

Roughing It. Smoothly[®]



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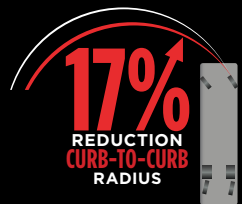
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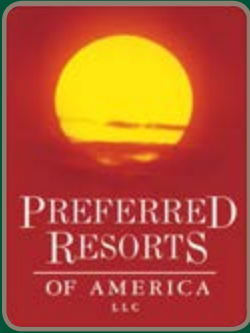


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Roughing It Smoothly®

October 2015 Volume 12, Number 4

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Publisher, Book Production Resources
Editor, Fred Thompson

Typesetting and Page Makeup, Andy Cargile
Copy Editor, Carolyn Thompson

Contributing Writers: Fred Thompson, Norman Spray, Rick Kessler, Danny Inman, Jonathan Willis, Dave & Terri McClellan, Bob Tiffin, Dr. John Pilarczyk, and Sally Moore.

Contributing Photographers: Fred Thompson, Dave & Terri McClellan, Rick Kessler, Rick Curd, Everette Albury, Claudia Abbott, and Jonathan Willis.



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Roughing It Smoothly circulation jumps to 79,000 printed and online magazines.

Over 25,000 Tiffin owners are now receiving *Roughing It Smoothly* through the U.S. and Canadian postal service. Over 42,000 are now reading *RIS* online. Our dealers are distributing 12,000 copies in their showrooms. *Roughing It Smoothly* is now in its 12th year and is the largest magazine published by an RV manufacturer in number of pages and total distribution.

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.

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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.



The National Park Service will celebrate its 100th anniversary in 2016. To recognize the NPS's achievement, all of the travel stories in *Roughing It Smoothly* next year will feature our national parks. The Winter edition (13:1) will lead off with the Grand Canyon National Park, followed by the Rocky Mountain National Park in the Spring, the Denali National Park in Summer, and the Great Smoky Mountain National Park in the Fall edition. Shorter features on other national parks will accompany the major story. The Grand Canyon and Denali parks will feature the photography of Claudia Abbott. At left is a sample of her work.

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How the Railroads Built the Economy of Red Bay and Northwest Alabama

by Bob Tiffin

The U.S. Postal Service's first record of a post office in central northwest Alabama was in 1888 in a community called Gum. It was about 2.5 miles south of where Red Bay is now. Five families comprised this community: the Standfields, Tiffins, Bullens, Bosticks, and Beasleys.

Moving forward about 20 years, the Illinois Central (the IC) decided to build a spur off the New Orleans to Chicago line, starting at Cairo, Illinois, and connecting the towns of Jackson, Tennessee; Corinth, Mississippi; and Haleyville, Alabama. The route came through Red Bay.

The IC started building the line in 1907 and almost immediately the families in the Gum community moved to the area that is now Red Bay and incorporated the town. Little towns sprang up along the new railroad's right-of-way — Tishomingo, Belmont, Vina, Hodges, and Hackleburg. Everyone wanted to be located on the railroad. With the largest population, Red Bay also turned out to be the strongest economically.

Commerce started almost immediately. Stores were built along a single street which today is still Red Bay's Main Street. Among those was a store called Tiffin Brothers. It was built in 1910 by two of my great uncles, Jim and Bob Tiffin (my grandfather's brothers). It was the largest building on the railroad line between Jackson and Haleyville, three stories high with 150 feet fronting on Main Street and 100 feet deep. They sold everything from ladies' and men's wear to caskets, including cloth, farm equipment and supplies, saw mill equipment, home building

supplies and furnishings. They received all their merchandise by rail. Unfortunately, the impressive building burned in 1916. Uncle Jim moved to Clanton and Uncle Bob stayed in Red Bay and opened a hardware business in a different building.

A few years later a lumber company named Golden Saw Mill opened in Red Bay with a huge milling operation. They ran 100 miles of narrow gauge rail lines into several counties to harvest virgin timber, sending out two small steam engines every day to haul logs back to Golden. They even had their own sluice pond for staging the logs into the mill. Much of the South was going through the latter stages of the industrial revolution. Golden Saw Mill used the Illinois Central to ship nearly all of their milled lumber north to the cities of Chicago, Cleveland, and Detroit that were experiencing rapid growth.

Red Bay had an abundance of limestone and a big sand pit. Located about two miles south of the Red Bay Cemetery, Jim Bryce Hughes Sand Pit shipped sand by rail to the glass factories up north including PPG and Ford. Large quantities also went to the Birmingham steel mills. Sand was used to line the molds when they poured molten iron. Birmingham was one of the few places on earth that had large resources of coal, limestone, iron ore, and sand all in the same area.

As these businesses attracted labor, home building began to take off. Started by E. A. Smith, Smith Lumber Company operated from the mid- to late-twenties to the early fifties. Smith sold his business to Herman Keeton in 1953 who converted



PHOTOS COURTESY OF RED BAY MUSEUM

the operation to manufacture boxes, pallets, and dimension lumber for the home building market.

During World War II, a troop train came through Red Bay every 30 minutes. Red Bay was on the main line from Chicago to military ports on the east coast. The railroad engineers would lock the switches closed so the sidings were held off while the trains went through.

As time went on, we got passenger service after the war. Three passenger trains stopped daily in Red Bay: the #9 and #10 Seminole and the Dude. The #9 stopped here at 8 a.m. going south and the #10 stopped here at 10 p.m. going north. You could board the #10 and be in Chicago at 4 a.m. the next day.

The third train was a local called the Doodlebug that pulled three passenger cars. We called it the Dood for short. During the 1920s and 30s, Red Bay was noted for having the best school system and teachers in the central northwest section of Alabama. Most of the towns on the line only had grammar schools or schools that went to the eighth grade. Red Bay had a good high school that included grades seven through twelve.

