Maritimes cover slightly more than one percent of Canada’s land surface and have a population of approximately 1.8 million. Collectively, they have nearly 7,000 miles of coastline. New Brunswick is part of the North American continent. PEI, of course, is an island, and Nova Scotia would have been an island except for a 15-mile strip of land connecting it to New Brunswick.

The Maritime Provinces have been one of our target destinations for several years, but finding a large enough block of time in the summer was always a problem. Finally, last year we set aside 18 days in July and 14 days in August and pulled the trigger. We left on July 13 from our home in Monroe, Georgia, and went through Canadian customs at St. Stephen, New Brunswick, the afternoon of July 18, just across the St. Croix River from Calais, Maine. Driving to the Maritimes was a pleasant journey, but five days of travel each way left us with only 22 days

to explore these three beautiful provinces. If possible, we recommend that you double or even triple the time for your visit.

## THE FIRST STOP IN CANADA

The St. Stephen Provincial Visitor Information Centre at 5 King Street is a “must stop” after you go through customs. It is located at the corner of King and Milltown Blvd. Limited motorhome parking is available. Very knowledgeable travel consultants will spend as much time as you require to assist in planning your visit in New Brunswick. Collect the brochures according to your personal interests, but be sure to get a copy of a 4 × 9-inch glossy fold-out titled “Bay of Fundy: Map & Activity Guide.”

*Your Official 2014 New Brunswick Touring Guide* will be a touring bible during your stay. In the back of the guide, a fold out, removable map is keyed to five scenic drives through the province. Be sure to pick up two brochures for St. Andrews: a color brochure and a 2-color map & directory (both 4 × 9 in.).

**Five Scenic Drives** are the *Guide*’s best feature. They are carefully orchestrated and keyed with QR codes, websites, phone numbers, and addresses to insure you don’t miss a thing on

your selected drive. To use your tablet with the *Guide*, go to [tourismnewbrunswick.ca/Learn/ScenicDrives.aspx](http://tourismnewbrunswick.ca/Learn/ScenicDrives.aspx)

1. *River Valley Scenic Drive*. The story of the St. John River will take you from Madawaska to the city of Saint John. The drive is a “Heritage Corridor” featuring re-creations, re-enactments, and commemorations.

2. *Fundy Coastal Drive*. The Bay of Fundy boasts the world’s highest tides, so high that the tide schedules are posted nearly everywhere to prevent visitors from getting caught out too far on the flats when the tide comes rushing in. The Hopewell Rocks, whale watching, the Fundy National Park, and Cape Enrage are memorable places and events you won’t forget.

3. *Acadian Coastal Drive*. The history of the Acadians is inseparable from the history of all three of the Maritime provinces. The story of their resilience to persecution and their spirited culture is told at *Le Pays de la Sagouine*, a theme park that tells their history with music, monologues, and plays.

4. *Miramichi River Route*. This drive along the river will give you opportunities for river tubing, salmon fishing, and visits to communities whose existence once depended on the river.

5. *Appalachian Range Route*. In the northwest corner of New Brunswick, this route explores the mountains where being outdoors is a way of life. The rivers offer world-class canoeing and kayaking and the magnificent parks provide endless trails for hiking and biking.

If you have the time, you can easily spend three weeks in New Brunswick. We chose the Fundy Coastal Drive. Part II will tell the story of the Acadians in the Maritime Provinces and include a segment of the Acadian Coastal Drive. With that introduction, let’s get back to where we came into Canada: St. Stephen.

To get a full set of options on things to do in St. Stephen, go to [town.ststephen.nb.ca](http://town.ststephen.nb.ca) or [chocolatetown.ca](http://chocolatetown.ca) and click on “Visitors.” We were impressed and decided to spend the night. From the Information Centre, take King Street (Rt. 170) toward Saint John. You will be at the Oak Bay Campground in about 10 minutes (742 Rt. 170). See sidebar on p. 29 for campground details.

The Chocolate Museum is just two blocks from the Information Centre. Ganong Bros. Limited is Canada’s oldest candy company, founded in 1873 by James and Gilbert Ganong. The museum is located in the old factory building. Exhibits describe the Ganong family, the company’s history, and a display of historic chocolate boxes and antique candy-making equipment. Hands-on, interactive displays shows how candy is made now. Samples are offered to visitors. If you want to take a supply for the summer, the Ganong Chocolatier has lots of choices.

If you are *really* a chocolate fan (read *chocoholic*), schedule your visit to St. Stephen during the first week of August (2–9). The Chocolate Festival features chocolate-themed lunches, dinners, special events, tours, children’s events, and live entertainment. [chocolate-fest.ca](http://chocolate-fest.ca)

If you are visiting St. Stephen on a Friday, the Farmers Market is a must visit, not only for fresh produce but also for a zillion items that will make your life more enjoyable. Every Friday,

May through September, 10–3, at the St. Stephen Border Arena. 506-466-3272. [ssfm13.wix.com/ssfarmersmarket](http://ssfm13.wix.com/ssfarmersmarket)

## ST. ANDREWS BY-THE-SEA

Leaving Oak Bay Campground, we traveled on Rt. 170 east for three miles and then turned south on Rt. 127 for a 16-mile cruise into St. Andrews. Based on a friend’s recommendation, we headed for the Kiwanis Oceanfront Campground (see sidebar) at 550 Water Street. It is not a scenic campground, but you will enjoy the view and the almost constant breezes. The campground has been operated by the local Kiwanis Club for 67 years. I would love to see pictures of the RVs that visited in 1950. Parking downtown is scarce. Walkers and bicyclists will have the advantage. For our visit in St. Andrews, we decided to spend our limited time in the shops, Ministers Island, Kingsbrae Gardens, and whale watching.

### The Shops

As we visited the shops on St. Andrews’ main street, we discovered that many of them are family-owned. Fisher and Donaldson is a fourth generation bakery that began in Scotland. In their modern bakery, I was pleased to find freshly baked each morning a wide variety of traditional and Scottish and Continental items. The Guid Cheese Shop and the Rocca Italian Deli helped stock our fridge and pantry with items that improved our menu for at least a couple of weeks. As a confirmed bibliophile and collector, I was surprised to find a branch of the UK’s favorite bookstore here in St. Andrews. If you are into art collecting, seriously or casually, you can spend at least an hour, just as we did, perusing the Artery and the Fraser galleries.

We were also delighted to find the St. Andrews Farmers Market at the corner of King and Water Streets, about a one mile warm-up walk from the Kiwanis campground. Every Thursday 8:30 a.m. until 1 p.m., May 22 to Sept. 25. Fresh vegetables, fresh seafood, crafts of every description, fun for the whole family. [standrewsfarmersmarket.com](http://standrewsfarmersmarket.com)





## Ministers Island

An historic 690-acre island estate is about one kilometer offshore in Passamaquoddy Bay, just a 10-minute drive from the Kiwanis Oceanfront Campground. You can easily plot the route on the St. Andrews map-directory. At low tide you will drive across a wide, but stable, gravel bar from the peninsula to the island. Under the direction of Sir William Cornelius Van Horne, the island became an amazing agricultural experiment as well as his summer retreat. As the second president of the Canadian Pacific Railway, Van Horne planned and oversaw the successful completion of the railroad over the treacherous Canadian Rockies, providing the transportation link essential to the country's economy. Van Horne also served as a major player in the unifi-

cation of the country under Confederation. Today you can tour his 26-room mansion, the huge barn used in the development of breeding stock, and the bathhouse and hideaway on the beach. You can also walk or bike the beautiful carriage lanes through the woods and fields.

Visit [ministersisland.net](http://ministersisland.net) for schedules of daily tours. Fee: \$10 cash only. Children under 8, free. Students, \$5. Check signs for the tides on both sides of the connecting gravel bar. If water is already covering the gravel, DO NOT attempt to cross by foot or car no matter how shallow the water appears to be. Go to [rismag.com](http://rismag.com) for an interesting story on how the island got its name and Sir William's development of his estate.

## Kingsbrae Garden

When God created the world, He took the man and put him into the garden and directed him to cultivate it and tend it. From the man's rib, God fashioned a woman. The two of them lived happily in the garden until they severely disappointed God. As a result, God dispossessed them and drove them from the garden. Gen. 2-3. God's grand scheme repossessed an obedient people, but a provided garden was never again a part of that scheme.

After banishment from the Garden of Eden, man had to plant his own gardens. Kings commissioned grand gardens on their palace grounds. From time immemorial, man learned that gardens planted and well-tended provide not only food, but serenity and beauty that nurture and comfort his spirit.

The Kingsbrae Garden grounds comprise 27 acres that are part of the original summer home of Lucinda Flemer's childhood. Her family has lived here for five generations. She and her husband, John Flemer, still spend their summers in St. Andrews, surrounded by visiting children and grandchildren. They realized they had far more land than they needed, but they wanted to keep it green and use it in ways that would benefit the community. Giving back was a philosophy of living instilled from their youth.

After brainstorming for months, ideas for a world class garden continued to resurface. In 1995 when Lucinda Flemer began overseeing plans for the Kingsbrae Public Gardens, most people said it could not be done. *What* could not be done? Beau-

tiful gardens had been designed and created by the wealthy for centuries. But her garden was going to be built using unskilled local labor provided by teens and unemployable adults: the young and the old, troubled teens and abused women, people who had never been able to hold down a steady job in their lives. The dispossessed.

"Everyone told us it couldn't be done," a supervisor said. "But we did it, on time and under budget. We had an architect create the plans, but the garden itself was all done with unskilled labor. They had never used gardening tools before. They dug, planted, and tended the first of Kingsbrae's gardens. Many of them are still employed here and they all agree that, to one degree or another, Kingsbrae has changed their lives for the better."

"My life was a mess when I first started working here," one woman observed. "Since then, things have turned around. I'm happily married now. I don't drink anymore. There's just something about this place and the plants that changed me."

Lucinda Flemer agrees. "There is no doubt in my mind that the garden changes people. It gives them a sense of dignity, a reason to get up in the morning. It is a peaceful, beautiful, healthy environment and it's nurturing."

Construction began in 1996, and the not-for-profit gardens opened to the public in 1998. With over 50,000 plants representing 2500 to 3000 varieties, Kingsbrae Garden hosts more than 25,000 visitors annually. The garden gates stand where



The Scents and Sensitivity Garden, with plaques in Braille, was built in co-operation with the Canadian National Institute for the Blind.



The two-acre Perennial Garden is subdivided into twenty-six sections, each planted with different combinations of perennials.

her grandparent's summer home was located, and her parent's home now houses the Garden Café, Gift Shop, and Art Gallery. Lucinda and John's summer residence is adjacent to the garden.

Kingsbrae has been named one of Canada's Top Ten Public Gardens. The Gardens were the first property in New Brunswick to achieve designation as a Certified Audubon Cooperative Sanctuary.

A two-acre Perennial Garden, enclosed by ten-foot cedar hedges planted when Lucinda Flemer's grandparents first summered here a century past, is one of eighteen themed gardens. The Perennial Garden is subdivided into twenty-six sections, planted with different combinations of perennials which grow to the accompaniment of soothing classical music heard throughout this garden.

All of the gardens are designed to be accessible to people of all ages and abilities, whether you travel on foot, in a wheel chair, or a golf cart. The other themed gardens include a Heritage Orchard that features old apple varieties and a drought resistant Gravel Garden. In the Children's Garden, youngsters can plant petunias in a color wheel with tools scaled to their size. A century-old playhouse was built by a local ship builder.

The Bird and Butterfly Garden features special flora, shallow drinking puddles, butterfly houses to attract some of nature's most elegant butterflies, and bird feeders to create a haven for Eastern North America's diverse bird species. At least sixty-five species of birds have been sighted here.

The paths will take you to the Rose Garden (the only garden from the original estate) and the Heath and Heather Garden. The Scents and Sensitivity Garden was built in co-operation with the Canadian National Institute for the Blind. The waist-high, raised beds feature plants chosen for their scent or texture, designed for the enjoyment of the visually impaired. The plant labels are in Braille.

A Therapy Garden offers free access to the residents of the

seniors' lodge next door. They are welcome to work in it or to simply enjoy a fragrant and colorful visit.

In appreciation for all the Flemers have contributed to the region, the Town of St. Andrews, the Chamber of Commerce, and the Business Improvement Association presented to Kingsbrae in 2006 Canada's first Wollemi Pine (*wollemia nobilis*), one of the world's oldest and rarest trees. This living fossil dates back to the Jurassic era, and was discovered in 1994 in Australia's Wollemi National Park. Its discovery has been likened to finding a small dinosaur still alive on earth; it was thought to have been extinct for the past two million years.

Flemer's chief collaborator in developing Kingsbrae, and now head gardener and manager, Andreas Haun, reflects over the eighteen-year experience. "She taught me that no matter what you have, whether it's one dollar or a thousand, you have a duty to give back to your community. Wherever there was someone at risk or in need, that's who we wanted to employ at the garden. We have a saying at Kingsbrae, 'We don't just grow plants. We grow people.'"

The Kingsbrae Garden Café is not to be missed. Open daily from 10-5 (food service ends at 4:30). See [kingsbraegarden.com](http://kingsbraegarden.com) for a delightful, moderately priced menu. The garden is open from 9 a.m. to early evening. Fees are: adults, \$16 (\$8.50); students & seniors [60+], \$12 (\$6); family, \$38 (\$17); children 6 and under, free. The fees in parentheses are the SuperBloom Pass. Add it to your one-day pass and you can visit the garden and all of its amenities for a full week.

### Whale Watching

Operating from the pier at the foot of King Street in St. Andrews, Joanne and Rob Carney are in their tenth season of introducing their passengers to the delightful experience of whale watching. Their 3.5 hour tall ship adventure leaves the historic port as early as 9 a.m. each day during the five-month season.

Except for being an avid canoeist, I would have to be classified as a landlubber. But I wanted to know more about this ship upon which I was about to embark. The “Jolly Breeze of St. Andrews” is a 72-foot gaff-rigged, square-rigged cutter. She is a steel replica of the “Jolie Brise,” an early 1900’s vessel famous for winning the Fastnet Race three times consecutively. This ship was built in Whangarei, New Zealand, and launched by her late owner–builder, Marc Witteveen on Dec. 7, 1989. She is a steel vessel (hull is ¼-in. thick). Teak imported from Burma was laid over the steel deck. The interior is finished with native New Zealand woods. In short, she’s a beautiful ship. She is inspected annually and approved by the Canadian Coast Guard (CCG) to carry 46 passengers plus crew. Every two years the CCG does an out-of-water inspection. I was impressed and satisfied that the “Jolly Breeze” was a very safe ship.

We opted for the 12:45 p.m. whale watching trip. It was cloudy when we departed, but the trip to the feeding grounds was nonetheless scenic. The whole excursion is really an educational experience, injected with humor and fun. Did you know that Champlain settled St. Croix Island three years before the English landed in 1607 at Jamestown? We passed by the East Quoddy Head Lighthouse on Campobello Island (see *RIS*, 4:3), where the first lighthouse was built in 1829. It’s now fully automated. Yes, the lighthouse keeper is out of a job.

Some of us took turns at steering the “Jolly Breeze” on the way to the whale feeding grounds. Others tried hoisting a sail. There were 12 children on our trip, probably between six and 11 years old. The crew kept them entertained with pirate costumes, face painting, singing a pirate song, and coloring whale pictures. We older students joined in to listen to the recorded sounds of Humpback “whale songs” and labeling the parts of the ship and its rigging on a drawing. The captain and crew talked on the PA system about the Minke, Finback, Humpback, and Right Whales. The last two show up in August and September.

Hospitality was never in doubt. The galley offered coffee and hot chocolate, specialty teas, sodas, and spring water. Joanne’s hot split pea soup was delicious.

The winds died down as we reached the feeding grounds. As the crew made whale sightings in the distance, the captain used the ship’s quiet, super low-emission diesel to move the “Jolly Breeze” in that direction. Maybe the whales were just as curious about the ship as we were about them. They seemed to be moving closer to us. The captain encouraged us to move around the deck and spread out. You can get a good view (360 degrees) from any place along the deck rails. In the next 90 minutes we made over 20 sightings of Finback whales. One surfaced alongside within 15 meters and we actually saw his eyes and blow hole.

It is about an hour each way to reach the feeding grounds in the Bay of Fundy and it was soon time to head back to St. Andrews. If you are not accustomed to it, being out on the ocean with so much activity to keep you busy is, at the same time, both exhilarating and tiring. As we got close to the islands and the seals on the shore, we got our field glasses out of the backpack



for close-up views. If you have a telephoto lens, be sure to bring it. I recommend a camera with a neck strap. It is too easy to drop one in this environment. Be sure to bring a light jacket, a hat, and sunscreen.

## SAINT JOHN

Leaving the Kiwanis Oceanfront Campground around nine, we made our way back to TCH-1 and set an eastward heading to Saint John, the largest city in New Brunswick. The city boasts one of the largest municipal parks in Canada. Rockwood Park is just 10 minutes away from everything you will enjoy doing in Saint John. It offers a large lake with kayaking and canoeing, 26 miles of hiking trails, an 18-hole golf course, an 18-hole par 3 course, a driving range, and the Cherry Brook Zoo. The campground at the park is a huge gravel parking lot. But it does have 75 full hookup sites (30 amps) for \$37/night + 13% tax. See end of story for campground sidebar. Another choice is Hardings Point Campground, a much prettier campground approximately 28 miles from center city. We chose Rockwood Park since it was only for two nights. Rockwood is just two miles from Canada Games Aquatic Centre at 50 Union Street that offers an Olympic pool for swimming laps, a state-of-the-art fitness center, sauna, steam room, hot tubs, and whirlpools. Check [aquatics.nb.ca](http://aquatics.nb.ca) for hours. Adults, \$7.50; Seniors, \$5.00.

### Saint John City Market

47 Charlotte Street is a beehive of vendors presenting fresh fruits and vegetables, every imaginable meat and seafood, prepared food including delectable salads, sandwiches, fish & chips, desserts. Maple syrup, preserves, jams and jellies. Fresh brewed coffees from all over the world, tempting bakery items, ice cream. My belt was getting tighter with me only looking!