Many children would ride the Dood to Red Bay for a nickel to attend high school. It left Haleyville at 6 and got to Red Bay at 7:30. Kids or adults could flag the train anywhere along the route and the engineer would stop for them to board. During the depression, some children would live with their grandparents or relatives here in Red Bay in order to attend high school.

The mobile home business is another part of the railroad story. A mobile home manufacturing plant was launched in 1960 in Haleyville by the Commodore Corporation. They moved J. C. Forman to Haleyville to open the plant. Since there were no materials suppliers nearby, Forman established suppliers who could make timely shipments to Haleyville by rail. Unable to find a local supplier to make curtains for the mobile homes, he had to order from a Chicago drapery company that would ship the curtains by train in the afternoon with a delivery

to Commodore by nine the next morning. They finally put in a plant called the Haleyville Drapery Company.

When I started building motorhomes in 1972, we bought from the Haleyville Drapery Company. Then Lindsey and Winchester opened a sewing plant in nearby New Hope, where my great-grandfather Edward Tiffin and his wife Annie are buried. Edward's uncle was the first governor of Ohio and a two-term senator.

When Tiffin Supply was started in 1940 by my father, Alex Tiffin, he received all of his supplies by rail. We would buy box car loads of Portland mortar mix, sheet rock (100,000 lbs per car), roofing from New Orleans (delivered through Cairo, Illinois, and then back to us on the IC line through Jackson, Tennessee). We bought Red Brand fencing from Keystone Steel Company in Peoria, Illinois, and metal roofing from U.S. Steel in Birmingham.

Sunshine Mills, the second largest pet food company in the nation, is located here in Red Bay. They bring in all of their soybean meal and corn by rail. Three plants in the U.S. and one in South America each produce a million pounds of pet food per day. The Bosticks lived here in Red Bay and the railroad lines made it possible for them to launch their business here.

When I was a kid growing up in Red Bay, I would do little jobs at daddy's store (Tiffin Supply) during the day. When I got bored at the store, I would go hang out at the train depot. J. S. McDowell, R. Q. Nelson, and Otis Mitchell were the railroad agents in Red Bay. Daddy knew them quite well and didn't worry about me being there because he knew I was fascinated by trains and they would keep an eye on me.

The IC had a 12-man section crew here in Red Bay who maintained the track from just south of Belmont to Atwood on the south side of Vina. When the IC got to Haleyville, they could use the Norfolk Southern line on to Birmingham and points south. An interesting maintenance story took place on a 150-mile

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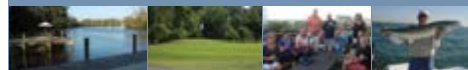


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Trickle-Down Design: It Works!

THE 2016 ALLEGRO 34PA LEAVES THE COMPETITION IN AWE



Text and photography by Fred Thompson

Ronald Reagan's critics referred to his economic policies as "trickle-down economics." Economists today are still debating if Reagan's policies produced their intended results. But there is no doubt that trickle-down design works and works quite well. Tiffin's design and engineering departments have been practicing the policy for several years. It works like this: Do your research and due diligence, bounce the idea or floor plan off of seasoned owners, and evaluate the feedback. If it comes back on the plus side, build a model in R&D and run a prototype.

In the spring and summer of 2013, Chris Melvin designed what would become the 2014 Allegro Bus 37AP. The new floor plan came within a whisker of being cancelled. But they built the prototype and Bob and Judy Tiffin took it to the Hershey Show in September and received exciting responses from coach owners. In October, the 37AP appeared on the front cover of *Roughing It Smoothly* and the orders started pouring in. The TMH assembly line could not build them fast enough.

The unique floor plan positions a large mid-section bathroom with a double lavatory vanity built into the rear DS slide-out. When the slide-out is deployed, the footprint of the bathroom becomes residential in size. A large shower built with

solid surface materials and handsome borders is installed on the main deck along with the toilet. Through a sliding door, the bathroom opens into the master bedroom, while a second door opens into a 44-inch wide floorspace that serves the galley. The design eliminates a space that served only as a hallway. It is an "efficiency achievement" when every square inch of the floor plan has functionality.

The trickle-down policy was activated late in the 2014 model year when Tiffin introduced the 2014 Phaeton 40AH with basically the same floor plan as the 37AP, but with an additional three feet added for a walk-in closet that also contained the stacked washer and dryer and a floor-to-ceiling cabinet with a variety of drawers and cubbies.

In the 2015 model year, Tiffin introduced the 37PA floor plan in the Allegro RED brand. The floor plan is identical to the 37AP in the Bus, but the trim level is reduced to accommodate the Allegro RED's price points. Nevertheless, it is the floor plan that sells the motorhome.

Now we are into the 2016 model year and Tiffin's marketing and engineering teams are introducing the mid-section bath with several variations into the company's gas-powered brand.



The Allegro Open Road 34PA received an enthusiastic response from Tiffin’s dealers at the Annual Tiffin Dealers Meeting in Florence, Alabama, on August 10 –11. Tim Massey, manager of the assembly plant, said recently, “Considering its floor plan, interior design, and workmanship, this is the best Allegro Open Road we have ever built.”

THE LIVING ROOM

With the slide-outs deployed, the living room measures 12' 10" east-west by 12' 3" north-south, leaving plenty of room for a coffee table, an ottoman, or an area rug. The coach can be personalized by choosing a Cordovan, English Chestnut, or Mocha finish for the cabinetry, and selecting the fabric décor from the three options available: Cocoa, Irongate, or Vanilla Bean. In the unit featured in this review, the 12" × 24" vinyl tiles with a marble design are light brown and complement the colors of the Cordovan cabinetry and Cocoa interior. The cabinetry has a handsome dark finish over alder hardwood. The valances over the living room’s four windows each have a curved wood centerpiece flanked by padded bars covered with a paisley material, while the verticals in the valances are covered with impressed leatherette. Each slide-out has a 20" × 58" window. The DS

slide-out has a 24" × 26" window in both of the sidewalls.

A very comfortable 94-inch sofa with deep cushions almost fills the DS slide-out. When you have overnight guests, the Flex-steel sofa converts to a queen hide-a-bed designed with springs overlaid with an electrically inflatable air mattress. An L-shaped sofa with the same hide-a-bed and a luxury recliner is available as an option (MSRP \$2,030). While you are traveling, the sofa accommodates three passengers with seatbelts.

The sofa has ample lighting for reading with four LEDs recessed into the ceiling of the slide-out plus two directional lights attached to the bottom of the storage cabinets above the window. The raised-panel doors above the sofa conceal eight cubic feet of storage space, a standard you can bank on in a Tiffin coach.

The driver and passenger chairs can be rotated to face into the living room. The passenger chair has an optional power-elevated foot rest (MSRP \$435) that turns it into a very comfortable recliner. Both chairs have powered 6-way adjustments as standard equipment.

The standard mid-section 42-inch LG television faces south toward the cockpit. A second optional 42-inch television (MSRP \$1,015) is positioned over the dash, giving those sitting in the dinette a viewing option from either bench.



THE DINETTE

Manufactured from solid surface countertop material, the dinette's table, measuring 25" x 42", is mounted solidly to the wall in a jig that lowers it to seat level to create a double bed for children. After you move the dinette's back cushions to the table top, the bed measures 42" x 70". Under each dining bench is a drawer measuring 20" x 21" x 7". The compartment above the slide-out's window offers 8.6 cubic feet of storage concealed behind six raised-panel doors. The dinette is serviced by two USB ports and a 110v outlet supported by the inverter.

As an option, the dinette-computer workstation is available on the 34PA (MSRP \$725), identical to the workstation offered on the Allegro RED and Phaeton. On one side of the table, the workstation has slide-outs for a keyboard and a printer plus three cubic feet of storage space. On the opposite side are two large drawers for office materials and a filing drawer with rails

for hanging folders. The cantilevered dining table measures 25" x 40". Three LEDs are recessed into the ceiling of the slide-out.

THE GALLEY

With an optional solid surface countertop (SSCT) and a hand-made decorative backsplash (MSRP \$1,740), the 34PA's galley moves a step closer to the beautiful galleys in Tiffin's big diesels. The well-coordinated colors in the Cocoa interior and the Cordovan cabinetry blend perfectly with the SSCT and backsplash.

The chef in the 34PA will enjoy using the galley with a frontal width of 6.5 feet and a SSCT that offers 16 square feet for food preparation and cooking. The double stainless steel sink is serviced by a single lever faucet that controls the hot/cold temp and water volume. The faucet with a fingertip control extends on a flexible hose to convert it to a sprayer.

Four LED lights recessed into the OH cabinets brighten the galley's work surface, providing plenty of light to watch what is cooking on the three burner gas cooktop.

Tiffin lives up to its "Store-It-All" guarantee with two overhead cabinets offering eight cubic feet of storage. Checking out the space below the SSCT, you will find a stack of three deep drawers (17 x 10 x 5.5). To the right, and directly under the cooktop, three much larger drawers (19 x 18.5 x 3.5 and 5.5) will take care of your cookware and much more. The cavity under the double sink has nearly four cubic feet of storage space that includes storage for the SSCT covers from the cooktop and sink.

There are two more big surprises in this galley: a 20 cubic foot Whirlpool twin-door refrigerator with a bottom pull-out freezer with ice maker and a standard slide-out pantry that is probably the largest pantry in all of Tiffin's motorhomes.



THE BATH

Innovation has made the Phaeton the best selling diesel pusher motorhome for eight consecutive years. And innovation is clearly apparent in modifying the mid-section bath floor plan that has been so successful in the Bus, the RED, and the Phaeton.

Packing more features into less space is what innovation is all about in this industry. The stacked washer and dryer ranks very high on the list of options for the diesel pushers. R&D removed one of the lavatories in the mid-section bath, added seven inches to the vanity by extending the bath's N/S footprint, and installed the washer and dryer. The response has been very positive.

On the side opposite of the vanity, the architect created a six-shelf, slide-out pantry that opens into the galley facing the refrigerator. Above the pantry, but opening into the bath just above the toilet, a linen closet (25.25" x 22" x 11.25") was created offering over three cubic feet of storage.

The mirrored double-door cabinet above the lavatory (38.25"

x 21" x 7.25") with two shelves provides plenty of space for two sets of toiletries. Under the lavatory, you will find 3.25 cubic feet of storage for your laundry and general cleaning products. The vanity cabinet also has a stack of three drawers (14" x 7.5" x 3.5"). The door has a rack for three towels, plus a towel bar above the toilet and a hand towel ring by the lavatory.

When it's time for a hot shower, you will enjoy a 24" x 38" polished fiberglass stall with a seat, a grab bar, and four shelves. The shower head on a flexible supply line is seated in a mount that slides up and down a vertical pole to place it just where you want it for your height. You can see the sun in the morning or the moon at night through the large skylight above the shower. You can also close off the skylight with a sliding insulated panel that has an embedded LED light to illuminate the shower.

The general lighting for the bath includes two LEDs over the lavatory and two more LEDs in the ceiling. The architect did a great job in designing this very efficient bath.





THE BEDROOM

When you have a king-size bed in a motorhome, what really matters is the walk-about space on either side of and at the foot of the bed. In this spacious bedroom, there is 13 and 15 inches of space respectively on either side of the bed and four feet of walk-about space at the foot of the bed.