The market was created by a Royal Charter in 1785, but it did not begin regular operation until 1830. It is the oldest continuing farmers market in Canada. After thriving and expanding for four decades, prizes were offered for a durable building that would last for centuries. The present building opened in 1876, covering an entire city block. Facing Charlotte Street, the structure's stone façade belies its huge interior. With a roof and ceiling that appears to be an inverted ship's hull, the building's floor slopes gently down to Germain Street that is 10 feet lower than the entrance on Charlotte. Hours are M-F, 7:30 to 6; Sat, 7:30 to 5. For more information, call 506-658-2820 or visit [sjcitymarket.ca](http://sjcitymarket.ca)



## Market Square

Downtown Saint John will host the *24th Annual Buskers on the Boardwalk Festival* on Market Square from July 17–20. Buskers may do acrobatics, extreme gymnastics, animal shows, clowning, comedy, contortions, escapology, dance, singing, juggling, magic, mime, living statue, musical performance, sword swallowing, and much more. They often involve members of the audience to create more interest and fun. A collection hat or box is usually placed in a prominent spot for the audience to show appreciation for the performance. You simply pay for what you enjoyed. No entrance fees are charged to enter Market Square. Performances are announced on a public address system. We enjoyed several shows and found an outdoor restaurant in the square with great sandwiches, salads, and drinks. The 2014 entertainment schedule was not available at the RIS press time, but you can check it later at [marketsquaresj.com](http://marketsquaresj.com) For more information, call 506-658-3600.

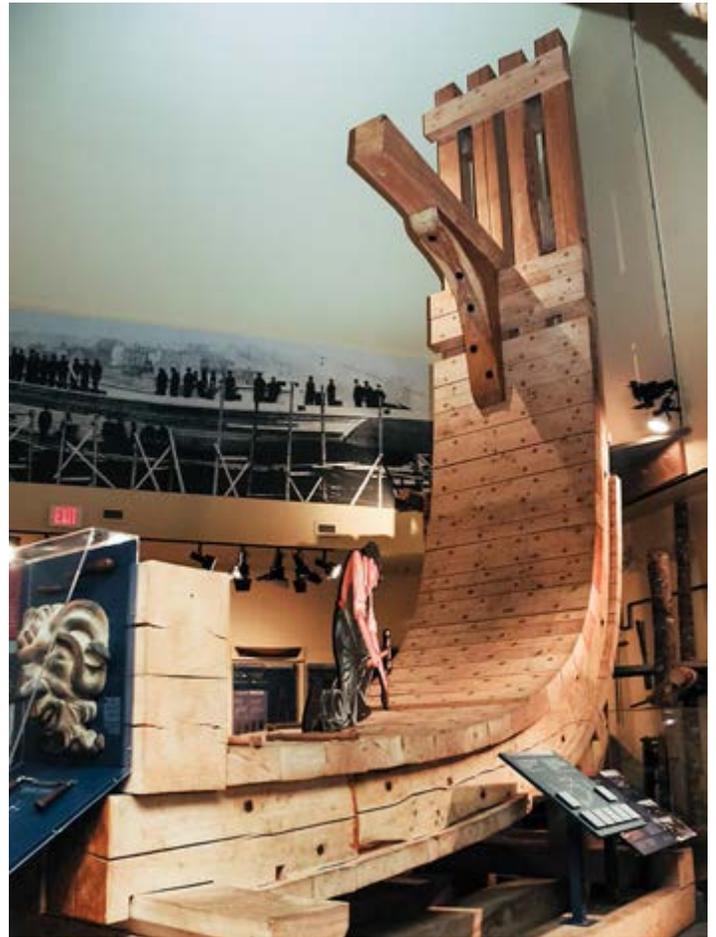


## The New Brunswick Museum

A world-class museum engaged in funded research, the New Brunswick Museum creates programs for all ages, maintaining and expanding permanent exhibitions, and sending out traveling exhibitions about New Brunswick. Like great museums throughout the world, the NBM will require many visits to appreciate its offerings.

Its current exhibitions include New Brunswick Art; Canadian Art; International Art; Decorative Art; New Brunswick Industry; Wind, Wood & Sail; Birds of New Brunswick; Our Changing Earth; and the Hall of Great Whales.

Since we had just enjoyed a great whale watching experience in St. Andrews, we opted for the Hall of Great Whales. We dropped in just at the right time and were invited to join a docent's tour of the exhibition. The exhibit began with baleen whales. Baleen is a filter-feeder system inside the whale's mouth. Baleen is similar to bristles and is made out of keratin, the same substance found in our fingernails and hair. Combs of baleen are attached to the whale's upper jaw. When the whale opens its mouth underwater, it takes in water and then pushes it back out. Tiny animals such as krill are filtered out by the baleen and become a food source to the whale. Before the days of plastic, baleen was used in corsets and umbrellas. By contrast, sperm whales have teeth and will eat as many as 300 squid a day. Other displays include a beluga whale, or white whale, skeleton with its calf; the full skeleton of a minke whale, and the head skeleton of a humpback whale. On the way out, we quickly passed through the Wind, Wood & Sail Museum and viewed the displays of 18th and 19th century ships, and wished we could have stayed longer.



Shipbuilding in Saint John was a major industry. A segment of the hull and its reinforcing beams demonstrates the skill and craftsmanship that it took to build fishing vessels.

## THE FUNDY TRAIL PARKWAY

Opening up previously unreachable areas of the Bay of Fundy coastline, the Fundy Trail takes you through the last remaining coastal wilderness between Florida and Labrador. There are five 2-hour guided hikes on weekdays, 1–3 p.m.; a 4-hour hike that includes lunch at Hearst Lodge; and a fall foliage hike in September.

To make the 10-mile trail your next stop after Saint John, take exit 137A from the TCH-1 and drive 27 miles (43 km) on Rt. 111 to St. Martins (see p. 29 for camping information). Go to [fundytrailparkway.com](http://fundytrailparkway.com) for more information about hiking, biking, and driving the 10-mile trail (16 km).



## FUNDY NATIONAL PARK

The fog was rolling in from the Bay of Fundy at 8 a.m. as we left Saint John for Fundy National Park, a drive of about 91 miles (145 km) to our reserved campsite at Chignecto North Campground. At exit 211, we took Rt. 114 into the national park.

The National Parks of Canada have a daily entrance fee, or a seasonal fee if you anticipate being in other national parks during the five month camping season (May 10–Oct 10). The daily rate is \$7.80/6.80 (adult/srs) and the seasonal rate is \$39.20/\$34.30. We reserved a full-service 50-amp site. The park has WI-FI but it is sketchy depending on how close you are to a rest station.

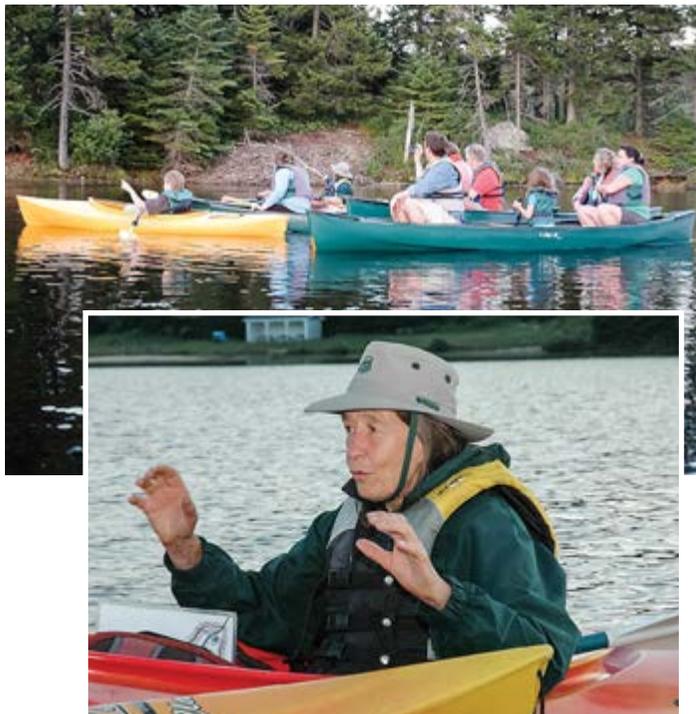
This park had near-secluded sites with wonderful separation provided by shrubbery, undergrowth, and trees. We were in a 32-ft. Allegro Breeze which made the back-in site easy to negotiate. We selected this park because it was close to two major places we wanted to visit: Cape Enrage and Hopewell Rocks.

When I reviewed the Fundy National Park website in May of this year, I was surprised to see an announcement that 29 full service sites are offered at \$2,000 for the entire five month camping season (May 16 to Oct 13). If you are interested, call

506-887-6000 and verify the earliest date you can make your reservation for next year. The climate for that time frame is delightful. You get to see a second spring and a colorful fall before you head south.

The park has a wide array of activities: boating on three lakes (canoes, kayaks, rowboats); fishing (one-time license fee); geo-caching; 9-hole, par 70, golf course designed by world-renowned golf course designer Stanley Thompson; hiking (from easy short loops to a 30-mile challenge circuit around the park); hikes with a park interpreter; lawn bowling; mountain biking trails; three tennis courts; and saltwater swimming pool. The town of Alma is 10 minutes away and has at least three good seafood restaurants. I was ready to stay for the rest of the summer!

After a day at Cape Enrage, we returned to our campsite in Fundy National Park and found a bulletin board posting for a guided canoe trip on Bennett Lake. Laura, our guide, hosted six canoes, taking us to several ecocenters in the lake. The most interesting was the beaver lodge, the top of which can be seen in this picture. One of the beavers swam back and forth slapping his flat tail loudly against the water as a warning signal to watch out for the intruders. Laura made sure that we all gave them a wide berth.



## CAPE ENRAGE

Built in 1840 when safe navigation in the Bay of Fundy depended on lighthouses, the Cape Enrage beacon was in direct sight of all points from Rockport southward to St. Martins. Over the decades, it was moved from its original location three times because of erosion. In the 1970s the light and fog alarm were automated and the lightkeeper's job was eliminated. The property was damaged by vandals and the severe weather caused deterioration. In 1992 Dennison and Anne Tate began a drive to restore the lighthouse and introduce seasonal recreation. Visitors now can experience the thrills of a zip line, rappelling, and rock climbing under the watchful supervision of experienced operators. Hikers can descend a staircase to reach the Barn Marsh Island Beach, and at low tide can walk for six kilometers. The beach in several places ranges up to 200 yards wide which, of course, is the ocean floor. It has been called "the most wilderness beach" in New Brunswick. One of the buildings was converted into the Cape House Restaurant where Chef Jeremy Wilbur serves elegantly prepared entrées for lunch and dinner. He was trained at the Culinary Institute of Canada in PEI and has held positions in Australia, New Zealand, and the U.S. Reservations (506-887-2273) are recommended due to limited seating. If the temps are cool, ask for a window seating. If it's a warm day and not too windy, request a table on the deck. It will take most of a Franklin to pay for a complete dinner for two with wine and dessert, but the glorious views are free. Visiting hours at the cape vary with the length of the day.

June 22 to Aug 16	9 am – 8 pm	Admission: Adults, \$5; seniors and students, \$4.50.
Aug 17 to Sep 2	9 am – 7 pm	
Sep 3 to Sep 22	9 am – 5 pm	



The lighthouse at Cape Enrage has been in use since 1840. Built on a promontory jutting into the Bay of Fundy, the light can be seen from Rockport, 16 miles (25 km) to the northeast, to St. Martins, 38 miles (60 km) to the southwest.

To get to Cape Enrage from Alma, take Rt. 114 to Shortcut Rd. and follow signs to the cape. From Riverside-Albert, take Rt. 915 to the cape. The final ascent to the cape has a very sharp switchback that may be difficult for Class A coaches over 35 feet in length to navigate. It is probably best to drive your tow car.

## HOPEWELL ROCKS AND THE BAY OF FUNDY

From Alma or Cape Enrage, continue to follow the Fundy Coastal Drive to Hopewell Cape. Hopewell Rocks offers the iconic views of the Bay of Fundy. The Hopewell Rocks Ocean Tidal Exploration Centre offers videos and exhibits to explain how the gravitational pull of the moon and the sun cause the ocean to ebb and flow twice each day, pulling the ocean into the coast and then releasing it to flow back. Along the broad eastern coastal beaches of North America, the height of the incoming tide is not as obvious. But in the Bay of Fundy where a deep ancient valley once existed, the moon's gravitational pull produces an amazing phenomenon.

To really enjoy a day at Hopewell Rocks, purchase a copy of the 40-page booklet, *A Companion Book of the Hopewell Rocks*, by on-site interpreter Deborah Anne Berry. The following, paraphrased from her booklet, will get you launched into your day of exploring the area:

Geologists believe the super continent Pangaea broke up between 210 and 140 million years ago. The earth's surface is a thin crust "floating" on a sphere of molten rock. Movements beneath the surface create cracks in the crust known as *faults* which divided the crust into 16 huge sections called *plates*. These plates moved over millions of years in a process called *continental drift*, forming the world's continents as we know them today. The space between North America and Europe/Africa filled with water and became the Atlantic Ocean. As the Atlantic widened, smaller cracks called *rifts* were created in North America. The Bay of Fundy was one of the rifts that appeared over 200 million years ago as the *plate tectonics* and volcanoes altered the surface of the continent. Sedimentary deposits washed down from the nearby Caledonia Mountains to the Hopewell Cape region. The deposits were compacted into layers of conglomerate rock consisting of gravel, pebbles, and rock that were cemented together as they mixed with layers of sandstone. Tectonic pressure tilted the layers upward, creating vertical and horizontal fractures.

Geologists believe the Fundy rift was for millions of years a large lake. The last Ice Age 13,500 years ago carved and molded the Bay of

Fundy into its present shape. With the melting of the glacier at the end of the Ice Age, the southwestern end of the lake was breached by the Atlantic Ocean which brought its high tides into the bay twice daily.

At the Hopewell Cape, tidal action for over 10,000 years has been eroding the shoreline. Vertical and horizontal expansion caused by ice separated large masses of rock from the main cliffs. These masses still have vegetation on top and a clay-like base that the tides have carved. Over the last hundred years, these unique forms were called "flowerpots." Each flowerpot has taken on its own identity such as Lover's Arch, Bear, Elephant, and Mother-in-Law. The sandstone can erode up to two feet in one year, while the conglomerate erodes more slowly.

The Stair Cove is the most common access point to the flowerpot rocks. You can walk there in 10-15 minutes from the interpretive center or take a shuttle for \$2. From a large deck, you get an elevated view of the flowerpots and access to a 99-step staircase to the beach. The booklet has a map of the beach and a guide to the named areas: North Beach, Stair Cove, Castle Cove, Big Cove, Diamond Cove, and Demoiselles Beach.

Some sections of the beach are covered with gravel that will permit hiking without getting your shoes muddy. But if you really want to explore the area, take a pair of Crocs that you can hose off later.

At high tide you can kayak around all of the areas on Ms. Berry's map. With a 14-meter tide you can get a whole different perspective on how the flowerpots are eroding. Two concessioners offer guided kayak tours at \$50+ per person. At other access points, you can use your own kayak with a permit. Inquire at the Interpretive Center.

This completes Part I of our visit to the Maritime Provinces. The next segment will tell the story of the Acadians in the Maritimes, the diaspora, and their return many years later. Their cultural impact can still be seen in New Brunswick, PEI, and Nova Scotia. 

The picture at far right shows a group of several kayakers directed by a licensed concessioner. The excursion is launched shortly before high tide and gives the participants nearly an hour on site.



The climb from the ocean floor to the lower shuttle pickup is 99 stair steps. Save some energy to get back to your car. Below is a closeup illustrating the sidewall conglomerate composition of a "flowerpot." Geologists have measured as much as a centimeter of erosion annually.



### Campground Information

**ST STEPHEN**  
Oak Bay Campground  
742 Rt. 170  
Oak Bay, NB E3L 4A4  
506-466-4999  
Full hookup, 30-amp  
\$40/night  
Follow King St. north from Visitor Centre to Rt. 170 east. 10 minute drive; campground on right in Oak Bay.

**ST ANDREWS**  
Kiwanis Oceanfront Campground  
550 Water Street  
St. Andrews, NB E5B 2R6  
877-393-7070 info@kok.ca  
kiwanisocanfrontcamping.com  
Operated by the Kiwanis Club since 1947  
21 oceanfront sites, full hookup (30-amp)  
\$42 + 13% tax  
51 sites, full hookup (30-amp) \$38 + tax  
Close: Oct. 15

**SAINT JOHN**  
Hardings Point Campground  
71 Hardings Point Landing Road  
Carters Point, NB E5S 1N8  
506-763-2517  
Full hookup, 50-amp  
\$42/night + 13% tax  
\$210/week + tax  
From TCH-1, take Fredericton exit 114. Go north on Rt. 7 and take Grand Bay-Westfield exit 90.  
Go north on Rt. 177 through Grand Bay-Westfield. After approximately 10 minutes driving, look for ferry crossing sign. Make a right turn to cross on the ferry, arriving at Hardings Point Ferry Landing. After crossing, turn right from Ferry Landing into park entrance. 28-min. drive back to Saint John.

**Rockwood Park Campground**  
142 Lake Drive South  
Saint John, NB  
506-652-4050  
Full hookup, 30-amp  
\$37 + 13% tax  
From TCH-1, take exit 122 or exit 125 and follow signs into park.

**ST. MARTINS (Fundy Trail Parkway)**  
Century Farm Family Campground  
67 Ocean Wave Drive  
St. Martins, NB E5R 2E8  
506-833-2357  
Some full hookups (30-amp) \$30 + 13% tax  
Take exit 137A from TCH-1. It is 27 miles to St. Martins on NB 111. This is the best place to camp when visiting the incredible Fundy Trail Parkway.

**FUNDY NATIONAL PARK**  
Chignecto North Campground  
8642 Highway 114  
Fundy National Park, NB E4H 4V2  
877-737-3783 or  
www.reservation.parkscanada.gc.ca

### General Information

**Customs**  
Entering Canada for U.S. citizens is a straightforward process as long as you have made some basic preparation. I suggest you visit [gocanada.about.com/od/canada](http://gocanada.about.com/od/canada) for guidance. After you go to the website, click on the second item which opens another site. Then click on "Do U.S. Citizens Need a Passport to Enter Canada?" The basics are a valid U.S. driver's license, passport, and current tag/registration/insurance records for your vehicles.

**Currency Conversion**  
The currency conversion rate from U.S. dollars to Canadian dollars is favorable. Make the exchange at a Canadian bank using your debit card. You should convert only what you will need while you are in Canada. Avoid bringing Canadian currency back to the U.S. and converting it at a U.S. bank.

**Credit Cards**  
Check with your credit card company (CCC) and determine if they make surcharges on every transaction made in Canada. If they do, you should find a card that does not charge transaction fees in Canada. A good place to begin your search for a "no-foreign-transaction-fee" card is [cardhub.com](http://cardhub.com). Make your CCC aware that you will be traveling out of the U.S. and making large purchases for fuel and other items for an extended period of time.

**Cell Phone Charges in Canada**  
If you like to use Maps or Google Maps on your iPhone or iPad, or if you plan to be calling home frequently, you should visit your supplier and set up a cellular data plan. You can come up with a good deal after a little intense negotiation.

**Fundy Trail Parkway**  
229 Main Street  
St. Martins, NB E5R 1B7  
506-833-2019

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## Ben McGuire: Finding Where You Belong

Text and photography  
by Fred Thompson

**T**HERE IS A GREAT SENSE OF SATISFACTION in knowing where you belong, knowing where you can work and be effective, knowing there is really not another place where you would be happier. Some can search a lifetime and not really find “that place.” Ben McGuire was pretty sure he had found “that place,” even when he was in high school.

“I grew up in this area, was born in Muscle Shoals,” Ben began. “My mom and dad owned a farm. I had four sisters and no brothers, so you can imagine that a lot was expected of me. An uncle offered to pay my tuition so that I could attend Mars Hill Bible School and I started there in the fifth grade.”

School principals and superintendents in the South knew that farmers needed their sons in the fall when it was

harvest time. Some rural schools would even close for two weeks in late October so that all of the farm kids could help pick cotton. Ben’s dad went to see the principal at Mars Hill and asked that he be allowed to leave early during the fall so that he could help on their farm. The principal understood. Ben usually rode the school bus. But on days when he had to leave early, he drove the grain truck to school so he would have a way to get home without someone having to quit working and come get him. That led to a rather amusing situation.

“One day I was drafted to drive the school bus when a regular driver was absent,” Ben laughed. “They knew I drove the grain truck to school, and I guess they just assumed I had a driver’s license. Back then law enforcement just overlooked

farm boys moving a tractor from one field to another over county roads, or driving a truck to town for supplies. If we were big enough to reach the pedals, most of us started driving when we were 12 or 13. The other boy that drove a truck to school was a year older, and they just never asked if I had a license. Before I was 16, I drove as a substitute on every bus route the school had.”

When it was too wet to get into the fields, Ben looked for work in town. “On a Saturday morning, I was looking for part-time work and knocked on the door at the old Wynne Enterprises building,” Ben recalled. “Don Lewis was in the office and was kind enough to talk with me. We talked and he discovered that I went to Mars Hill Bible School. He hired me, trained me how to make small parts for the window

Ben enjoys the challenges that plant expansion and production planning have presented to him. He approaches problem solving by dividing the problem into its smallest parts and incrementally finding solutions. ♦ Ben visits with Tim McAbee while he finishes attaching the screen to the window for a Phaeton.

assemblies, and gave me a key to the building. I came in on rainy afternoons and nights for two years.”

By this time, the fairer sex was getting at least some of Ben’s attention. “I actually met Sandra in the fifth grade, the first year I attended Mars Hill,” Ben said. “Less than 10 years later we got married. I often tell people that I married an angel and a world class cook.”

Ben and Sandra graduated from Mars Hill in 1975 and married the following year. He began working full-time at Wynne after graduation. “When I started here in 1975, we were still in our little 10,000 sq. ft. plant. In 1978, we moved into 15,000 sq. ft. in our present location on five acres in an industrial park. Under general manager Don Lewis’s leadership, the plant was expanded three times. Our latest addition increased the facility to just over 60,000 sq. ft.”

Within a short time, Ben became lead man in his department. As the years went by, he moved up through several management positions including foreman, supervisor, and plant superintendent. When Don Lewis retired in 2006, Ben became general manager of Wynne Enterprises. “I have done nearly every job in the plant, and I enjoyed teaching new employees as we grew,” he said.

There have been a lot of challenges during his career at Wynne. “In the late seventies, we had to begin painting the window frames. The aluminum was painted before it went through the bending machine, which required the paint to have an enormous amount of elasticity,” he explained.

“A lot of people’s first reaction to a new design problem is that ‘It can’t be done!’ We just break a problem down



into its smallest component parts. Then you tackle one part at a time, with the one most pressing first,” he explained. Ben began to reel off several challenges the company had solved in recent years:

- ♦ Glass had to be developed that was more durable in order to deal with UV rays. That process required meeting a new set of EPA standards.

- ♦ When the Allegro Breeze was under development, Wynne Enterprises received the assignment to come up with lighter weight window assemblies. But the thinner glass used to help reduce the weight still had to be just as durable.

- ♦ Designing the window frame to accommodate screens always presents a challenge. Some screens are fixed while others require a channel in which they can slide for opening.

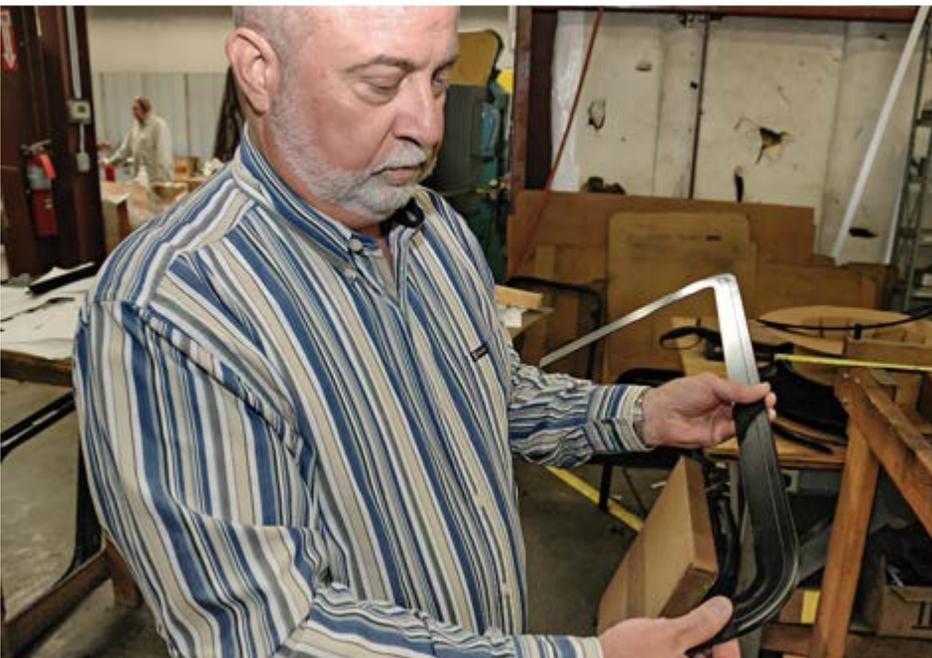
- ♦ Then along came flush windows a few years ago. All of the glass on both sides of the window had to be in the same plane. The solution required new equipment. Large concrete foundations had to be poured for the new equipment.

“In 1998 Bob Tiffin asked me to come to Red Bay one day a week to work on problems,” Ben said. “This was not deal-

ing with repairs, but working on core problems: wind noise, rattles, water intrusion, and more. By taking the incremental approach, we solved most of the problems by analyzing the manufacturing process. Soon there were only two problems left on the table — the majors! Then we solved them. The secret is not allowing the team to become overwhelmed by the entirety of the problem. We attacked in segments and spread it out. Today I continue to work with Steven Coon, Wayne Williams, and Tim and Van Tiffin to help solve problems. It is probably the most rewarding part of my job.”

Prior to 2007 the specifications for window design and manufacturing were handled by draftsmen. Wynne’s engineering department using CAD-CAM software is now handled by one engineer. “We know now before we go into production if we can manufacture a new design with the processes and equipment we have on the floor,” Ben noted.

Effective interviewing and employee training are two areas in which Ben seeks to improve his own skills and the skills of Wynne employees. “I interview all of our job applicants,” Ben said. “Many appli-



After Mark Moon makes a minor adjustment for forming a part of a radius corner window, Ben checks the results. ♦ Sandra and Ben take a very active role in their church, and often entertain at their home. Their beautifully landscaped patio, firepit, and grill make evening cookouts a favorite activity.

continued. It was at work that Drew met his future wife which led Ben to another amusing story.

“Drew is a Christian and very analytical about how he goes about doing anything. He made a five-point list to qualify any girl he asked for a date, with the idea there was no reason to date a girl he would not consider marrying. When he learned that Olivia, a CPA working in the accounting department at Southern, was a Christian he asked her for a date. She had already met the first qualification. When he met her for dinner and their date, he began to ask as discreetly as possible the other four questions on his list. When he got to the third question, Olivia said, ‘Wait just a minute. Are you working from a list? Because if you are, I have a list, too.’ She pulled it out of her purse and they discovered they had the same five points, though not in the same order. They went on to dinner, had a great evening, and were married 18 months later.”

Ben serves as an elder in the church where he and Sandra worship. “When I was at Mars Hill Bible School, the eleventh grade curriculum included an in-depth course in Christian Evidences. Every student was required to keep a complete notebook of the lectures and handouts. Forty years later I still use my notebook every time I teach the course at church,” he said.

In his capacity as an elder, Ben and Sandra frequently provide counseling to couples who are having problems. “We spend a lot of time with our members and always work together when we are counseling,” he explained. “We are not trained as professional counselors. We simply direct their questions and compare their problems to situations we can find in Scripture. We never say, ‘I think . . .’ or ‘I believe . . .’ You can’t go wrong by letting God do the counseling from His

cants are *willing* to work, but they don’t know *how* to work. I have to teach them the basics: punctuality and attitude. If a person can get those two things right, his chance of succeeding is pretty good.

“Before an applicant arrives for an interview, I lay a pencil in the doorway to my office. If the applicant picks up the pencil and lays it on my desk as he takes a seat, it tells me he is aware of his surroundings and he wants things to be neat and orderly,” he smiled as he related his ploy. “Then, if he tells me how much he needs the job and how willing he is to learn, I know I have a pretty good appli-

cant if his references check out okay.”

Sandra and Ben have two sons, Adam and Drew. Both boys attended Mars Hill Bible School where Ben and Sandra met. Nearly 100 percent of MHBS students go on to college. “Adam lives here in the area. He studied computer animation and hopes to see his career take off soon,” he said.

“Drew received a full scholarship to the University of Alabama at Birmingham to study electrical engineering. As a freshman at UAB, the Southern Company employed Drew as an intern. Several years and degrees later, he works for the Southern Company in research,” Ben



Word. Sometimes they accept it and sometimes they go away sorrowful like the rich young ruler.”

When I asked Ben what he enjoyed doing in his free time, his answer was,

“What free time? I used to fish and do woodworking. But since I began serving as an elder, my time is spent with the Lord’s church, my family, and my job. It is a full life and I could not be happier.” 

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# Tennessee RV Sales and Service

THE STATE'S LEADING DEALERSHIP AFTER TEN YEARS



**B**ECOMING THE STATE'S LEADING RV DEALERSHIP after just 10 years in business was not serendipity. It took careful planning and a lot of work. Located on I-40 at Exit 398 just east of downtown Knoxville, Tennessee RV has a creatively designed and highly functional 46,000 sq. ft. facility situated on 11 acres that includes 16 service bays and 8,000 sq. ft. dedicated to a well-stocked parts and accessories store. The company's two owners, Charlie Anderson and Roger Sellers, bring 90 years of management experience to the business' dynamics. The company's current success is tied directly to their entrepreneurship and personal careers.

Like many teenage boys, Roger Sellers was fascinated and preoccupied with cars. But unlike most of his peers, he found a way to make his interests put money in his bank account. At 17 he was working in the detail shop of the McNutt Chrysler-Plymouth dealership in Alcoa, Tennessee. Just one year later he was promoted to parts manager.

Perhaps it was destiny working in Seller's favor when the car

dealership was sold in 1980. At just 21 years old, he entered a career path that would lead to an ownership interest in the state's largest recreational vehicle dealership.

After the car dealership sold, Sellers went next door to an RV dealership and began handling their warranty work, adding a new facet of experience to his rapidly moving career. The company was one of Winnebago's largest dealers. Within a year, Foretravel of Texas bought the facility to establish one of their seven corporate dealerships in the U.S.

Over the next ten years, Sellers, still in his twenties, went from counter sales to shop foreman, then to parts manager, and in 1987 to service manager. In 1987 Foretravel built their first chassis which expanded Roger's opportunities to get even deeper into managing the service of more complex coaches.

"In 1994 we moved the corporate dealership to Sevierville where Foretravel had acquired a 140-acre parcel," Sellers said. The company built a new building and a campground. In 2001 Foretravel promoted him to general manager of the dealership.

Three years later Roger Sellers had the opportunity to get acquainted with Charlie Anderson when he brought his mo-

torhome in for service. Anderson had purchased a pre-owned Foretravel Unihome in 1992 for both business and pleasure. Charlie had been living in his RV while building a new home in Kodak, Tennessee. At 66 he had enjoyed a very successful career building and operating timeshare vacation homes in one of the country's largest markets—Gatlinburg bordering the Great Smoky Mountains National Park.

In January 2004, Foretravel made the unanticipated announcement that it was going to close all of its corporate dealerships on March 31. In early March, Sellers decided he wanted to lease the facility and developed a business plan and a pro forma with the hope of finding an investor-partner. While he was there primarily to have his coach serviced, Charlie Anderson expressed an interest in Sellers' plan.

"My first job in 1956 was in a sheet metal business," Anderson began. "Three years later I took over the business. Soon after that I began building private homes and later went into building and operating timeshare resorts."

His first two businesses were located in the Fort Lauderdale, Florida, area where he grew up. The third business was the result of astute observation. "We wanted to vacation each summer in the mountains," he explained, "but it just wasn't practical to own a cabin up here and only use it three or four weeks a year when we could get away for a vacation. That's when the idea of building timeshare property hit me. I reasoned there must be thousands of people who were having the same problem I had encountered. Timeshares certainly were not my original idea; but in our first two resorts built here in Tennessee, we sold 16,000 timeshares. In subsequent ventures, we more than doubled the number of owners."

After the concept had been around for a while, some fly-by-

night operators gave the industry a bad name. They were absconding with the portion of the purchase price that should have been escrowed for future maintenance, as well as the annual maintenance fees contributed by the timeshare owners.

Anderson went into action and persuaded state lawmakers to pass legislation tightening the laws governing those who were building timeshare properties. When lawmakers acknowledged they were not fully aware of the problems, they asked Anderson to write the legislation as well as the tests to be given to those who applied for sales licenses. Today sales people must have a specific license to sell timeshares and expenditures from escrow maintenance accounts are carefully monitored.

"The timeshare business and the RV industry have similarities," Anderson said. "They both provide quality vacation experiences. With timeshares, you can go to nearly any destination and the same is true with motorhomes and towables. Both industries market to middle America. While timeshares were my business, Gail and I had taken our three kids on numerous camping trips in our 30-foot Airstream, and then after we were empty nesters, we bought the Foretravel."

Anderson saw the dealership's regional location, Sellers' experience in RV management and retailing, and the lack of significant competition in the area as key reasons to expect future success. "I asked Roger if he had some numbers to show me and he said he did," Anderson said. "Two weeks later after doing my homework and due diligence, I was in the RV business!" The two men became partners on March 22, 2004. In a very astute

*Sales team from left: Kelly Cubbedge, Steve Kirby (sales manager), Doug Cole, Nate Dalton, Lonnie Barnard, Bryan Harris, Jim Huddleston, Jack Toney, Ronn Tritto, Roger Keck, Jim Harden, Roger Sellers (president), and Jason Rees (general sales manager).*



Text and photography by Fred Thompson



*RV Parts and Accessories Store team.* BACK ROW: David Walker, Greg Austin (store manager), Geoff Goebel. FRONT ROW: Tony Werner, Barbara Davis, Leanne Young.

move, the new partners bought Foretravel's assets in 2004 and leased the property for three years.

Both owners were pleased with the business location. "There are more than 100 campgrounds within a 50-mile radius of Knoxville," Anderson noted. But they knew an interstate highway location had to be in their business plan. Exposure to high traffic volume is vital to an RV dealership's success. Another dealership owner remarked recently, "It's like being on television 24/7."

Land became available in two locations: first, they purchased 11 acres on I-40 on the east side of Knoxville and less than an hour's drive to the Smokies. The pieces of the puzzle were falling into place even quicker than they had hoped.

With planning, television and radio fanfare, and led by state troopers with flashing blue lights, the inventory was driven and pulled in a 3-mile parade on June 1, 2007, from the old dealership in Sevierville to the new 46,000 sq. ft. sales and service facility on I-40. When the facility was being developed, Tennessee RV provided 8,000 sq. ft. of retail space, 3,200 sq. ft. of storage space, and five service bays to Camping World to create a state-of-the-art parts and accessories store. In addition to small parts and accessory items, Camping World marketed RV appliances, generators, air conditioners, refrigerators, satellite receivers, awnings,

and towing equipment, including Roadmaster and Blue Ox.

Focusing on an operation that could provide full maintenance and repair services, Sellers & Anderson bought a second parcel at Exit 407 and opened a 21,000 sq. ft. body shop with a 24 × 60-ft. downdraft paint booth and full collision repair. Today that facility has six full-time technicians who can repair and restore front and rear caps, side walls, roof, and basements.

Moving into their new facility preceded the recession by about one year. "We did a pretty good job of mitigating the effects of the recession on the company," Sellers said. "We managed to get by with just minor cutbacks. We increased our TV advertising to assure RVers that we were still here in business to take care of their needs. Camping World brought a lot of traffic into the store and, of course, traffic is what we needed to make RV sales.