First, let's explore the DS slide-out. The double wardrobe with four mirrored doors is 53.5 inches wide, 43 inches high, and 21.25 inches deep. It rests on an 87-inch wide furniture base that fills the slide-out and contains four drawers (each 26.5" x 14" x 7") plus a clothes hamper (18.5" x 13" x 18.5"). A window (18.5" x 25") fills the remaining wall space above a 32" x 16" dresser top.

In a front engine motorhome, there is usually a cavity of dead space between the rear bedroom wall and the exterior fiberglass wall. Characteristic of the "Store-It-All" philosophy evident in the design of Tiffin coaches, the architect utilized this space for a handsomely designed chest with three drawers (each 28" x 11" x 5.5"), the electronics cabinet for the RV's entertainment system, and the recessed area for the bedroom television.

The electronics cabinet has space for the DirecTV/HD receiver (subscription required) and the LG entertainment system. An open recess houses the 32-inch LG television that has an extendable arm to push it out from the back wall and in front of view-

ers reclining in bed, making it a great place to watch movies.

The bed's PS slide-out box has two side windows and valances that conceal the mechanical rollers for both opaque and solar shades. The king-size bed has a headboard covered in a buff suede with faux bed posts. The Cocoa interior features three large brown bolsters with a bamboo print, accented with smaller dark brown leatherette pillows, and a comforter with a faux straw material bordered with the same fabric used on the bolsters. The dark-stained cabinetry and trim add a complementary shade of Cordovan that gives the bedroom a warm, comfortable feeling.

The opposing windows bring in nice breezes during summer evenings, especially when you use one or both of the exhaust fans. The optional ceiling fan (MSRP \$218) has a two-speed switch at bedside. Each bedside table has a small front compartment, a 110v outlet, and two USB ports for checking your email and Facebook accounts before turning in for the evening. Connectivity throughout the 34PA was planned from the beginning.

Extra storage space was not overlooked in this bedroom. The bed lifts up easily on air struts, concealing 18 cubic feet of storage. Four raised panel doors above the bed provide another 13.6 cubic feet of conveniently reached storage space.

THE ENTERTAINMENT CENTER

The technology for the entertainment center is located in a louvered cabinet just below the bedroom television. The LG Smart+ TV using the system's Launcher Bar will allow you to select programming from Today, Netflix, Hulu Plus, Amazon, Facebook, YouTube, Skype, M-Go and more. You can switch back and forth between apps, movies, and TV shows using the Launcher and its quick, nimble interface.

Input includes data discs, USB devices, MKV playback, external HDD playback, and Blu-Ray 3D discs. Stereo surround sound output in the living area emanates from four speakers in the ceiling and a sub-woofer concealed in the floor of the cre-

denza. The LG system is certified by the Digital Living Network Alliance. The DLNA certification makes it easy to set up your home and coach networks to share and stream photos, music, and movies. For more information, see DLNA in Wikipedia. The LG entertainment system also permits recording current programming and playing it back at your convenience.

The television itself, an LG ULTRA HDTV 4K, displays 8.3 million pixels, making the resolution four times that of full HD. The television uses a revolutionary technology called OLED (organic light-emitting diodes). Unlike traditional synthetic LEDs (light-emitting diodes), OLED uses an organic substance that glows when an electric current is introduced. This revolution-

ary material is part of a new design approach that drastically reduces the thickness and weight of the TV. The light passes through a combination of filters to reproduce spectacular high-definition images. LG utilizes this technology to produce big-screen sizes up to 77 inches diagonal that have the same clarity as a 42-inch unit.

In addition to the LG technology, Tiffin includes as standard equipment the DirecTV receiver (subscription required) that is designed to operate with the optional In-Motion satellite receiver. You can also order optional pre-wiring for the Winegard Trav'ler satellite receiver. For more information, see *Roughing It Smoothly*, 12:2, Spring 2015, page 52. For online viewing of the

article, go to tiffinmotorhomes.com and click on *Roughing It Smoothly* at the bottom of the landing site.

THE ELECTRICAL SYSTEM

The Allegro Open Road brand took a big jump forward with the addition of an optional 2000-watt pure sine inverter with automatic generator starting (MSRP \$2,610) that delivers power to the entertainment system, the residential refrigerator-freezer, three 110v outlets in the galley, outlets in both of the forward slide-outs, an outlet in the bath, and one at bedside. The fridge/freezer requires four house batteries. All of the above requires an upgrade to the 7.0 Onan generator (MSRP \$1,015).

THE ALLEGRO'S COCKPIT

Probably the most important feature in a cockpit is instrumentation that is easy to read. Designed by Ford, you will not have to squint to see numbers that are too small or digital displays that are not clear. The primary display directly in front of the steering column presents two large dials for RPM and MPH. To the right and left are temp gauges for the transmission, coolant, and engine, plus the fuel gauge. Between the speedometer and the RPM dial, a digital display presents warning lights, the odometer, and a trip meter. Just to the right of the steering column, a vertical bar divided into three push buttons (RESET, SETUP, INFO) allows you to personalize the driver input information. The steering wheel has buttons for cruise control.

On the dashboard to the left of the steering column are toggles for gen start, aux start, and the map light; a panel for the parking and headlights; a dial for genset hours; and a brightness control for the instrumentation. The mirror controls and the mirror heat switch are in a sidewall that also has a large receptacle for maps and papers.

To the right of the steering column, toggles for the driver fan, radio, and the solar and night shades are at your fingertips. Just above the toggle switches, the standard color backup monitor presents views of the rear of the coach as well as the left and right sides. The side cameras are installed in the mirror frames. You can use the monitor at night for a security check around your coach.