"As with many RV dealerships, servicing owners' existing equipment became an important source of revenue, probably just as much as new sales," Sellers continued. "From a percentage perspective, the sale of towables went well ahead of motorized. In fact, one of the Class A manufacturers we were representing went out of business. A short time later on May 8, 2009, the door opened for Tennessee RV to become a Tiffin dealer. So I can say that a very good opportunity emerged from a bad economic situation."

The company began to employ every marketing technique they could think of to get them through the recession that began about a year after they moved into their new location. "We



*Service team from left: Brad Armstrong, Mike Sieler, David Dick, Jimmy Branson, Floyd Kemp, Ben Thompson, David Young, Rick Foster, Al Middlebrook, Gene Rogers, Jeff young, Regina Kerr, Dustin Stevens, Joanne Lampkin, Curt Beckstrom (service manager).*

became the city's goodwill ambassadors to the campgrounds near our dealership," Sellers said. "That would in turn direct traffic back to our store. We offered 'give-aways' in return for visits to Tennessee RV, and when we sold a unit we would give the new owners three nights at three different campgrounds. Usually, they would stay the one free night and pay for at least two more. We negotiated a lot of free nights at the area's campgrounds, but it was good business for all of us."

Sellers and Anderson both credit Tennessee RV's location near the Great Smoky Mountains National Park as a strong factor for their success. "We are the largest RV service center in close proximity to the park," Anderson said. "And without a doubt, good service is a major factor why RVers buy from us."

"It is not uncommon at all," Sellers noted, "for out-of-state folks, even people from as far away as Alaska, to stop here for service on their way to the Smokies and wind up buying a new RV from us. Location is everything in this business."

"Our website is a huge factor in our success," Sellers pointed out. "We have a full-time IT specialist in Jowee Secore. Our inventory is completely searchable and each of our new RVs can be viewed inside and out with 15 to 80 images. In looking for new or used, motorized or towable, the browser can use our software to

customize a search. The website generates inquiries from across the country. Buyers occasionally fly into Knoxville to purchase units after finding just what they are looking for on our website.

"Search engine optimization (SEO) is a big factor in making our website successful," Sellers continued. "We seldom buy keywords, but instead we focus on organic searches. The website is very cost effective."

The company puts links for area campgrounds on their website, and the campgrounds reciprocate. Billboards near their location, radio, TV ads on cable, rvtrader.com, and occasional mail-outs are viable parts of the marketing schematic.

Jason Rees serves Tennessee RV as general sales manager. Rees first became acquainted with the Tiffin brand when he worked for three years at Bankston Motorhomes in Huntsville, Alabama. He later became general manager at Suncoast RV in Louisville, Tennessee, and was able to bring Tiffin into east Tennessee. When Suncoast closed that store, Rees became general sales manager at Tennessee RV and was successful in bringing Tiffin products to Knoxville.

Steve Kirby is the sales manager. He oversees the work of 10 sales associates. On Mondays and Fridays the sales department does intensive product training that includes information on competing brands carried by other RV dealerships. "We have a training and conference room where we do in-house training with manufacturers' videos," Kirby said. "We do walk-arounds on all of our products every two weeks and grill our sales associ-

## Partners and Friends

**Roger Sellers** has been an avid drag racer since he was 16. His passion now is 4.70 Index Racing. Racing under the corporate name of "The Quick Outlaws," he has won 18 of the last 22 races in which his car was entered. By agreement with his business partner, Roger no longer personally drives his dragster. The custom engine is made from a huge aluminum billet block. A CNC computer program driving triple routers carves the block and the cylinder heads. The fuel is a blend specially formulated for nitrous oxide use. The car is built on a custom-designed Jerry Haas Chassis. The body is a one off custom fiberglass 1957 Chevy. The car was scheduled to race in Darlington, South Carolina, the day this picture was made.



In the quarter-mile the car is capable of 6.80 second runs at over 200 mph. In the 4.70 index race, it posts speeds over 150 mph. The engine develops 1380 hp during the 4.70 seconds of the race.

Racing is also a family affair. Roger's daughter, Casey, 27, is married to Robby Moses. Robby races in the Super Late Model & Crate dirt racing divisions, and the couple can always be found at Smoky Mountain Speedway on race weekend. Casey works in payroll and accounts payable at Tennessee RV as well as managing Smoky Mountain Speedway.

Casey's younger sister, Amberly, 18, just finished high school at Sevierville and is planning to study at Walter State Community College this fall.

Tennessee RV supports several philanthropic, charitable and educational organizations in eastern Tennessee. Friends of the Smokies is an organization that assists with the medical expenses of low-income families. The Boys and Girls Club is a national organization that serves teenagers from low-income families. There are also many others including football, cheerleading, school, and faith-based programs.

Roger recently stepped down as Chairman of the Board for the Robert F. Thomas Foundation after serving for 3 years. The foundation provides funds for the education of area residents who are studying to become doctors and pharmacists. Each year as a major fund raiser, the foundation "Auctions Off Dolly." At her home in Sevierville, Dolly Parton cooks and serves dinner for twelve couples and provides the entertainment. One

of the twelve couples then travels to Dolly's home and farm near Nashville and spends the night. The next morning she serves them breakfast in bed. Last year Dolly's culinary skills, entertainment, and B&B went for \$158,000. "I have known Dolly Parton for several years and she is one of the most sincere and generous individuals I have ever met," Roger said. "She is constantly giving back to her community."

**Charlie Anderson** at 76 serves the company as consultant and major investor. With 35 years of experience in the time-share business, he saw a similarity in owning timeshares and motorhomes. His sound advice and Sellers' innovative management have proven to be a winning combination. Charlie has been married to Gale for 54 years. Gale grew up on a farm near Morristown, Tennessee, and studied at Tennessee Tech to become a medical technologist.

The couple has three children. "I sent Misty to Yale to become an attorney," Charlie said. "After one semester, she called and said, 'Daddy, I don't want to be a lawyer. I want to teach English.' She earned a PhD and taught 18th Century Women's Literature at the University of Tennessee for several years. Her husband is a Lutheran minister and they have two boys, Andy and Trevor. Misty is now a full-time mom."

Charlie and Gale later had twins, Kelli and Chris. They each have little girls, Paige and Allie. A week after the interview for this story, Charlie and Gale left in their Allegro Bus to take the family on a week's vacation at Fort Wilderness and Disney.



ates with questions, as if they were coming from customers, to assure they are on top of their product knowledge."

Rees strongly supports sending the company's sales associates to every factory tour and training course offered by manufacturers. "We emphasize to our associates the professional status of a career in sales," Rees said. "Professional, career-based sales people usually earn the highest salaries in our industry. We look at sales as long-term employment. A skilled sales associate will always find the right recreational vehicle in the price range that meets the customer's needs and purpose."

Tennessee RV Sales and Service celebrated its Tenth Anniversary this year with special sales events that began on May 30 and extended to June 7. Sellers and Rees both study the market carefully. "Younger buyers with children are coming into the motorized market this year and buying mostly gas engines," Sellers said. "The recession may have put a damper on the baby boomer surge. People in that category are beginning to come back into the market."

In terms of physical units sold, 80 percent of Tennessee RV's sales are towables and 20 percent are motorized. In terms of dollars, each of the divisions generate 50 percent. "Lending has experienced a long and slow comeback," Sellers noted. "Credit Unions were our salvation during the recession. But now banks

are accepting 10 percent down for new and used RVs when the customer has good credit. We are placing loans with Ally, Bank of the West, and Bank of America."

Tennessee RV finished 2013 with \$21 million in sales. Sellers and Rees are projecting a 20 percent increase in sales for 2014. "Each year we have been getting a bigger piece of the pie among the dealers in this area," Sellers said. "Our customers know we are locally owned and operated and that we have a sincere interest in their satisfaction. Our service capabilities also make a huge difference. Several of our techs have over 35 years of experience and we have very little turnover. When a customer sees the same service advisor and technicians every time he comes in for service, that's a confidence builder."

Tennessee RV is now the largest dealer in the state and one of the largest in the Southeast in terms of the level of service offered and the size of the company's parts and accessory store. While RVDA was sponsoring the "50 Top Dealers" annual competition, Tennessee RV was selected three years in a row.

The service department is managed by Curt Beckstrom who has been in the RV service business for the last three years. "I spent most of my career servicing autos and heavy trucks," he explained. "I am the expert from the floor down. We have tech-

nicians who are trained and specialized in every facet of coach care. From the floor up, we cover everything."

Two service advisors receive coach owners and develop a service plan. If the service plan takes more than one day to complete, the service advisor follows up with the owner on a daily basis.

Beckstrom emphasized that the service philosophy at Tennessee RV is customers first, employees second, and profit third. The company's service for gas engines includes tune-ups, servicing the Banks Power System, electric and hydraulic powered jack repair and replacement, transmission service, inline fuel filters and pump replacements, and oil changes. Chassis service for Workhorse, Freightliner, and Ford requiring diagnostic plug software is outsourced to certified vendors in Knoxville and scheduled by Tennessee RV's service department.

The service department currently employs eight line technicians, including two master certified techs and two certified techs. "In our training for new technicians, we use RVIA's DVD-driven classes that include testing and 'hands-on' reinforcement with mentoring," Beckstrom said. "When classes are completed, tests are administered, and certifications are awarded accordingly. Our certification programs are overseen by the Florida RV Trade Association."

Tennessee RV is very active in motorhome restoration. "We can design a restoration plan with an owner to really refresh and modernize a motorhome," Sellers said. "Inside the coach, we replace and modernize valances, solar and privacy shades, woodwork, furniture, driver and passenger chairs with integrated shoulder belts, beds, bathroom fixtures, solid surface countertops, sinks with fixtures, backsplashes, residential refrigerators with battery support and upgraded inverters, flat panel televisions, navigation software, stereo and surround sound, light fixtures, and especially recessed LED lights.

"On the outside, we can replace a roof, replace or upgrade air conditioners, replace windows with Tiffin's new single pane design, replace awnings, and install Velvac mirrors with built-in cameras," Sellers continued. "We can replace windshields, single-motor multi-speed wipers, and install hi-tech camera monitors and navigation systems. And last, but not least, Tennessee RV offers full body paint and a state-of-the-art downdraft paint booth. We use the BASF system to mix our colors and can match any color you choose.

"At Tennessee RV, we are not focusing on creating a multi-location dealership," Sellers said. "We are focusing on being a first-class dealer for the fine coaches built by Tiffin, whose reputation for quality and service is a major asset to our business." 

# IN THE PLANT WITH JONATHAN



## **Ricky Johnson**

Editor, parts catalog

Ricky Johnson's career path hasn't taken many turns along the way. The Red Bay native joined Tiffin Motorhomes in 1990, shortly after graduating from high school, and quickly found his niche. Johnson worked on the line in the electrical department for a short time before moving to the parts department, where he has remained for more than 22 years. Johnson answers customer and dealer questions concerning parts and has recently helped develop a parts catalog. He is currently working on developing a website that will allow dealers to purchase parts online.

"They moved me to the parts department while I was in college (at the University of North Alabama) and I have been here ever since," said Johnson, whose wife, Effie, works in the TMH sales department. The couple's daughter, Trina, also works in the parts department and shoots photos for the parts catalog and website, which will go live later this year.

When he's not busy working at TMH, Johnson operates RV Cleaning Service. "I clean RVs for Tiffin and for customers," he said.

But it's a newly found hobby that has become a passion for Johnson and his wife. "I started running two years ago and I have just fallen in love with it," he said. "Now, I run every time I get the chance. It's something I never would have thought that I would enjoy so much."

Johnson has completed three marathons and has five more booked in 2014, including one in New Hampshire and one in Savannah, Georgia. He is currently waiting to hear if he has been accepted to run in the New York City Marathon later this year.

*Continued on page 68*



## **Walter Sparks**

Electrical technician

Motorhomes have changed dramatically since Walter Sparks came to work for Tiffin Motorhomes almost 38 years ago. Back then he worked on cabinets inside the coaches. But for more than 20 years now, he has been responsible for installing every breaker box that comes through the line at the TMH Red Bay plant. "I sure didn't think I would be doing this 38 years later," Sparks said. "But the Tiffins and the company have been good to me all these years."

With so many changes in the electrical components of the motorhomes, Sparks' job is constantly evolving. "It's definitely different than when I started doing this. There are so many electrical components that change each year, there's always something new."

And if staying on top of the latest electrical changes at work is not enough to keep him busy, his second job certainly is. Sparks serves as the pastor of a Golden, Mississippi, church and also spends as much time as possible with his five grandchildren.

"There is always something to do with the church," he said. "But that is a calling and I am blessed to do it."

Aside from his two jobs, Sparks enjoys camping and fishing, two things that allow him to spend time with his family. "That gives me time with my five kids and five grandchildren so I always enjoy that," he said.

Sparks said his decision to work at TMH in the mid-1970s turned out to be something that he could have never imagined. "Everything is so much different than it was back then and there have been a lot of people to come and go, but it has been a good place to work and everyone has been good to me."



## **Rocky Warren**

Heavy equipment operator

William "Rocky" Warren will mark his 37th year at Tiffin Motorhomes in August.

Since coming to work for TMH in 1977, Warren has seen many changes and has done just about any job, he said. He currently operates a backhoe at the main plant in Red Bay. "I will do anything they want me to do around here," Warren said. "I've done it all."

When he first began his career at TMH, Warren built front caps and worked on the motor boxes. He later worked on roofs and ladder racks. But his career with TMH was really just a matter of chance.

Warren is a native of Scottsboro, Alabama, who came to Red Bay to visit an uncle. "I was out of work and I came over here to stay with an uncle that lived here," he said. "I ended up getting a job and I just never left."

Warren credits TMH founder Bob Tiffin for sticking to his plans and keeping the plant in operation even in tough economic times over the years. "Really, when I came to work here I didn't think it would last long. I didn't know anything about motorhomes. But Bob has been real good to me and he always found a way to keep us going even when times got rough."

Two of Warren's three children currently work at TMH. His daughter, Angie Perry, works in the warehouse and his son, Bobby Warren, works in the electrical department. He has one other daughter, Cindy Kelton.

In his spare time, Warren often finds himself on the water or in the woods. "I hunt and fish and that's about all I do other than work."

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**Editor's Note:** Jonathan Willis joined Tiffin Motorhomes earlier this year. He is the former editor-publisher of The Franklin County Times. Jonathan and his wife, Mandi, are natives of Russellville, Alabama, and have two boys, Ty and Cade. He is a regular contributor to *Roughing It Smoothly*.

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# The National Quilt Museum

SHOWCASING CONTEMPORARY FIBER ART



Text and photography by Carolyn Thompson

PHOTO COURTESY OF THE NATIONAL QUILT MUSEUM

**M**ANY OF MY GENERATION GREW UP WATCHING their grandmothers, mothers, and aunts piece together quilts that were made to fill the very utilitarian purpose of keeping the family warm during the cold winter months. From the early days of settling America, scraps left over from handmade garments and from clothing that was too small or too worn for wear were put away for safe keeping until enough fabric was collected to make a quilt. The folk art designs of these functional quilts reflected the necessity for careful use of resources as the triangles, diamonds, rectangles, and squares of fabric were sewn together to form a Crazy Quilt, or perhaps a Log Cabin, Lone Star, Jacob's Ladder, or Grandmother's Fan design, or a Four Patch or Nine Patch. Memories were sewn in these heirloom quilt patterns with the use of scraps from a young child's dress, grandmother's apron, and other old garments that recalled happy times from the past. As affordable fabrics began to be manufactured in America in the 1900s, quilters gained the latitude to become more creative, and quilting became more of a form of artistic expression for many women. Quilts such as the Double Wedding Ring or the Dresden Plate were crafted for a wedding celebration, or the Sunbonnet Sue quilt became a treasured gift for the new baby in the family. These precious links to our past were often rooted in America's history, as seen in quilt pattern names: Storm at Sea, Rail Fence, Trail of the Covered Wagon, and Road to California.

But today's visitor to the National Quilt Museum in Paducah, Kentucky will not find utilitarian or heirloom quilts on display. No bed quilts will be found among the 320-piece and growing

contemporary collection in the nearly 30,000 square foot gallery. The museum collection documents the changing vision of quilt-makers and honors their evolution as artists. Established in 1991 as the Museum of the American Quilter's Society, the museum was designated as the National Quilt Museum of the United States by the U.S. Congress in 2008. Here one will witness evidence of the evolution from folk art born of necessity to distinctive fiber art creations that rival the paintings of the early masters in their richness of color, intricacy, and attention to detail. A quilting renaissance that began during the 1930s depression years continued and gained new expression as a vibrant movement during the past forty years since the 1976 bicentennial. The museum heralds this rebirth of traditional quilting methods, and seeks to expand the definition of quilting in its permanent collection. Works by renowned international and domestic quilt artists are included in the museum's collection. Selections for the collection are chosen based on the over-all quality of the quilt, the unique approach to quilting that it demonstrates, and the fact that it will add to the conversation on quilting.

Chief Executive Officer, Frank Bennett, and Curator of Collections and Registrar, Judy Schwender, prepare for thousands of visitors from over 40 countries each year. A trip to the museum, the largest in the world devoted to quilts and fiber art, offers an authentic cultural experience equal to visiting an art museum. More than 150 quilts are on exhibit at a time, with the gallery exhibits changing every two to three months. In addition to the permanent collection, touring exhibitions provide diversity and an ever-changing experience. The Quilt Museum Shop



offers many books on the art and practice of quilting, and a wide array of items of interest to those with a love of quilting.

The museum promotes and honors fiber art not only through the breathtaking pieces on display, but also offers learning opportunities for quilters of all levels of skill in workshops taught by expert instructors. A new generation of fiber artists is nurtured in the annual School Block Challenge, an activity open to students from kindergarten through 12th grade. Students are given three fabrics which they use to create a 16" block. All blocks entered in the contest are exhibited in the museum. More experienced quilters can participate in the annual New Quilts from an Old Favorite contest. Entries are based on a traditional quilt pattern but are designed and made with a contemporary flair. An exhibit of winning quilts from this competition travels throughout the country for two years after being displayed at the museum. For information on classes, see [quiltmuseum.org](http://quiltmuseum.org) or call 270-442-8856.