A Kenwood unit to the right of the camera monitor combines the dash stereo, radio, CD player, and optional navigation software (MSRP \$1,160) into one very efficient system. The control panel for the HWH computerized leveling system is located in the lower center of the dashboard. Just to the right you will see the Ford HVAC controls for automotive heating and cooling.

Staying on top of current technology, the dashboard has two USB ports to keep your phones, tablets, and other digital devices

charged as you use them while traveling.

The dash slide-out table in front of the passenger seat was designed for your laptop. There's also plenty of space for a small printer on the deck in front of the dash. With 110v service just under the dash, you can use your computer and printer in transit or at rest. The passenger's console has toggle switches for the fan and overhead map light.

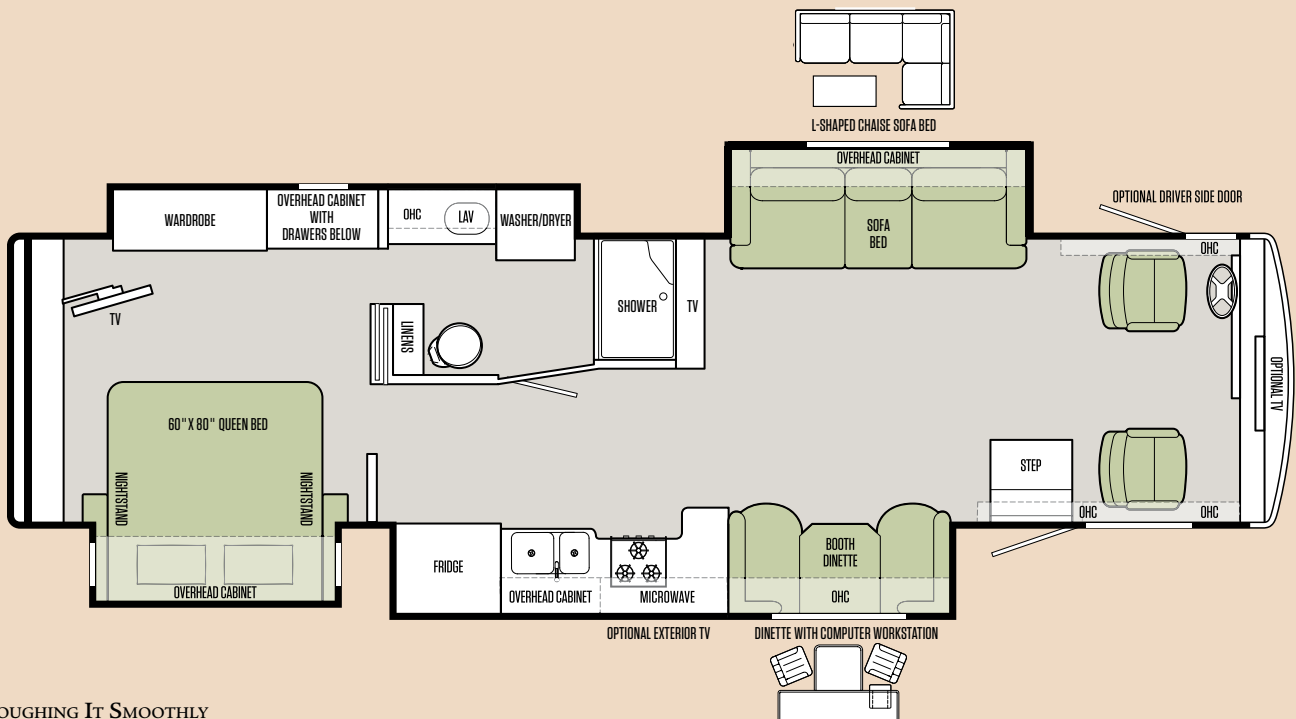
Driving the Allegro 34PA

Introduced last year in the Allegro, "Sumo Springs" significantly improved the handling and ride of Tiffin's Allegro coaches. Mounted above the leaf springs, the Sumo Springs add stability that prevents the east-west rocking motion. The optional springs (MSRP \$1,595) are a proprietary suspension device designed to enhance load carrying ability, stabilize sway, and improve overall driver control and comfort.

After the V-10 relaxes into fifth gear under cruise control on an interstate highway, the cockpit is almost as quiet as one of Tiffin's rear diesels. If you are in hilly country, you will have the engine noise of the lower gears. However, to Tiffin's credit, they have done a very good job of using sound-deadening insulation around the engine. If you want a comparison, take a U-Haul truck with a V-10 Triton engine for a spin.

The torque and acceleration of the V-10 compares very favorably to the Allegro RED, Phaeton, and Allegro Bus. The V-10's take-off on an interstate ramp will match the diesel coaches. It definitely has the extra power to move smoothly into passing lanes and get around slower moving traffic.

If the 34PA's floor plan is a liveable layout for your style of RVing, if its interiors have caught your eye, then I am sure its new standard and optional features will make this coach a very good buy in its price point. After you take it for a test drive, I feel sure you will be pleased with the handling and performance of this coach. **RIS**



SPECIFICATIONS: Model tested 2016 Allegro 34PA, Quad Slide

Base MSRP* – \$163,850. MSRP as tested with options – \$180,003

STANDARD FEATURES

Structural

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

Automotive

Ford TorqShift® 6-speed transmission with overdrive (starting with the 2016 Ford chassis) and Tow/Haul mode
Ford 6.8 L, V-10, 362 HP @ 4,750 RPM
457 lb-ft torque @ 3250 rpm
Cruise control with steering wheel controls
Fog lights
Daytime running lights
Emergency start switch