Situated at the confluence of the Ohio and Tennessee Rivers, Paducah, Kentucky, is a part of the Four Rivers Region because of its proximity to two other rivers, the Cumberland and the Mississippi. Founded in 1827 by William Clark of the exploring duo, Lewis and Clark, Paducah attributes its origin and its prosperity to its strategic geographic location. The scenic beauty of this heartland city is punctuated with a number of museums and historic markers that commemorate its past, including the

**Flower of Life** by Sharon Shamber, machine pieced and appliquéd, long arm quilted, 87" × 87". The symbolism of this piece includes the fleur-de-lis, meaning "flower of life." Sharon's work is recognized for its precision and attention to detail, as illustrated in the inset. This quilt won the AQS Best of Show award in 2008. Sharon lives in Payson, Arizona.

Battle of Paducah during the Civil War and the disastrous flood of 1937. Twenty blocks of nineteenth century architecture in the downtown area have been placed on the National Register of Historic Places.

Today Paducah is known as the City of Crafts and Folk Art, and also as Quilt City USA. The American Quilter's Society (AQS) was founded in Paducah by quilt visionaries Bill and Meredith Schroeder. In addition to honoring today's quilters and their work, AQS strives to inspire future innovations and creativity in quilting. AQS, with over 55,000 members, is headquartered in Paducah and has hosted since 1984 the AQS Quiltweek—Paducah. Over 30,000 international and domestic quilters arrive each spring to participate in contests, lectures, and fiber art workshops focusing on color, design, embroidery, embellishment, software, and technology. Innovative and talented fiber artists are honored and over 400 booths offer the latest in tools and technology available to the modern-day quilter. In addition, a number of venues around the city offer quilt-related shows, exhibits, and classes during Quiltweek. Visit [aqsshows.com/AQSPaducah](http://aqsshows.com/AQSPaducah) or [AmericanQuilter.com](http://AmericanQuilter.com) for information

on Quiltweek 2015 (April 22–25). At the AQS Quiltweek 2014, Ted Storm from the Netherlands won the Best of Show Award. Other award winners hailed from Japan, Brazil, and Australia, as well as cities throughout the United States.

Due to the large number of quilters drawn to Paducah, numerous quilt and fabric shops have been established there. Perhaps the most widely known is Hancock's of Paducah, a family-owned business opened in 1969 with a store covering 60,000

square feet. Endless options are available at this global leader in supplying fine cotton fabrics. Another widely recognized shop, Quilt in a Day, is owned by quilting instructor and author of over 100 books, Eleanor Burns. Quilt in a Day carries a wide selection of quilting fabrics and also hosts workshops and classes throughout the year in a retreat center just above the shop. Numerous other businesses offer anything and everything a quilter might need: sewing, quilting, and embroidery machines; quilt-



**Birds of a Different Color** by Caryl Bryer Fallert. Hand-dyed cottons, machine pieced and quilted, 74" × 93". A three-time winner of the Best of Show Award at the AQS Quilt Show, Caryl is internationally recognized for her art quilts. This piece is one in a series that she has made featuring birds as symbols of freedom. The abstract design requires the viewer's own interpretation of the species and number of birds in the piece. Fabrics in the quilt were hand-dyed to create colors representing the spectral colors of refracted light. Over 100 different colors of thread were used in the machine quilting.

**Traditional Bouquet** by Ludmila Uspenskay. Machine appliquéd and quilted, 52" × 66". A graduate of the Mukhina Art School in St. Petersburg, Russia, Ludmila is now a resident of New York, New York. She began quilting in 1989. Inspired by nature and her surroundings, Ludmila brings her own unique style to quilting. In this piece, fabrics with printed images of flowers are appliquéd to fabric with the raw edges remaining exposed. Parallel rows of quilting add more visual texture, and paint was applied to the vase to emphasize its rounded surface.

ing reference books; quilting frames; vintage fabrics; threads and quilt binding; as well as gift items. Visit [Paducah.travel/quilting](http://Paducah.travel/quilting) for more information on quilt shops.

The National Quilt Museum, located at 215 Jefferson Street, Paducah, Kentucky, is open Monday–Saturday, 10 am to 5 pm throughout the year, and on Sundays 1 to 5 pm from April to October. Admission is \$11 for adults, \$9 seniors, \$5 students, and \$7 per person in groups of ten or more. For more informa-

tion, call 270-442-8856, or visit [quiltmuseum.org](http://quiltmuseum.org)

Two RV parks are available in Paducah, both just off of I-24. Fern Lake Campground, 5535 Cairo Road, Paducah, 42001, has some sites with full hookups with a dump station for sites without sewer service. 270-444-7939; [fernlakecampground.net](http://fernlakecampground.net)

At Duck Creek RV Park, 2540 John L. Puryear Drive, Paducah, 42003, most sites are full hook-up, and a dump station is also available. Call 270-415-0404, or visit [duckcreekrv.com](http://duckcreekrv.com) 



PHOTO COURTESY OF THE NATIONAL QUILT MUSEUM

**Cosmic Parade** by Gail Garber. Machine pieced and quilted, 50" × 67". This is the second quilt done by Gail, of Albuquerque, New Mexico, in the style for which she has become known, and the first time she had rounded the corner of a quilt. She says that now many of her quilts lack corners. The largest star in the lower right represents the light of a rising star with others more distant in the background. The piece also features flying geese in the fractured background.

**And Our Flag Was Still There** by Melinda Bula. Raw-edge machine appliquéd and machine quilted, 55½" × 33¾". When her son, an only child, joined the Marines, Melinda made this flag to deal with her emotions. The image depicts our flag, tattered but still flying, above a battlefield. She has dedicated it to all military families with the following sentiment, "This quilt is for all the mothers, fathers, brothers, and sisters of soldiers who have given their loved ones for our country to be free."



PHOTO COURTESY OF THE NATIONAL QUILT MUSEUM



SCRANTON'S SUGAR HOUSE

# It's a Sweet Business

SOME CALL IT THE MAPLE DISEASE

Sitting in the passenger seat of the crew cab pickup, I got out my notebook as Dr. Scranton pulled away from the curb in front of his and Laurie's attractively landscaped home in Delhi, New York. I almost missed the slight grin when he said, "I've got a terminal disease." A few seconds went by as I struggled to think of an appropriate consoling remark. "It's called the maple disease," he joked. "My forester is terminal, too, and Rick, my son, is just getting the bug."

Bob Tiffin occasionally mentions owners he has met over the years who have interesting careers or hobbies. As soon as time permits, I try to visit them for an Owner Profile story. Bob and the Scranton

Text and photography  
by Fred Thompson

tons have known each other for over 14 years and three Allegro Buses. "Doc is a retired vet who has a maple sugar house in New York state," Bob noted. "You'll need to do the story in the spring when they are making maple syrup."

I called Dr. Scranton last fall and set up a time in February to check if the sap had begun to run. He stays in touch with his forester, Richard McIntosh, whose permanent residence is not far from Scranton's Sugar House that is situated at the bottom of a draw that encompasses 270 acres of beautiful maple forest.

Doc and Laurie spend the three coldest months of the New York winter at Blueberry Hill RV Park in Bushnell, Florida, just off I-75 and about 50 miles west and north of Orlando. With three feet of snow still on the ground at the sugar house, he



had decided to get home by March 1 to open up the narrow roads through his maple forest to check the sap lines and tap the trees.

On March 24, Doc decided April 1 would be the right day for me to arrive. I immediately booked a flight from Atlanta to Albany, New York, for the afternoon of March 31, and rented a car for the next day. It's an 80-mile drive southwest on I-88 from the airport to Oneonta, then a 21-mile winding road through the mountains to Delhi.

After a short visit in their yard where spring flowers were trying to burst out, I shot a few frames in front of the Allegro Bus before starting the 17-mile trip from their home to the "farm." We drove south and then east on NY 28 with Mt. Pisgah (el. 3,346 ft.) in the distance. Then we took CR 5 & 6 through Bovina Center where we turned on Coulter Brook Road.

Beautiful grey stone walls defined the boundaries of the farms we passed, made from stones picked up two centuries ago as farmers cleared their fields for plowing. We were only 30 miles northwest of the Catskills in low mountains that reminded me of the Appalachians near my home in north Georgia.

"I had been looking for years to find land with a heavy growth of maple," Doc said as we moved along at 35 mph. The winters are hard on the gravel roads. This one had just been graded with fresh gravel added, but was still barely wide enough for two vehicles to pass. We were now on Seedorf Road.

"I was fascinated with the process of making maple syrup as a boy when we would hang drip buckets on our maples and get enough sap to make a small supply," he continued. "I first made my own maple syrup at a hunting cabin in the Ad-



*Clockwise from top left:* With overnight lows in the 20s and the midday high near 40, April 2 was a perfect day for making maple syrup. Steam rising from the roof vent signals the operation of the evaporator. ♦ The Team: longtime friend and forester, Richard McIntosh; Laurie and Richard (Doc) Scranton, and Richard (Rick) Scranton, Jr. ♦ Doc takes a call at the Sugar House from a customer looking forward to this year's syrup.

♦ Doc uses his 4-wheeler with chains to navigate the snow melt and mud on the forest trails. ♦ It is necessary to check the taps and lines frequently for leaks. A leak will produce a hissing sound that can be heard when the wind is still. The larger black line is connected to a powerful vacuum pump that moves the sap to the collecting tanks at the Sugar House. ♦ Lacy, Laurie's six-year old shih-tzu, travels with them wherever they go in their Allegro Bus.



ironducks in 1977. We used a brace and bit to put in our taps and then collected the sap with buckets. After the 400-mile round trip and a short season, we built a small sugar house on rented property to process the sap here in Delhi. That sugar house had a very short life. It caught fire and burned within ten days after construction, but we rebuilt it from lumber we got out of a building that was being torn down. We were determined, that's for sure."

Going up a slight grade, we passed a grey stone wall along his property line with the road. It is a picture-perfect wall and Doc noted that he had paid a local craftsman to rebuild what had been a tumbled row of stones. He pulled into the gravel drive leading down to the sugar house. It was a good spot to stop and talk for a while. "Laurie and I grew up in Elbridge which is about 20 miles west of Syracuse along the New York State Thruway," he began. "We were childhood sweethearts beginning in the fourth grade. I never had another girlfriend."

He knew he wanted to go to the agriculture school at Cornell, one of the best in the country. "After graduating from high school in June 1954, I headed for the Ithaca campus, just 50 miles south of Elbridge. Laurie graduated in June 1955 and we married in August 1956. Richard, Jr., (now called Rick) was born the summer of 1958 just as I graduated with my bachelor's degree in ag science. That expanded her job title to breadwinner *and* mom as I began a four-year program to become a veterinarian. She's an amazing

woman. Vet school was the hardest work I ever did! Just about the time I graduated with my DVM degree, Tim was born. Laurie likes to tease and say that every time I graduated, we had a baby."

The young couple bought a mobile home for living quarters during their six years at Cornell. "We sold it for \$3,500 and left Ithaca with no debt when I graduated in 1962," Richard said. "That's nearly impossible to do today."

His first job was in Cato, New York, just 10 miles north of where he and Laurie grew up. After two-and-a-half years of working in an established practice, Richard and Laurie bought a practice in Gouverneur, New York, in 1965, just 15 miles from the Thousand Islands region of the St. Lawrence River and Canada.

"For the next 12 years, we built a very successful business. Laurie served as general manager and I focused on a large animal practice," Richard continued. "Twelve hours a day became routine, but Laurie was aware of the strain the job was putting on me. While reading a recently arrived veterinary journal, she saw an ad for a teaching position at Delhi College in the south central part of the state. There was a 'hmmm' moment, but she didn't want me to think that she thought the practice was too much for me. That evening I saw the ad and brought it to her attention."

Richard interviewed for the position in November 1976 and the dean asked him to start in January. Not wanting to sell the practice before he was sure he wanted to teach, they hired a stand-in vet for a year. He loved teaching in Delhi's two-year program that offered an A.S. degree in veterinary technology. The following summer he made the decision to stay.

Their son Rick began a four-year pro-

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*Top left:* Blue collector lines streak across the forest connecting tap lines from each selected tree. The blue lines then connect into the larger black vacuum lines that transport the sap to the Sugar House. ♦ A 5/16-inch drill bit is used to install a plastic spile that draws sap from the tree. ♦ This particular tree has two taps that tie into the darker blue collection line. ♦ The collection cylinder releases the sap periodically into the 600-gallon stainless steel reservoir.

gram in forestry at Paul Smith's College in the Adirondacks the year before the Scrantons moved to Delhi. After graduation, the only forestry jobs seemed to be out west. Not wanting to leave his home state, Rick accepted a position with the New York State Troopers.

Tim finished high school in Delhi in 1981 and enrolled in Iowa State where he got his undergraduate degree. He earned his doctorate in optometry at SUNY in Manhattan. "Tim is our world traveler," Doc said. "He plans frequent vacation trips to new destinations nearly every year.

"I guess you could say the sugar bug had already bitten me before we moved to Delhi," he said. "We asked a realtor to start looking for us, but it took 10 years to find this property. In 1987 it came on the market. Several people were literally lined up on the road to look at it, but we arrived first, knew it was what we wanted, and bought it on the spot." For the next 13 years they cleaned up the forest, removed unwanted timber, and met Richard McIntosh. Doc retired from Delhi College in 1998 and began working full time on his dream.

"I should mention two major events that happened in 2000," Doc said. "We bought our first Tiffin motorhome, a 2000 32-ft. Allegro Bus. And we built the sugar house with our first evaporator. A year later we made our first syrup."

He started the truck and we drove down the hill to the sugar house. Doc and Rick ride 4-wheelers to check the spiles (taps) and plastic lines that transport the sap to the stainless steel collection tanks at the sugar house. A 100-ft. long machine shed houses the equipment to run the operation: a small bulldozer, two tractors, a dump truck, two 4-wheelers,

*Top right:* This state-of-the-art maple sap evaporator is fired by nonproductive trees that are culled each year from the forest. The ecologically sound system facilitates a healthy forest and minimum pollution. ♦ The air control to the firebox creates a 600-degree burn as Doc throws in the logs. ♦ Sap begins heating and evaporating as the fire is fueled with more logs. ♦ Richard McIntosh cleans the filter frames in preparation for the first run of syrup for the day.

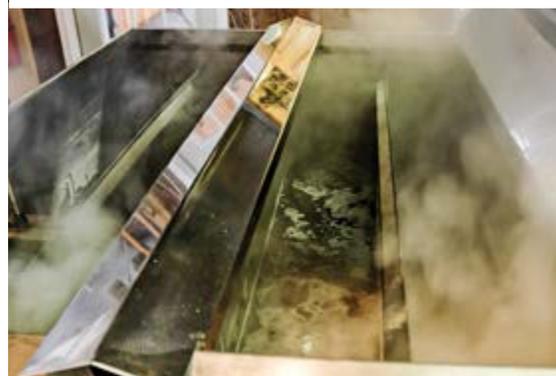


and a wood processor-splitter to make firewood out of the culled trees.

Rick and Richard McIntosh came out to meet us. Richard has a B.S. in forestry from Paul Smith's College and a master's degree from the University of Massachusetts. Rick, 56, is now retired from a 25-year career with the New York State Troopers. Doc, Laurie, and Richard have become close friends over the years he has served as their forester. If you haven't noticed yet, or maybe you are already confused, there are three "Richards" in this story: Dr. Richard (Doc) Scranton, Sr.; Richard (Rick)Scranton, Jr., and Richard McIntosh.

The property is under a New York State program called the 480A. The program requires the services of a registered forester. Richard walks the property several times a year and culls the timber that can be taken out for firewood to fuel the maple sap evaporator, and then marks the hardwood timber to be sold off to a qualified buyer if the forestry program requires a sale. Several buyers may bid on the marked timber. The high bidder pays in advance and carefully removes the marked trees under Richard's supervision to avoid any damage to the remaining trees.

Doc invited me to ride double on his 4-wheeler outfitted with chains and we headed up the mountain to see the producing maples. The forest floor was still covered with 10 inches of crusty snow. Tap lines flow into collector lines that flow into a larger line which transports the sap, with the help of a vacuum pump, to two stainless tanks (400- and





500-gallons) located just outside the sugar house. Two additional overflow tanks stand ready to take care of days when the flow hits maximum capacity.

When the men are ready to boil the sap, 400 gallons are pumped into an elevated tank slightly higher than the evaporator. Taking advantage of gravity feed, the cold sap flows into a pre-heater and then into the evaporator. The heat in the evaporator is supplied by an extremely hot firebox fueled by the culled trees removed annually from the 270 acres. This process evaporates the water from the sap. It takes 43 gallons of sap to produce one gallon of maple syrup. At 2,080 feet (elevation of the sugar house), the sap boils at 208°. The operator adds another 7 degrees to get the desired cooking temperature of 215°. Four syrup pan compartments in the base of the evaporator retain the thickening sap until several hydrometer tests show the syrup has reached its correct density. To get a really good taste, the operator leaves the syrup in the pans long enough to caramelize the sugar.

While a gallon of water weighs about eight pounds, a gallon of high quality maple syrup should weigh 12 pounds. The scalding steam and water from the evaporative process is used to sterilize the 15-gallon stainless steel containers into which fifteen gallons of syrup are drawn from the evaporator during a good run of sap.

The operator adds a filter powder made from oyster shells into the first 10-gallon container. The powder coagulates the impurities in the syrup which are then removed when the syrup is pres-

sure pumped through a filter press. The clear syrup from the press goes into a second stainless steel tank which is heated on a gas stove to exactly 180 degrees, the temperature required for bottling the syrup in plastic containers. If glass containers are used, the temperature must be increased to 190 degrees.

In 2010 Doc and Laurie invested in a much larger evaporator that makes four runs a day possible, producing over 35 gallons of syrup. Their success in creating a very high quality syrup is reflected in the eleven "Excellent" Class Blue Ribbons they have won over the last nine years in the Vermont Maplerama competitions. Hosted each year by a different county in Vermont, the Maplerama, sponsored by the Vermont Maple Sugar Makers Association, represents the most critical judging for maple syrup in the U.S.

The color grading of maple syrup is based on a light transparency scale.

The current scale is:

- 62 – 100 Light Amber
- 50 – 61.9 Medium Amber
- 36 – 49.9 Dark Amber
- under 36 Grade B

The proposed scale is:

- 75 – 100 Golden with delicate taste
- 50 – 75 Amber with rich taste
- 25 – 50 Dark with robust taste
- Under 25 Very Dark with strong taste

Doc considers Grade B to be the best syrup for pancakes and waffles. After I tasted a sample at the sugar house, I could not agree more! It was delicious.

Owning a maple forest and a sugar house affords some interesting activities and benefits. "We do not lack for deer on our property," Doc said. "I don't remember the last time I ate beef. I have a com-

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*Top left:* Doc prepares a multi-chambered filter through which the syrup passes to produce a perfectly clear product. ♦ The syrup is pumped into a sterilized 15-gallon stainless steel vessel and heated to exactly 180 degrees, the temperature required for bottling syrup in plastic containers. ♦ Doc uses a color comparator to classify the syrup run just produced. ♦ Many cords of wood are cut and stacked throughout the year in preparation for the spring sap runs. I was surprised to learn that Laurie enjoys operating the hydraulic splitter.

mercial meat grinder and we make some great venison burgers. We also make dried venison and hot dogs. Once a year we buy a hog from the Delhi College ag department. After it gets cold here, we slaughter and process it. We also have an abundance of turkey that we harvest. I love to fly fish, but I haven't had time to do that recently."

But traveling in their Allegro Bus is something the Scrantons enjoy throughout the year. In 2004 they upgraded to a 38 ft. Allegro Bus, and in 2010 they traded for their third Allegro Bus, a 36QSP. "Bob Tiffin is the reason why we have owned three Allegro Buses," Doc said. "I think he must spend most of his time every day on the phone, but his message on his answering system simply says, 'This is Bob Tiffin. Leave a message.' I have never waited more than two hours before Bob called me back to answer my questions or take care of a problem. If Bob is out of the office traveling, I call Don Boyd and he takes care of my concerns the same way. In addition to Tiffin building a great coach, those two guys are the reasons why we will always own a Tiffin motorhome."

"We are members of FMCA," Laurie said, "and enjoy traveling with our branch chapter called the Mohawk Roamers. Several times in the Fall we have hosted a chapter meeting here in Delhi. The county has a large building that houses a museum and also has a kitchen and a large meeting room. A big municipal lot provides a place to park the coaches. When they arrive for the rally on Thursday, we prepare a chili dinner with all the

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*Top right:* A lot of machinery is required for a large maple syrup operation, including two tractors, a dump truck, a bulldozer, and a hydraulic log splitter, plus several 4-wheelers. ♦ These mountains were once used for grazing livestock. The owners built beautiful fences from the grey stone strewn over the landscape. Many fences today are still functional. The fence bordering the Scranton property was in sad disrepair before Doc hired a stonemason to restore it. ♦ The modest entrance to the Scranton Sugar House belies the extraordinary amount of work and passion that it took to create the well-managed forest that produces premium maple syrup.



trimmings. On Friday we have a potluck and on Saturday we have BBQ chicken catered and everyone brings a dish to pass.

“When they visit the sugar house,” Laurie continued, “Dick sets up benches in the dump truck and we tour the property and cruise other rural roads to enjoy the color. We have forestry talks, demos and talks on using and taking care of your motorhome, and a visit to a local Civil War museum owned by Cordy Rich, one of our neighbors. He has documents signed by Abraham Lincoln, uniforms, swords, shoes, rifles, and pistols.”

The sugar house was built mainly with native hemlock, but each of its 11 windows are trimmed with different woods that were cut on the property. If a rally member can correctly identify each of the 11 woods, he or she gets a free pint of maple syrup. So far, no one has collected the prize.

Another benefit of owning the farm is the amount of wood that is taken out each year. Laurie discovered a real sense



Local residents still collect sap from the maple trees in their yards and use the evaporative method to make their own maple syrup.

of accomplishment in operating the big wood processor-splitter used to cut all of the cords of wood needed for the evaporator. She also cuts enough for the wood burning forced-air furnace used to heat their home in Delhi.

Her husband called her an “amazing woman” after she put him through six years at Cornell and finished with

no school debt to pay off. She is no less a ball of energy today. Laurie enjoys putting in a garden every year by May 30th, landscaping their home, and taking care of the lawn. She also gets a kick out of exploring their forest on her 4-wheeler. Add to that playing bridge, shopping, going to lunch regularly with her Delhi friends, and taking care of Lacy, their 6-year-old shih-tzu.

When planning trips in their Allegro Bus, Doc and Laurie try to add new destinations every year to their itinerary. So far they have visited all of the continental states except Louisiana and California, and all of the Canadian provinces except Newfoundland & Labrador. Their favorite destinations include the Canadian Rockies, Yellowstone, Prince Edward Island, Nova Scotia, and Alaska. If you are looking for inspiration to buck up the pace of your lifestyle, just reread this story about the ways Doc and Laurie Scranton continue to fill their lives with so many interests and activities. **RIS**

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# Summer Heat Can Kill

by Dr. John Pilarczyk

With summer approaching and most of you getting the RV ready for vacation, we need to prepare for the hot summer. Have your air conditioners checked out and keep them in tip-top shape. You do not want to be caught with a broken air conditioner and deal with the buildup of heat in your rig.

Many of us from the south travel north to get away from the heat, leaving Florida for the summer. One summer, Kay and I went to the Midwest, Nebraska, Minnesota, and Wisconsin. Well, during that summer the temperatures reached 115 degrees. We would have been better off in Florida where it only gets to 90-92 degrees usually and cools off after a rain! Visiting Texas is another matter. It is always hot in the summer! So as you have probably experienced, escaping the heat is not easy to do.

Traveling with your pets in the heat of summer also requires preparation. Your pet can only control its body heat through panting. They do not have normal sweat glands. It is especially important to consider the impact of heat on brachycephalic breeds such as English bulldogs, pugs, and French bulldogs. These dogs have problems breathing under normal conditions and do not take extreme heat well.

When traveling with your pet you must be aware that power outages in campgrounds can be a problem. If you have to leave your rig and be gone for a long time, you might consider a local daycare or boarding facility. I would not recommend leaving your pet alone in your RV in the summer unless you have a backup plan such as a generator that turns on automatically if the power goes out. Otherwise, take your pet with you.

Never leave your pet alone in the car for even a short period of time. Even with the windows cracked, the temperature can reach close to 150 degrees. This is a sure way to kill any pet.

What are the signs of your pet having heat stroke?

Body temperature of 104-110 degrees Fahrenheit, excessive panting, staggering, stupor, dark or bright red tongue and gums, sticky or dry tongue, seizures, bloody diarrhea or vomiting, coma, death.

If you come home and find your dog in any one of these situations, except death of course, immediately take your pet's temperature. If it is over 104 degrees, start wetting him down with cool water. Do not use ice water because ice cold water will constrict the blood vessels and interfere with the cooling process. Keep cool wet cloths around their head and feet.

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

Do not cool your pet down below 103 degrees quickly because they can actually become hypothermic. You can offer ice cubes to them if they are willing, but do not force ice down your pet.

Call your veterinarian and get your pet to the hospital as soon as possible. Even if your dog appears normal after their temperature goes down, do not assume he is fine. High temperatures can affect internal organs (kidney, liver, brain, and lungs). There is also a complex blood problem that can occur called DIC (disseminated intravascular coagulation) which can be fatal.

So, keep your pets safe by keeping them out of the heat to avoid heat stroke. Enjoy your summer travels and take it very easy when temperatures rise. <sup>RIS</sup>



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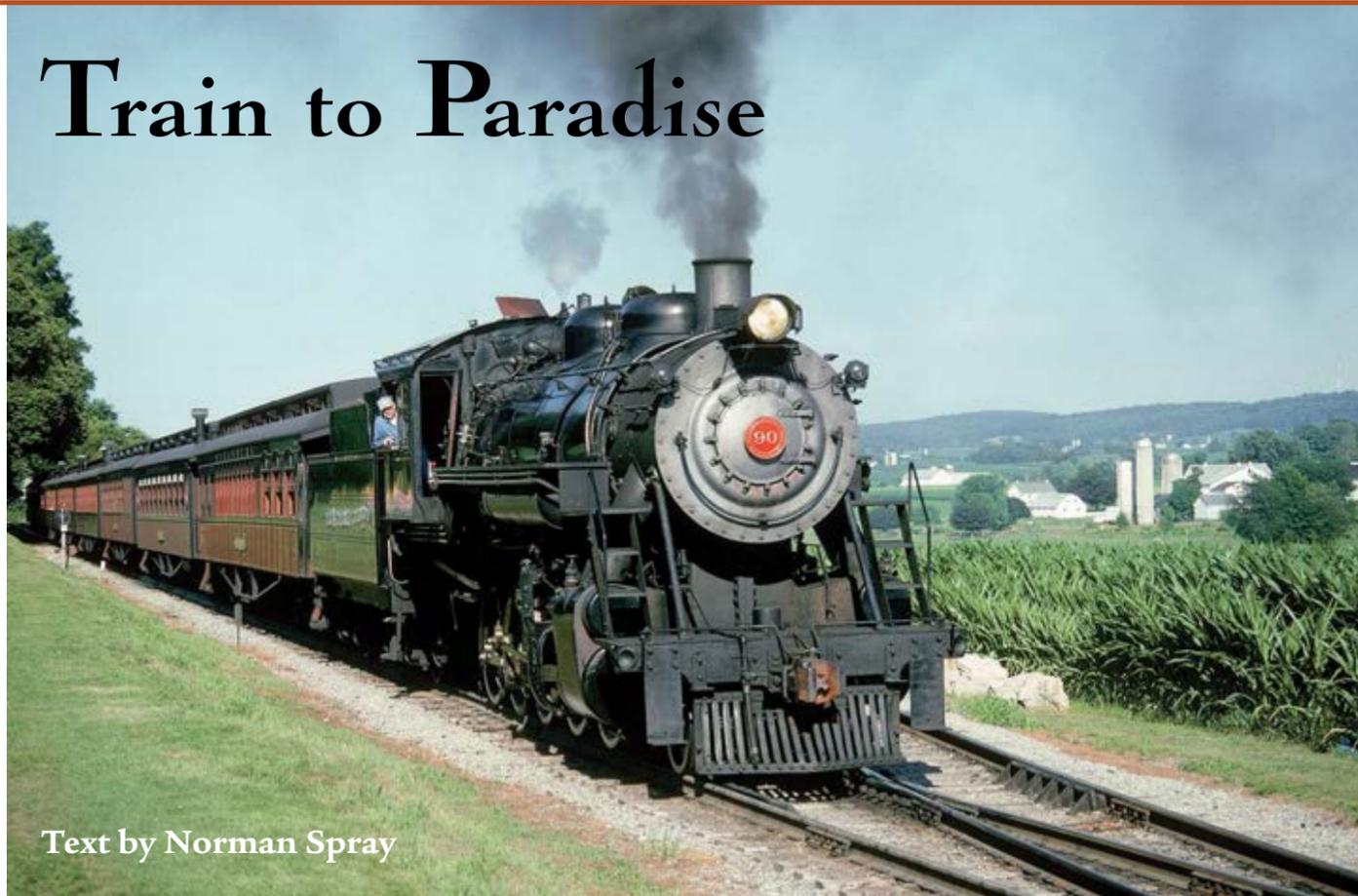


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# Train to Paradise



Text by Norman Spray

PHOTOGRAPHY COURTESY OF STRASBURG RAIL ROAD

**T**HEY ARE FEW AND FAR BETWEEN THESE DAYS BUT some railroads still operate old-time steam locomotives. One that's 182 years old and bought its first passenger car 153 years ago to transport people to a way stop to see President Lincoln still chugs down those same tracks. For \$20, more or less (depending on the service you choose), it'll take you to Paradise and back.

Paradise, Pennsylvania, that is. This is the Strasburg Rail Road, operating on 4.5 miles of track linking Strasburg and Paradise, towns a few miles south of Lancaster and about 65 miles west of Philadelphia. Board for a 45-minute round trip and you'll get a close up view of Amish life as your train whistles, clacks, and puffs by more than 20 farms. You'll likely see Amish farmers working these fields with non-motorized teams and tools, just as they did centuries ago, not a tractor in sight.

The track-side landscape in summer is a peaceful, pastoral study in green. Head-high corn, grazing livestock, grassy meadows, horses pulling plows, and children playing around homesteads are sights that seem like a flash-back to times less hectic.

**Strasburg Rail Road spans 4.5 miles and 182 years of history**

An overhead speaker clues you in to the considerable historic significance of this Pennsylvania Dutch country, the railroad, and early-day railroading as you move along in a comfortable, less than breakneck speed.

Strasburg Rail Road, professing "a fundamental passion for steam power," presently has four operating steam locomotives and another in its shop for a rebuilding job. Until peak July and August months, the railroad usually assigns one of these steam engines to make up to five or six round trips a day. When demand peaks, a second train may be put on the tracks.

On those days, a train leaves the station in East Strasburg every half hour.

The first locomotive might pull 10 cars, rarely even 11, loaded with over 500 passengers. The second train usually is five or six cars long. All these coaches have been lovingly, beautifully, and authentically restored to the period that spawned them. They carry an average of 300,000 passengers a year.

Fares this year range from \$14 for adults in a coach car to \$20 to travel first class. An extra \$5 buys a day pass that lets

adults and children enjoy other attractions at the station, including an opportunity to drive a little "cranky car," take a ride aboard the "pint-sized pufferbelly" train or use your own muscle to power hand-operated "pump cars." For an extra charge, you can tour the Strasburg Rail Road mechanical shop.

Many special event rides are offered throughout the year, all of which vary in price. Weekend evening wine and cheese trips, limited to adults, are priced at \$36.

Seating may be available without reservation but it's best to check schedules and make advance arrangements at 866-725-9666 or [strasburgrailroad.com](http://strasburgrailroad.com)

Whether or not you are a steam railroad fan, you'll likely enjoy the unique, friendly culture and lifestyle in and about Strasburg. Since Amish residents of Lancaster County practice a faith that does not embrace modern conveniences like automobiles, one of the first things a visitor notices is numerous buggies and other horse-drawn vehicles on the road. Amish dress is deliberately modest, symbolic also of the wearer's age and marital status. If an Amish man has a beard, you can take it that he's married.

Pennsylvania Dutch restaurants, and you'll find many in Lancaster County, are noted for cuisine quality and quantity.

*Clockwise from top left:* Puffing smoke, Strasburg Rail Road Engine No.90 pulls a passenger train through Amish farms on tracks the railroad used in 1862 to transport riders to a way stop to see President Lincoln. Operating as a shortline excursion road since 1959, this railroad hosts some 300,000 passengers each year. ♦ Ride the Strasburg Rail Road train and you'll get a close up view of Amish farm life. Here a horse-drawn Amish buggy waits for the train to clear a crossing on a country road. Since the Amish here do not embrace modern conveniences, buggies and carts are common in the area. ♦ Passengers on Strasburg Rail Road trains often have only to look out the windows of the coaches to get a feel for how Amish farmers tend their fields. This farmer is working the land behind a six-horse team. There's not a tractor or truck in sight.



No one is quite sure when Strasburg Rail Road first put wheels on tracks but it is record that the company was chartered in 1832 when Andrew Jackson was president. Its main mission was as a freight interchange with Pennsylvania Railroad. It was on February 22, 1861, that Strasburg's first passenger car carried people to Leaman Place where President Lin-

coln's inaugural train stopped for four brief minutes. It's said 5,000 people came to this way stop on the Strasburg tracks to cheer President and Mrs. Lincoln. Leaman Place Grove is today one of two shaded recreation/picnic areas where passengers who want can stop over and enjoy until the train returns.

Both passenger and freight service



View of East Strasburg Rail Road station at dusk. The railroad offers several special events and night-time excursions. ♦ Table service in the luxurious reconditioned first class coach is a feature of weekend evening wine and cheese trips on the Strasburg Rail Road. ♦ *Right:* Riding this “Pint Size Pufferbelly” train is an activity both young and young-at-heart enjoy at the Strasburg Rail Road depot.



steam locomotive in 1960, a year later. A 127-ton 0-6-0 (six drive wheels) built in 1908 by Baldwin Locomotive Works, it now is in Strasburg Rail Road’s acclaimed Mechanical Shop for rebuilding at a cost of about a half million dollars. It is not the oldest of Strasburg’s steamers, however.

That distinction belongs to Engine 475, now into its 108<sup>th</sup> year, built in 1906, also by Baldwin. One of the locomotives working on the tracks this summer, it is a 185-ton 4-8-0 with an unusual configuration of eight 56-inch diameter drive wheels and four smaller rear-mounted guide wheels. It is believed to be the only operational twelve-wheeler in North America. On each 45 minute round trip, No. 475 goes through 10,000 gallons of water and burns a half ton of coal. It delivers tractive effort of 40,163 pounds. Cylinder size is 21" × 30".

At 186 tons, Engine No. 90 is heaviest of the engines working this summer. It is a 2-10-0 Decapod built in 1924, also by Baldwin, and also having drive wheels 56 inches in diameter. Tractive effort is 48,960 pounds, greatest of all Strasburg’s engines. Its cylinder, also biggest of them all, measures 24" × 28".

The third engine available this summer is No. 89, an E-20A 139-ton 2-6-0 Mogul with a 21"× 26" cylinder built in 1910 by Canadian Locomotive Works. Its drive wheels are 63 inches in diameter, making them the biggest wheels on the Strasburg tracks. The boiler generates 170 psi. Tractive effort is 26,299 pounds.

A “Thomas the Tank Engine” pulls trains during “*Day Out With Thomas*” events in June, September, and November. It is a little 0-6-0 built by H.K. Porter in 1917 and converted in Strasburg’s shop in 1999 to look like the popular Thomas engine of storybook fame.

kept Strasburg Rail Road busy until 1901 when the electric trolley “stole” passengers. Even so, the need to move freight, especially during both World Wars I and II, kept the line alive and presumably profitable. Then the good times ended. At a time when its freight business already was down, a series of storms in 1957 destroyed much of the line’s track, dealing an apparent fatal blow. Owners petitioned to abandon service.