Exterior

Fiberglass front & rear caps
Fiberglass roof cap
Gel-coat fiberglass walls
Tinted one-piece windshield
5.5 Onan® gas generator
Two 13,500 BTU high profile roof ACs (high efficiency)
Quiet AC roof-ducted system
Foil wrap insulated barrier
Double electric step
¼-inch thick single pane windows
Horizontal mounted wipers
Heated power mirrors
Awnings over slide-outs
Hydraulic automatic leveling jacks
BASF full-body paint with protective film on front cap
Two 6v auxiliary chassis batteries
Four 12v house batteries
Exterior rinse hose/shower
Water filtration system
Low-point water drain lines
Lighted utilities compartment
Lighted basement storage
Side-mounted access doors with gas shocks
Rigid long-life storage boxes
Single handle lockable storage door latches
Heated water & holding tank compartments
Roof-mounted digital TV antenna & cable-ready TV
Chrome mirror heads with integrated turn signal cameras
Backup camera mounted in rear cap
Power patio awning with aluminum weather shield
LED patio & door lights
Water heater bypass system
50-amp service
Black holding tank flush system
Gravity water fill
110v exterior receptacle
110v-12v converter (integrated with optional inverter)
Undercoating
Roof ladder
External tripod satellite hook-up
Cable TV ready hookup

Driver's Compartment

Entry step well light
Step switch and 12v disconnect switch
Color monitor for backup & sideview cameras
Powered leatherette passenger & driver seats
Lighted instrument panel

Single CD player & stereo AM/FM radio
Satellite radio prep (requires subscription)
Two cup holders
Passenger slide-out desk
One 12v dash receptacle
Two USB dash receptacles
Tilt steering wheel with cruise control
Dual dash fans
Power solar & privacy windshield shades
Manual solar & privacy shades for driver & passenger side windows
Fire extinguisher

Living Area / Dinette

Leatherette booth dinette with large pull-out storage drawers
Mid-section TV in entertainment center w/ surround sound (digital system located in bedroom)
94-inch leatherette sofa with air coil hide-a-bed
Decorative wall art

Kitchen

Single satin nickel sink faucet w/ extension rinsers head
Under counter mount double bowl stainless steel sink
Solid surface galley countertop
Solid surface backsplashes
3-burner recessed cooktop with solid surface covers
Gas oven
Microwave with exterior venting
Residential refrigerator w/ 4 batteries & ice maker
Slide-out pantry

Bath

Molded fiberglass one-piece shower on DS
Skylight in shower w/ insulated sliding cover & LED light
Satin nickel faucet w/ flex hose and adjustable shower head
Solid surface countertop & backsplash
Medicine cabinet
Roof vent fan with wall switch
Toilet w/ foot flush lever
Water pump switch

Bedroom

Wardrobe with automatic lights
Bed comforter & throw pillows
Innerspring queen mattress (60" x 80")
Storage under bed, lift top w/gas struts
Tile flooring
Solar/privacy Roll-Ease shades
Carbon monoxide detector
LPG leak detector
Color television w/ concealed entertainment center at eye level
110v outlets and USB ports in bedside tables (inverter powered)
Individual reading lamps

General Interior

High gloss raised panel hardwood cabinet doors & drawer fronts
Solid wood cabinet faces
Mocha, English Chestnut, or Cordovan cabinetry finishes
Cocoa, Irongate, or Vanilla Bean decor
Home theater surround sound system
Soft touch vinyl ceiling

Ball bearing drawer slides
Wall-to-wall vinyl tile flooring throughout coach
LED lighting
Treated fabrics
Solar shades & blackout night shades
Two powered roof vents
Tank level monitor system
Smoke detector
Satin nickel hardware
Home theater surround sound system
10-gallon DSI gas/electric water heater
Two 35,000 BTU ducted furnaces
Extraordinaire™ AC system
Carbon monoxide detector
LPG leak detector

OPTIONAL FEATURES ON THIS COACH

Cordovan cabinetry
Cocoa interior decor
Ride Assist – Sumo Springs
7.0KB Onan generator (required with inverter and/or 15K heat pump option)
Solid surface countertop and backsplash upgrade
Winegard in-motion automatic satellite
Exterior TV
Front overhead TV
In dash navigation system
PS power foot rest
Central vacuum system
Cooktop w/convection microwave
Bedroom ceiling fan
CB antenna
2000-watt pure sine inverter upgrade
Prewire for Trav'ler satellite
Stacked washer/dryer
Memory foam king bed

OTHER OPTIONAL & STANDARD FEATURES AVAILABLE

Irongate or Vanilla Bean interior decor
Mocha or English Chestnut cabinetry
One high profile roof AC with heat pump (15K BTU)

Prep for solar panels
Cooktop/oven/microwave (standard)
Cooktop/oven/microwave, convection
Dinette with computer workstation
L-shaped leatherette sofa with hide-a-bed DS
Driver door with power window
Queen size bed (60" x 80")

MEASUREMENTS

Wheelbase – 252"
Overall length – 36' 1"
Overall height with roof air – 12' 10"
Interior height – 83.5"
Overall width – 101"
Interior width – 96"

WEIGHTS & CAPACITIES

GVWR – 24,000 lbs.
Front GAWR – 9,000 lbs.
Rear GAWR – 15,500 lbs.
GCWR – 30,000 lbs.
UVW – 21,400 lbs.
CCC – 1,259 lbs.
Trailer hitch capacity – 5,000 lbs.

POWER TRAIN

Engine – 362-hp Ford 6.8 L, Triton V-10
Torque – 457 lb.ft. @ 3250 rpm
Transmission – TorqShift® 5-speed automatic overdrive with tow/haul mode
Tire size – 235/80R 22.5 - GXRV
Alternator – 175 amps

CHASSIS

Frame – Single channel, ladder type
Frame design – 50 psi hi-strength steel with deep C-channel side rails
Steering – 50 degree wheel cut
Anti-locking braking system – Standard 4-wheel anti-lock brakes
Suspension (front and rear) – Tapered multi-leaf springs
Shock absorbers – Bilstein gas pressured
Axles – Heavy-duty Dana 17060S
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

ACCOMMODATIONS

Sleeps – Six (four adults, two children)
Fuel tank – 80 gallons
Fresh water – 70 gallons
Black water – 50 gallons
Grey water – 66 gallons
LPG tank – 24 gallons (can be filled to 80% capacity)

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 the Tiffin dealer nearest you, go to www.tiffinmotorhomes.com and click on "dealer locator." If internet access is not available, call 256-356-8661 and ask the operator for the Tiffin dealer location nearest to you.