A group of 24 businessmen, all of whom were called “vice presidents,”

stepped in with a plan to convert Strasburg into a tourist railroad. They bought the line for \$18,000, repaired some of the track, and began buying historic locomotives and passenger cars. On January 4, 1959, Engine No. 1, a small 20-ton locomotive built by Plymouth Fate-Root-Heat (powered by gasoline!), pulled out Strasburg’s first passenger train in 40 years. Now into its fifty-fourth excursion season, Strasburg claims to be America’s oldest continuously operated shortline railroad.

The revived company bought its first



Strasburg Rail Road special events remaining this year include a *Vintage Base Ball Day*, October 12; a *Day Out With Thomas*, September 13-21; a *Rolling Antique Auto Show and Run*, July 19; *The Great Train Robbery*, July 26 and again October 19; *Steam-punk unLimited* weekend, September 26-28; *Santa's Paradise Express*, November 28-30 and other days throughout December; *The Night Before Christmas Train*, November 28, and December 5, 12, and 19; and *Christmas Tree Train*, December 6.

The parking lot at the East Strasburg station is big enough to accommodate large motorhomes with tow vehicles. See [rismag.com](http://rismag.com) for information on campgrounds in the area.

Wherever you park, you'll likely leave the Strasburg Rail Road with an experience that will generate happy memories.

### Things to Do In and Near Strasburg

Strasburg, Pennsylvania offers many attractions, especially for railroad fans who know the town as a premier destination for exploring the history of the rail industry in the state. Strasburg claims no other town has more "train stuff." Listed are some attractions, train stuff and not, that visitors give good reviews.

**Railroad Museum of Pennsylvania.** Just across the street from the Strasburg Rail Road's depot, this museum displays over 100 historic locomotives and railroad cars from vintage wood-burning steamers to electric and diesel-powered engines. These exhibits demonstrate how railroads progressed in the process of building the nation. Here you can climb aboard a caboose, even take the throttle on a simulated run. 717-687-8628, [museumpa.org](http://museumpa.org)  
**National Toy Train Museum.** Lionel, American Flyer, Marx, Marklin, LGB and other toy trains and accessories are included

in a huge collection, many of them working on tracks. 717-687-8976, [nttmuseum.org](http://nttmuseum.org)

**Choo Choo Barn.** Housed in a 1,700 square foot barn just east of Strasburg, this fully animated work of art was built by one family over 60 years. Known as Train Town U.S.A., hand-crafted displays, over 22 operating trains and 150 animated figures, show an Amish barn raising, a baseball game, a zoo, a circus and more, including a fire scene with squirting water. 717-687-7911, [choochoobarn.com](http://choochoobarn.com)

**The Amish Village.** Just a mile outside Strasburg in the heart of Amish farmland, this village welcomes visitors into a culture that's still "the way it was." An authentically furnished Old Order Amish farmhouse, a one-room schoolhouse and a blacksmith shop are open to visitors as is a family barn housing horses, donkeys and other farm animals. A Backroads Bus Tour offers a 90 minute tour of Amish farms with a stop at an Amish roadside market. 717-687-8511, [theamishvillage.net](http://theamishvillage.net) 

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**HD READY**



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## Tiffin Allegro Club Rally Palm Desert 2014

by Sally Moore

Beautiful Emerald Desert RV Resort in Palm Desert was the setting for our west coast spring rally on April 1-4, 2014. Many coaches took advantage of the gorgeous weather and luxury accommodations at this resort and arrived a few days before the rally began while some folks extended their stay beyond our rally dates. We hosted a total of 137 Tiffin-built coaches during the rally with the help of several wonderful hardworking volunteers.

Many of the coaches began rolling into the park mid-morning on Tuesday. Due to slow move out by previous Emerald Desert guests, we occasionally had coaches backed up on the street but with patience and perseverance, everyone was soon parked and enjoying the beautiful resort. On Tuesday evening our guests were welcomed by Kelly Moore, Tiffin Allegro Club President, and then enjoyed a delicious meal of grilled chicken and tri tip beef. As is our custom, the Club was proud to salute the veterans in the crowd. Veterans, always know that we are grateful for your service!

It seems the Grinch lives inside audio visual equipment at times and Tuesday

---

The California Allegro Roadrunners, Chapter 135, one of the many Allegro chapters represented at the rally.



night was one of those times! In spite of a crackling sound system, the group heard from representatives of Mike Thompson RV and Tiffin Motorhomes and then enjoyed a few games of Bingo. Door prizes were awarded, old friendships renewed, and new friendships made.

A special thanks goes out to the service technicians from Tiffin and Mike Thompson RV. These men work so hard to provide quality service visits to all our guests. Everyone is very appreciative and grateful for their hard work!

Wednesday began with a full country breakfast buffet served inside the resort club house followed by informative seminars presented by interesting speakers on related RV subjects. Topics included Convection and Induction Cooking, Freightliner Custom Chassis, Blue Ox, Solar Panels, RV electronics, and many others. Guests were also happy to meet Bob Tiffin and have their picture taken with him.

Wednesday was also designated as our "tropical fun day." A tropical theme contest was held for best decorated coaches and sites. There were so many fun and imaginative entries that the three judges awarded prizes to the top three entries! Another favorite activity of Tiffin rallies is the afternoon tea party. Guests were encouraged to bring their favorite tea cup



and an interesting story about the cup to share with those present. Refreshments were served and gifts awarded. Everyone enjoyed participating in this Tiffin tradition and visiting with Judy Tiffin.

Lawn games with Mike Thompson RV were held in the afternoon until the desert high winds drove the team members inside.

Guests were encouraged to dress in tropical attire for dinner that night and everyone looked lovely! There were so many beautiful outfits that a winner couldn't be selected and that prize was added to the numerous door prizes awarded after dinner. Dinner was a luau feast with Tahitian Chicken, Polynesian BBQ Pork, Kamehameha Meatballs and delicious side dishes. After dinner we had a delightful treat with entertainment by Mr. & Mrs. Brad Zinn. Mrs. Zinn demonstrated the centuries old art of sand painting. Her final painting was a tribute to the victims of the 9/11 Twin Towers attack. Brad Zinn is a well-known comedian who does a tribute show to the Great Comedians of the Golden Era of TV. He brought the house down with his first rendition of Johnny Carson's "Great Karnak" routine; he also impersonated many others such as Will Rogers, Jack Benny, George Burns, Jimmy Durante and then finished his routine with a wonderful tribute to Red Skelton. Great show!

Thursday started off on a sweet note with pastries and donuts served inside the new Tiffin coach display by Mike Thompson RV. Everyone enjoyed visit-

ing the new coaches. Several folks enjoyed it so much that they made the decision to drive a 2014 Tiffin product home from the show! Congratulations!!

More seminars were held Thursday morning by Onan and Cummins. Question and answer sessions were a vital part of all seminars. Special thanks to all our speakers for attending the rally and sharing your knowledge about the components inside these valuable coaches and how to take care of them. Everyone enjoyed a bountiful barbeque lunch and used the time to catch up with friends. After lunch several teams participated in All American Team Trivia. Congratulations to the winning team who received Tiffin Allegro Club travel mugs for all their valuable knowledge! And what is an RV rally without ice cream?? Everyone enjoyed delicious ice cream treats under beautiful Southern California sunny skies.

A generous meal of filet mignon was served at our farewell dinner Thursday night. Bob Tiffin addressed the group and thanked them for being a member of the Tiffin Motorhome family. Gift baskets were presented to those making new purchases during the rally. More door prizes were awarded by the club as well as by Mike Thompson RV. A \$100 Tiffin Allegro Club gift certificate was awarded to the winner drawn from the rally survey box. Thanks for everyone's participation!

Entertainment on Thursday evening was by Neil Diamond & Friends! This fabulous act consisted of tribute artists Cher, Celine Dion, Connie Francis and Neil Diamond. Several guests were brought on the stage to join the show or have a song dedicated to them by Neil Diamond.

Friday morning brought an end to the festivities as coaches began moving on to their next adventure. Remember, wherever you go we go! We look forward to seeing you in Red Bay or at another Tiffin Allegro Club rally. Be sure your email is registered with [TiffinSideroads.com](http://TiffinSideroads.com) so you will receive notice of future rallies!

## Tiffin Allegro Club 2015 Rallies

The Tiffin Allegro Club hosted three fun-packed rallies in 2014 to sold-out crowds! Co-presidents Kelly and Sally Moore are now busy at work researching locations for exciting places for you to visit in 2015.

Tiffin Allegro Club rallies almost always sell out prior to the event. We had a waiting list of 70 coaches for one of the rallies. The club is looking for facilities that can host 200-250 coaches with a clubhouse or pavilion that can seat 500 people for meals in various sections of the country.

Kelly Moore says that the club expects to announce the 2015 rally locations and dates later this year along with the date rally registrations will be accepted. To know this information as soon as it's available, you need to have your email address registered at [TiffinSideroads.com](http://TiffinSideroads.com) to receive the digital newsletter.

"Why should I attend a Tiffin rally?" For the fellowship with other Tiffin owners and for seminars with representatives from Tiffin Motorhomes, Freightliner, Onan, Cummins, cooking classes, etc. all pertaining to your coach! Great meals—fun entertainment—games! Mr. and Mrs. Bob Tiffin or other Tiffin family members often attend rallies. The highly respected Tiffin family is an icon in the RV manufacturing world and they enjoy meeting with owners of their coaches. Tiffin service technicians will visit your coach at the rally making minor repairs and adjustments as needed! These trained technicians have a wealth of information for you to tap into!! Take this valuable opportunity to learn all you can about your beautiful motor coach.

In your travels, if you visit a fabulous RV resort with facilities as described above, take a minute to drop the club an email and share this information with them. The club email address is [allegro-club@tiffinmotorhomes.com](mailto:allegro-club@tiffinmotorhomes.com) or phone 256-356-8522. Make it a priority to participate in a Tiffin Rally in 2015! Keep on Roughing It Smoothly!!

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### Inman's Answers

As the editor of "Serious Tech Talk," Danny Inman, a 40-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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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.

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In the Q&A text, we abbreviate "passenger side" as PS, and "driver side" as DS.

Dear Danny . . .

#### Installing a Larger TV in a 2012 Phaeton

We have a 2012 Tiffin Phaeton 40QBH with three 32-inch TV's. We may try to increase the size of the main TV near the galley to a larger one. Can you tell us if the wall mount has the swivel capability to easily remove the TV or is it stationary? If

it is stationary, is it possible to remove the TV from the wall mount? Thanks so much. We love *Roughing It Smoothly* and our Tiffin!

Wayne & Connie Dickman  
 Calgary, Alberta

Dear Wayne & Connie,

It is a stationary mount, but easily removed. The mount has two sections. The section on the TV will hang like a lip over the wall piece. Screws connect the two brackets and keep them stationary. The screws will either be on the right side or on the bottom. Remove the screws and the mount will separate.

#### Maintaining a Charge with Solar Panels

I have a 2014 Allegro Bus 37AP. After leaving the coach for three weeks with the battery switches turned off, the house batteries were down to 11.5 with the solar panel and bright Florida sun. In the past, my other four coaches with panels kept it at full charge. Is the panel disconnected when the battery is off?

I have an alarm going off that sounds like a smoke or low battery alarm. I cannot find it.

All of the pictures and the description of the 37AP in *RIS* show a spotlight. My 37AP does not have one. Is there a reason?

Brian Leiding  
 Naples, Florida

Dear Brian,

The solar panel feeds directly to the control panel and then to the batteries, and does not go through any type of disconnect. If the solar panel is operating and all of the wiring is properly connected, it should keep the battery charged the same as your previous units. At the batteries, there is a 25-amp inline fuse that receives the power from the solar panel. If the fuse is good, you need to check for a loose connection between the solar panels and the batteries.

The manufacturer of the spotlight we have used for years discontinued it. We have not been able to find a replacement that is aesthetically compatible with the motorhome's design and does not cause leaking problems.

The alarm possibilities you should check are the smoke alarm, carbon monoxide alarm, and the refrigerator "door ajar" alarm. There is also an alarm at the dash when the transmission is not in neutral and the park brake is not set.

#### Charging House Batteries & Setting the Antenna's Direction

In January we purchased a 2014 Allegro 31SA and overall are very happy with this unit.

We have spoken with your technicians but still have two issues unresolved.

We have the residential refrigerator and are concerned about

the drainage on the four house batteries. Approximately three weeks ago, we returned to our storage facility after driving 100 miles. After turning off the engine and prior to turning the 12-volt master switch off, I noticed the panel was reading 12.5 volts. Ten days later, I returned to the coach, turned on the 12-volt master switch and noted that the panel showed a reading of 12.5 volts (we do turn off the circuit breaker as recommended for the residential refrigerator). I then turned on the overhead hall lights (we have no electricity at storage facility). After approximately 20 to 30 minutes, the panel read 11.8 volts, which surprised me since I thought the LED lights would draw very little current. I started the generator, waited 30 seconds and turned on the electric fireplace, and noticed the panel then read 13.5 volts. I ran the generator for 30 minutes and upon shut down, saw the voltage drop to 12.5 volts.

It seems that running the LED overhead hall lights for about 30 minutes should not have resulted in the drop in voltage from 12.5 to 11.8 in 30 minutes. Does this indicate a problem with the house batteries?

A recent article in "Serious Tech Talk," states that 12.5 volts is normal for a charged battery that is not receiving any additional charge.

We did not get the in-motion satellite installed, so we depend on the over-the-air HD View 360 antenna system. When we arrive at a favorite camp site, we know to beam the antenna in a southwest direction in order to receive all four networks at that particular site. With the new antenna system, I have no idea where the antenna is pointing. It would make sense that the 0 position would have the antenna pointing at the rear of the coach and that the 8 position would be pointing to the front of the coach. But that doesn't seem to work. Are these antenna systems installed at Tiffin with a specific directional key? This would help elimi-

nate the cumbersome searching for signal strength for all 16 positions, which takes three to four minutes per position. If Tiffin did install this antenna system with no set directional key, how can I determine the direction of the 0 and 8 settings? Signal strength does not always give you the most networks/channels. Oftentimes, the direction of the TV antenna must be pointed between two separate tower locations to successfully pick up both towers.

Mark & Jo Szymanski  
Dallas, Texas

Dear Mark & Jo,

I don't believe you have a battery problem since 12.2 to 12.5 is normal voltage for a battery that is not receiving a charge from a source. You are correct in stating that the LED lights should not pull that much power from the battery, but with the unit idle for 10 days without any charging source, there could be more being drawn from it other than the lights at that time. Keep records on this for the next few months, but I think you are going to find that everything is normal.

With regard to your high-definition antenna, position 8 will always be straight ahead through the windshield. Positions 8 to 1 will be to your left when you are facing the windshield. Positions 8 to 16 will be to your right. The best way to improve reception on a Panasonic is: on the remote, select "Options," then choose "Signal Meter" and select OK. Then move the antenna to the strongest signal.

**Storing the Stairwell Cover in a Breeze**

On March 21, we became the owners of a 2014 Tiffin Breeze 32BR. We have read the manuals front to back and do not yet know where to store the stairwell cover. Please provide guidance. Thanks!

Betty Walker  
Goree, Texas

Dear Betty,

There is not a "designed" place to store the cover. Most owners store it between the passenger chair and the wall. That

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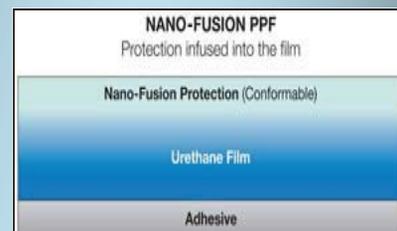
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### **Cleaning the Roof of a 2003 Phaeton**

We need to clean the roof of our 2003 Phaeton. We would like to know what product we should use to clean and refinish it. My husband thinks it is a rubber roof, but to me it does not look like rubber. Any help you can give us would be greatly appreciated.

Joyce & Jerry Kvaall  
Sahuarita, Arizona

Dear Joyce & Jerry,

The 2003 Phaeton has a fiberglass roof. I recommend a mild detergent and a good soft wash brush. Harsh detergents may cause sidewall streaking as you wash and rinse. After you flush it with clean water and give it time to dry, you can use a good automotive wax to protect it. Be very cautious while you are working on the roof because the surfaces will be slick.

### **Surge Protector in 2010 Phaeton**

We bought our 2010 Phaeton used and don't know if it has a built in surge protector. Is there a way of finding out if we have one and if so, where is it located?

Don Kepler  
Jefferson, Oregon

Dear Don,

We did not install a surge protector at the time of manufacturing. If the coach has one, it would have to be an aftermarket add-on unit. If one has been added, it will probably be located near the automatic change-over box at the end of the power cord.

### **Finding a Power Steering Leak in 2007 Phaeton**

I recently purchased a 2007 Phaeton 40QDH. After bringing it home from the dealer, I noted an oil spot on the ground in front of the passenger side front tire. The oil appears to be dripping off the inside of the body panel. I caught some of the oil and it appears to be hydraulic

oil (or maybe power steering fluid) as it is clean and red in color. I took it back to the dealer and they said it was a "loose fitting, tightened and tested." After bringing it home, the leak continues. It probably is a bad hose or connection and is spraying onto the inside of the body panel and running down and dripping off. I cannot get in there to look at it. Can you tell me what lines are located in that area which might be suspect?

Don Nelson  
Arvada, Colorado

Dear Don,

If your unit is equipped with hydraulic leveling jacks, it could be the hydraulic line or the jack itself on the PS front. But it also could be the hydraulic line that operates the PS slide-out. There is also a hydraulic line splitter in that area which could be the cause of the problem.

### **Noise in Breeze Slide-Out**

We have a 2011 Allegro Breeze 32BR. When traveling in high winds, there is a noise inside the slide-outs that almost sounds like a cable or a power cord of some kind flopping around. At times it is very loud. Can you tell me what this might be and how I could fix it myself?

Dave Washburn  
Medicine Park, Oklahoma

Dear Dave,

The only cable that has any slack to it is the cable that feeds the fixed antenna on the roof. If there is any slack, put it in a coil and secure it with a wire-tie. That should cure the problem.