PLEASE NOTE

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

Interviews from Florida



Steve Ellis and Barbara Gough
Hometown: Dunnville, Ontario, Canada
Interviewed: Sarasota, Florida

- In 2009 Steve and Barbara purchased their first Tiffin motorhome after much research. In May 2014 they bought a used 2011 Allegro Open Road with a Ford V10 from Colton RV, North Tonawanda, NY.
- They started RVing in 2003 in a rented Class C. Their first trip was to the Daytona 500 races to fulfill a 50th birthday dream.
- Steve and Barbara have been happily together for 17 years.
- Steve was in the police service for Hamilton, Ontario, retiring in 2003 after 33½ years of service. Barbara's career is still ongoing with State Farm Insurance Company. She has 33 years behind her and still loves the business.
- They enjoy physical fitness, music, theater, and watching NASCAR racing.
- Barbara owns a 1915 Ford Model T that she uses in parades and car shows. Steve is an avid collector of Petrolia for over 40 years.
- They travel in their RV often. Their favorite camping locations include Muskokas in Ontario, Sun-n-Fun in Sarasota, FL (every winter), Carlisle, PA, and the infield of Daytona Speedway.
- They would like to eventually own a Tiffin Allegro RED motorhome.
- Future RV travels: Route 66 (start to finish), visit Tiffin factory, Key West, New Orleans, and NASCAR race tracks.



Robert and Lisa Cuffe
Hometown: South Lyon, Michigan
Interviewed: Sarasota, Florida

- Robert and Lisa own a 2010 Phaeton 40QTH with a Cummins 360 on a PowerGlide chassis purchased from General RV Center in Wixom, Michigan.
- They are part-time RVers but occasionally take trips to Upper Peninsula when they can.
- Robert owns a real estate company and is not retired. He enjoys flipping houses and does a lot of the renovating himself.
- Lisa is a manufacturing representative in the lighting industry and handles accounts payable and receivable.
- They have been married 18 years and have three grown children; Patrick, Brandon, and Matthew.
- Bob loves to fish and Lisa is an avid walker and runner. They enjoy traveling together, entertaining friends, and exploring new destinations.
- As part-time RVers they have been camping since 2004 taking long weekends in Northern Michigan. They have been to Hilton Head, SC, Maine, Disneyland, and a few other Florida destinations.
- They love their freedom to travel and meet interesting people.
- Motorhome trips are also fun for their two Puggies; Bailey and Sammi.
- Their bucket list includes taking their motorhome out west.



Warren and Janet Pritchett
Hometown: Brick, New Jersey
Interviewed: Silver Springs, Florida

- Warren and Janet travel in a 2011 Tiffin Phaeton 40QTH that they purchased at Lazy Days. They started with a pickup truck camper, then a 23 ft Coachman Concord, and later a 30 ft Jayco Class C.
- They met in high school and have been married 53 years. They have 2 children, Alan and Laura, 6 grandchildren and their first great-grandchild is on the way.
- During the past 10 years they have enjoyed visiting Florida, Tennessee, Myrtle Beach, SC, and Lake George, NY with their Shih Tzu named Buddy. Now they go to Florida during the winter to get away from the cold weather.
- Warren retired in 1999. He was senior vice president of operations at Almedica Services Corp which is a packager of investigational drugs. Janet retired in 2004 as a bookkeeper.
- Warren does most of the driving. Janet takes the wheel on occasion, does the navigation, and is mainly the right seat driver.
- They enjoy meeting people with the same interests. The convenience and comfort of having a home on wheels is important to them.
- They belong to several RV clubs: FMCA, Good Sam, and Freightliner Chassis.
- Their favorite campgrounds are in Florida and Myrtle Beach.



Editor's Note: Dave has been camping for 52 years in tents to motorhomes. Dave and Terri purchased a new 2008 Phaeton 40QSH. In 2010, they sold their home and purchased a 2.8 acre lot in the Berkshire Mountains (Peru, MA) for summer use. They named their mini-campground "Beech-Wood Acres." In 2012 they purchased an RV lot at Wilderness RV Park Estate in Silver Springs for use in the winter months. Dave and Terri are now full-timers who are living their dream.



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Georgia's Golden Isles

Jekyll Island



Text by Fred Thompson

ALTHOUGH IT IS THE SMALLEST OF Georgia's Golden Isles, Jekyll Island may have more interesting things to do and see than any of its sister barrier islands guarding Georgia's 150-mile coast. With only 7.2 square miles of solid ground, you will find a campground with full hook-ups shaded by live oaks and palms, 20 miles of hiking and biking trails, three 18-hole golf courses, three beaches, the Tidelands Nature Center, charter offshore fishing, a water park, ocean and marsh kaya-

king, the Jekyll Island Tennis Center, the Georgia Sea Turtle Center, and fascinating tours.

Surprisingly, the entire island is a state park with a commitment that 65 percent of the land will be left undeveloped with its natural vegetation. Private homes have been built on lots leased to homeowners by the state. But Jekyll's biggest draw—Winter, Spring, Summer, or Fall—is its history, and it is absolutely fascinating. That's where we will begin. We will come back later to all of the things you can do.