### **Headlight Switch Left on Hi-Beam Causes Batteries to Discharge on 2000 Allegro Bay Pusher**

I have a 2000 Allegro Bay Pusher on a Freightliner XC chassis. Several years ago I had dead batteries occasionally after about a week of not running the motorhome. Freightliner recognized the problem and said if you shut off the engine while headlights are on hi-beam mode, it will cause

the batteries to discharge. Switching to low-beam before you shut off the engine takes care of the problem. They offered a fix for the problem but it costs the owner \$45. It is very irritating that Freightliner demands \$45 to fix a problem their electrical engineering department created. Can Tiffin offer this fix? I now make sure I have the light switch in low-beam mode when I shut down.

Ron Seketa  
Kirtland, Ohio

Dear Ron,

This is a fix that Freightliner will have to do. Tiffin does not have the wiring diagrams.

### **Replacement Windows for 2005 Allegro Bay**

We have had difficulty with the windows fogging on our 2005 Allegro Bay. I have replaced the PS lower sliding window as well as the upper fixed window. I have the same problem with the fixed DS window between the front windshield and the driver's sliding window. Where can I order replacement windows?

John Peters  
Dayton, Nevada

Dear John,

Replacement windows can be ordered through Tiffin Parts and Service at 256-356-0261.

### **Onan Genset Won't Start on 1989 Allegro**

I have a 1989 Allegro 28BA with 65,553 miles. When I press the starter button on the Onan genset, it just clicks. All three batteries show high voltage when checked. Please advise on what possibilities may be causing this. I changed the in-line fuel filters about one year ago. Now I can't find the one located between the gas tank and the engine. Can you tell me where to find it underneath the coach?

Charles F. Martin  
Brookhaven, Mississippi

Dear Charles,

If you only get a clicking noise and the

engine is not turning over, then check the 12v power line coming to the generator. If you have good 12v power, check the starter and the starter relay with a test light to see if they are engaging. With regard to the fuel filter, on the 1989 Allegro gasser there is only one inline fuel filter in the system and it is located near the generator.

**Surprise Furnace on 1997 Allegro Bay**

We have a 1997 Allegro Bay and love it! We bought it used five years ago. The rear furnace has never worked until this winter when it suddenly came on in the middle of the night. Five nights later the furnace was running when a clicking noise began in my roof unit. Then it stopped. I shut off the thermostat for the rear furnace and have not tried it since. I have a Duo-Therm unit. Sometimes the front furnace will not shut off either!

Tom Faber  
Bourbonnais, Illinois

Dear Tom,

On the 1997 Allegro Bay, there is a control unit in the roof air conditioner that controls the functions of the thermostat which could affect the furnace's operation. You can gain access to the control board by moving the roof panel for the unit. Check for a loose connection. If it is not something as simple as a loose connection, you may have to enlist the help of an RV technician at a dealership.

**Stained Ceiling in 2001 Allegro Bus**

We own a 2001 Allegro Bus. Several years ago dark streaks appeared across the ceiling at the joints. They run side to side and appear approximately every 10 feet from the front of the coach to the back. I have tried cleaning with a vacuum, but that seems to draw additional black through the ceiling at the joints. I contacted TMH several years ago about the problem and was instructed to mix a solution of vinegar and water (as I recall). I applied it with a spray bottle and blotted it dry. That process left circles on the ceiling. Is

there anything I can do now to remove the stains? Thanks for your help.

Gary Benson  
Cleburne, Texas

Dear Gary,

The dark streaks are probably the result of the steel support beams reacting with

glue. You could try cleaning it with a good automotive carpet cleaner—the kind that has a brush applicator on the end of the container. After the cleaning process, vacuum the ceiling. This probably will not remove the stains completely, but it should help. I have seen owners cover

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stains with decorative wooden beams (or a synthetic material).

### **Finding a Reliable Company to Rotate Motorhome Tires**

Who do you have rotate *your* motorhome's tires? Can any tire dealer be trusted to put our motorhome on a lift and do the work? Our front tires are showing wear on the outside edges after 10,000 miles.

Glenda Heideman  
Grand Junction, Colorado

Dear Glenda,

When selecting a company to rotate your tires, it is best to use a tire company that specializes in over-the-road trucks and heavy equipment.

### **Concerns with 2006 Phaeton Awning and House Batteries**

The awning on my 2006 Phaeton goes straight out and offers very little shade unless it is high noon. Are there any alternatives where the awning extends more and slants down?

It is very difficult to gain enough access to the two rear house batteries to service them. Can the four 6V batteries be replaced with two 12V batteries?

Carl Carue  
Meridian, Mississippi

Dear Carl,

The position of the slide-out room does not permit the awning to slant down significantly. If we use one that slants down, the corners of the slide-out box will rub holes in the canvas. You can replace the four 6v batteries with two 12v batteries. However, it will considerably reduce the number of service hours from the batteries.

### **Instant Hot Water**

We have a 2008 Allegro Bus 36QSP and we love it! But I must say that we are impressed with the 2014 innovations and improvements. That is evident from the fact that four of the 20 couples in our Allegro Club have new 2014 Tiffin coaches.

We have a suggestion: The best device

in our home kitchen is instant hot water. We would love to see this convenience in future Tiffin coaches. It only requires a small amount of under-the-counter space plus electrical and water connections. This device saves water—a good thing when RVing.

We think *Roughing It Smoothly* is the best motorhome magazine.

Ron Emrich  
Capitola, California

Dear Ron,

Thanks for the input. We will look into how it affects the amperage load. As you probably know, the total number of amps in all of the electrical items on the coach far exceed the 50 amps you can draw in a campground. The power management system juggles and sheds items as you turn them on and off based on the priorities you set.

### **Sewer Odor a Problem**

We have a 2013 Phaeton 40QBH. When staying for an extended time in an RV park, we have a heavy sewer smell in the coach. As a routine practice, we leave the grey valve open and the black closed. What is causing this problem and how can we correct it?

Michael Claggett  
Edgewood, Washington

Dear Michael,

Odor coming into the motorhome usually indicates some type of venting problem, whether it's a roof vent or a vent under one of the sinks. Until you can have it checked out by an RV technician, try closing the grey valve to prevent the effluent from coming back into the motorhome through the dump valve.

### **Convection Oven Sets Off Carbon Monoxide Alarm**

I own a 2010 Allegro Bus 40QBP. It is an all-electric coach with a Sharp convection oven. When using the oven, I turn on the FanTastic vents. Recently, I preheated the oven to 450°. When I opened the door

to the oven, the carbon monoxide alarm went off. How could that have happened?

M. T. Zell  
Deland, Florida

Dear M.T.,

I do not know why your alarm activated. The carbon monoxide detectors are sensitive to some types of odors. Unless the alarm goes off consistently when you open the preheated oven, I would not be concerned about it.

### **Changing the Bathroom Sink Faucet**

We have a 2012 Allegro Breeze 32BR. This question may have already been asked, but I have not seen it. Can the sink faucet in the bathroom be replaced with a shorter one? It is almost unusable because it is too high. I noticed the 2013 Breeze has a better one. Can this be changed out?

Rich Wellman  
Satellite Beach, Florida

Dear Rich,

The faucets we use in motorhomes are commonly used in several applications. Your faucet can be replaced with the unit that we use in the 2013 Breeze.

### **Aftermarket Stabilizers for a 2002 Allegro**

I often experience high winds in the mountains of northern California. After reading the Blue Ox ad on page 23 of RIS 11:1, I would like to know if the TruCenter and the TigerTrak can be installed on my 2002 Allegro.

Charles Wood  
San Marcos, California

Dear Charles,

The TruCenter and the TigerTrak can both be installed on your coach. Contact Blue Ox for a dealer near you who can sell and install the two products.

### **Installing a Larger Emergency Exit**

I have a 2008 Allegro Bay 37QDB with the front engine diesel. On the DS wall across from the bathroom, there are two vertical windows. Would it be possible

to remove the two windows and install an emergency exit door? I realize the exit door would have to be designed and fabricated. But please consider the fact that it would be very difficult for anyone to escape from the emergency exit window in the bedroom.

Marie Marino  
Stockton, California

Dear Marie,

It is possible to replace the two windows and install an emergency exit door. Your designer and fabricator must be very careful to construct a new door jamb that will support the integrity of the wall. This is not a project that we can do at the factory.

### Does Low Annual Mileage Still Require an Annual Oil Change?

We drive less than 10,000 kilometers a year in our 2009 Phaeton. It is stored outside all winter. Do we need an oil change every year?

D. MacLean  
Airdrie, Alberta

Dear D.,

Even though we may not agree with it, we have to go along with whatever the manufacturer recommends on engine service.

### Paint Codes & Replacing Lights in a 2004 Allegro Bus

We have a 2004 Allegro Bus. How do you change the bulbs in the under-the-cabinet lights that illuminate the galley work surface? On our earlier Allegro Bus, a sheet of paper glued to the closet wall contained all of the information for the painting codes. On this coach, we cannot find the sheet that would have the paint codes for three different greens and a silver. The VIN is 4UZAAB584CM37565. Thanks for your help.

Charles Everhart  
Memphis, Tennessee

Dear Charles,

The standard light in the 2004 Bus is a fluorescent tube-type light. You simply

remove the cover and pull the bulb. In regard to paint codes, TMH did not put the codes in the coach for that model year. You can call Tiffin Parts and Service at 256-356-0261 to get that information.

### Replacing Front TV in 2003 Allegro Bay

I would like to replace the front television in my 2003 Allegro Bay. Could you please explain how to go about removing the trim?

Henry Almquist  
Burlington, Massachusetts

Dear Henry,

On each side of the TV is an adjacent overhead storage cabinet. Two large screws go through the storage cabinet walls to support the TV cabinet. The large screws are covered by trim held in place by smaller screws. Remove the small screws on each

side and the face trim on the TV should pull off exposing the large screws that hold the TV itself in place.

### Problem with Automotive Heater in Dash of 2011 Allegro RED

I have a problem with very poor heat coming from the dashboard vents in the automotive heating system. In cold weather, the engine temp gauge will not go above 1/4. As the weather warms up a bit, the system begins to work better, but not great.

Charles Keeley  
Ambler, Pennsylvania

Dear Charles,

In extremely cold weather, the diesel engine is not getting hot enough to supply an adequate amount of hot water to your dash heating system. The only adjustment for the heat is the water valve under

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the hood that regulates the amount of hot water going through the heater core. You probably can adjust it to give a little more heat to the dash heater.

### **Prevent Rubber Deterioration in Windows**

We have a 1997 Allegro Bay wide body that we bought new. At the factory we had a fiberglass roof and a new water heater installed. Soon after we had it repainted. Our sons are mechanics and got it running great. We plan on keeping it a long time. However, we are having problems with the sliding windows. The rubber is rotting and tearing. Several years ago in *Roughing It Smoothly* you recommended a product to spray in the window tracks. Please identify the product again and make any suggestions about maintaining, restoring, or replacing the rubber.

Daniel Brooks  
Polk City, Florida

Dear Daniel,  
The replacement rubber seals are available through Tiffin Parts and Service. The protectant we recommend to preserve the rubber seals is Plexus Plastic Cleaner, Protectant & Polisher. It is manufactured by Brown Aircraft. It can be ordered online or through Tiffin Parts and Service.

### **Questions on the 2008 Allegro 34TGA**

Does our coach have tubes to drain the AC condensate to the ground, or does the condensate drain onto the roof and down the sides? Do we have surge protection when we are connected to shore power?

Thank you for your informative answers in Tech Talk. We purchased our camper in May 2012 and enjoy it very much, using it mostly to travel the country doing Habitat for Humanity home building as Care-A-Vanners.

Karen & Jeff Greenstreet  
Lebanon, Illinois

Dear Karen & Jeff,  
Your 2008 does not have condensate drains. The condensate runs onto the

roof. There was not a factory-installed surge protector on your coach. We appreciate the time you spend in public service.

### **Steps Do Not Retract After Bad Weather**

I have a new 2014 Phaeton. The front steps often will not extend after I have gone through rain, snow, or slush. If they do extend, they do not always retract. The fuse is OK. Could this be a defective motor?

Brach Johnson  
Bismarck, North Dakota

Dear Brach,  
This problem can be a loose connection or a loose ground wire. If the connections and ground are tight, moisture is very likely getting into the control box and causing the problem. You probably will have to replace the control box.

### **Latch & Lock Problem on 2012 Allegro**

I have a 2012 Allegro 35QBA. I took delivery on Sept. 5, 2011. I have had several problems with the entry door latch and the lock assembly. We have had it adjusted several times with limited success. I have noticed that the mid- and late-year 2012s have an entirely different lock assembly. Is the new improved assembly available as a retro fit swap out?

Roger Smalley  
Avondale, Arizona

Dear Roger,  
Unfortunately the new lock assembly in the 2012 was designed as part of a new door. The new lock assembly is not interchangeable with the older design.

### **Lighted Water Pump Switches on Allegro**

I have a 2012 Allegro. Is there any way to have a light indicator on both water pump switches to show when they are on? One is in the bathroom and the other in the kitchen.

Anthony Liotta  
St. James, New York

Dear Anthony,  
You could install another lighted switch.

However, the current wiring configuration will not cause it to light when the other switch is activated. To make them burn simultaneously when one switch is activated would require a significant change in the wiring system.

### **Freightliner Put 3-Year-Old Tires on New Chassis**

I bought my 2006 Phaeton new. When it came time to change the tires, there was a two-year difference in the age of the tires. Four were made in 2005 and the two inside rear tires were made in 2003. I called Tiffin and they told me Freightliner installed the tires. Does Tiffin have any purchasing rules with regard to the age of the tires that you allow Freightliner to put on your chassis? For the protection of your owners, you should specify the age of the tires on your purchase orders and then inspect the tires when the chassis are delivered.

J. D. Price  
Oak Harbor, Washington

Dear J.D.,  
Tiffin does inspect the chassis for any damage or missing parts when they come in, but we do not inspect the dates on tires, belts, and hoses.

### **HWH Jacks Failed After Winter Storage**

My wife and I have been enjoying our 1996 Allegro Bus since we bought it in 2008. Every fall we winterize the coach and park it in our driveway with it up on the HWH jacks. This spring the jacks refused to retract. We were able to manually retract them but that's all. When I push the "Hyd" button, it just continues to flash with no operation detected. A red battery symbol light comes on, but I don't know what power source it is referring to. I replaced a pair of 20-amp fuses near the oil reservoir, but I am not sure if they are the fuses involved. The house and chassis batteries are all good and our generator works fine. Our unit is 40 feet long with a single driver's side slide. Because the jacks

won't operate, we are not sure if the slide will work either. Please advise if there is a fuse link somewhere in the system that might have failed. Any advice or direction would be greatly appreciated.

Terry & Joan Boyd  
Round Hill, Alberta, Canada

Dear Terry & Joan,

The red battery light coming on means the system is not receiving significant power. There are no special fuse relays to check. Check power cables and connections from the battery to the pump, and all connections from the pump to the control box on the inside. You should find some of the fittings not making a good connection. Be sure to check the grounding connection.

### Atwood Level-Legs on a 2007 Allegro

After horrendous trouble with the Atwood Level-Legs on my 2007 Allegro, I decided to order and replace the front jacks which were causing most of the problems. While waiting for the jacks to be delivered, I removed the front two and tested them with a battery. I cleaned and lubricated the motor bearing and now the jacks work great. I reinstalled them and so far my troubles are over. The leveling motors are right behind the front wheels with no protection.

David Adams  
West Ossipee, New Hampshire

Dear David,

Thanks for sharing your solution. This will help others to correctly service the Atwood jacks. You are right. They are in a vulnerable place to catch the bad weather. However, there was no other place on the chassis to mount them to get the correct leveling result.

### Loose Wires on Inverter

I have a 2013 Allegro 31SA made in January of that year. There is a blue wire that is plugged into the inverter that says remote, and there are two yellow wires coming out of the other end. One is con-

nected to a black wire that is marked INV SW and the other is not connected to anything. It looks like it's pulled out of a connection. Can you tell me where it goes? Any help would be appreciated.

Cliff Rafuse  
Statesville, North Carolina

Dear Cliff,

These wires run inside the walls of the motorhome to the wall switch that turns the inverter ON and OFF. The wire you are looking for is white with a connecting sleeve on it. It should be right above the inverter next to the relay.

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PRESIDENT'S CORNER *Continued from page 4*

I think my personal preference would be to do it this way, too. You get to see and experience the heartland away from the interstate highways.

When I visit with our customers, I have the privilege of hearing and learning about the many different ways to enjoy life in a Tiffin motorhome. To sum it up, there are a whole host of reasons why people buy motorhomes. Everyone has their own reason and own special ways to use their RVs.

Our task at TMH is to do our best to serve our customers and to build motorhomes that will perform up to their expectations. We will always be ready to help our customers at every turn. "Wherever you go, we go." 

NEWS YOU CAN USE *Continued from page 9*

HW-F551 purchased through Amazon. This sound bar is very small at only 37 × 2.5 × 2.2 inches. It could fit almost anywhere. It produces wonderful sound for use in a motorhome, and this comes from a guy who decided to hit the road full time and leave behind a fully dedicated theater room with a 9.2 speaker setup.

If you are looking for a better sound experience in your motorhome, do your homework and buy a soundbar.

David Bott (OutsideOurBubble.com)

IN THE PLANT *Continued from page 40*

"The first one I ran was in Tupelo, Mississippi. I ran the Mercedes-Benz Marathon in Birmingham and one in Little Rock, Arkansas," Johnson said.

So far, Johnson's best time is four hours and 33 minutes, which he recorded in the Mercedes-Benz Marathon. "I told the folks in New York that I would do it in four hours and 15 minutes if they let me in," he said. "You have to be approved to participate."

One long term goal he has is to compete in a marathon in the state of Hawaii. "I just think that would be the trip of a lifetime and to plan it around a marathon would be unbelievable," said Johnson. "I never played any sports in school and running is the one sport I fell for. It's a mental and physical challenge."

Preparing for marathons requires a great deal of time and effort, including running three or four times each week, but there are still other things Johnson finds to do in his "spare" time.

"I really like to fish and to work around the yard and pool," he said. "Between all the things I do, there's not a lot of time for any one particular thing."

After 23 years, Johnson knows he's where he's supposed to be. "When I started here right after high school, I thought 'I'll work here until I get out of college,'" he said. "But I felt comfortable here. I like the people I work with and I really respect the Tiffin family, so I plan to stay here until I retire."

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