THE ECOLOGY & ARCHAEOLOGY

Jekyll Island has a rich ecology that has nourished both land and marine life for thousands of years. Measuring seven miles north to south and only one-and-a-half miles wide, the island has 4,600 acres of land that supports a rich diversity of flora and fauna, plus 1,100 acres of marshland that makes up approximately one-third of all the salt marshes on the east coast of the U.S.

This wealth of natural resources and a climate favorable to year-round habitation attracted indigenous people to the island 3,000 years ago. Archeologists have discovered midden mounds throughout the island, indicating oysters and fish were a major food staple. Some archaeologists believe the inhabitants were seasonal visitors while others have found evidence of residency.

HISTORY

Nearly 2,500 years later, the captains of small ships from England, France, and Spain guided their barques to the New World to stake land claims. Christopher Columbus landed in the West Indies in 1492. Spanish explorers may have claimed Jekyll Island in 1510, naming it Isla de Ballenas (Whale Island). A half century later Jean Ribault sailed north from Jacksonville, Florida to Port Royal, South Carolina, with frequent stops along the Golden Isles to admire and claim them for France. He renamed the island Ile de la Somme. After he founded St. Augustine in 1565, Pedro Menéndez de Avilles explored the same area for Spain. Both explorers claimed the beautiful, fertile isles for their countries, speaking glowingly of them in their journals.

The Spanish empire expanded across half of South America, most of Central America, and large areas of North America. The Spanish approach to colonization has been described as “the crossbow and the cross.” Catholic friars marched along with the soldiers to build forts and missions, to conquer and convert. Missions were built on Cumberland, St. Simons, Sapelo, and St. Catherines – but not on Jekyll. Perhaps the island was too small to attract Spain’s attention.

By 1680 the Spanish began to lose their foothold on the coast of Georgia. They had attempted to assimilate and control the indigenous tribes who eventually revolted against the church’s strict rules that compromised their personal and ethnic freedoms. By 1700 all of the Spanish settlements north of St. Augustine were abandoned, leaving missions, orchards, and presidios.

With the Spanish no longer pushing their agenda, the islands again became the unencumbered hunting and fishing ground of the natives until the 1730s, when the British recognized the importance of the Georgia coast. Jekyll and St. Simons provided an effective buffer between their established colony of Carolina and the Spanish territory of Florida.

In 1731 King George II granted a charter for creating Georgia as a British colony, naming 36-year-old James Edward Oglethorpe as one of 21 trustees to govern the new colony. In the fall of 1732 the trustees interviewed applicants to colonize the land south of Carolina and selected men and women with the practical skills necessary for the colony’s success.

Oglethorpe sailed with a total of 114 men, women, and children in November 1732. They landed briefly in Charleston and proceeded on to Port Royal. Oglethorpe went ahead to search for a defensible location. He chose Yamacraw Bluff overlooking the

Gen. James Oglethorpe played a much larger role in the history of Jekyll Island than he did in our earlier story about Cumberland. • William Horton, whom Oglethorpe encouraged to join him in December 1735, was engaged in both agricultural and military roles in the successful colonization of both Jekyll and St. Simons islands. He built this home for his family and brought them from England several years later. • The indentations in the tabby wall probably show where the second floor beams were attached. Unfortunately, we have no pictures of Horton.

south bank of the Savannah River. On February 12, 1733, Oglethorpe returned to the bluff with the colonists and began clearing the site for what soon would become the town of Savannah.

He returned to England in April 1734 to recruit more colonists and financial support, taking with him Chief Tomochichi and his entourage to present to the court of King George II. The chief returned home four months later, but Oglethorpe remained and finally enticed 252 men, women, and children who departed on December 10, 1735 for the two-month voyage on the Symond and the London Merchant.

Unlike his fellow passengers, William Horton paid for his passage to Georgia on the Symond and was granted in return 500 acres on Jekyll Island. His property agreement was conditional on his bringing 10 indentured servants and having 20 percent of the granted land cleared and in cultivation within 10 years. Considered an “adventurer” by the trustees, Horton decided to leave his wife and two sons in England until he could assure them a civilized, safe, and comfortable place to live. Oglethorpe was interested in his military experience as a British officer.

The two ships reached Tybee Island on February 4, 1736. After a long layover, they continued down the coast to the southern end of St. Simons Island, arriving on March 8, 1736. Oglethorpe persuaded most of the new recruits to remain at that location to fulfill his strategic plan to build a town and Fort Frederica.

With his indentured servants, Horton crossed Jekyll Sound to begin the difficult task of clearing the wilderness and developing a farm. Within two years he was supplying meat and corn to Fort Frederica, a resource that became critical when the fort was attacked in 1742.

When Oglethorpe again sailed for England in late November 1736 to secure reinforcements for the anticipated war with Spain, Horton, now promoted to major, was left in charge of the colony’s defense. Soon after his arrival in England in late January 1737, Oglethorpe was appointed general and commander-in-chief of all British forces in Carolina and Georgia. He returned in September with five transports and 600 soldiers.

War with Spain finally came in July 1742 when Spanish forces from St. Augustine attacked St. Simons Island. Oglethorpe and



Major Horton with their small army turned back Spain's invasion at the Battle of Bloody Marsh. Horton kept the fort supplied with food, although his home was burned when some of the retreating Spanish troops fled through Jekyll Island.

Oglethorpe attempted an unsuccessful invasion of St. Augustine in March 1743. He then sailed for England in late July to deal with the mounting debt he had incurred to finance the colony over the previous decade. His country honored him by paying off his debts and promoting him to brigadier general. William Stephens became deputy-general over the colony and William Horton became military commander.

Horton built the exterior walls of his second home with tabby, a concrete-like material created by mixing ground oyster shells with sand, water, and lime and pouring it into forms. The two-story walls of this home still stand today. After finishing the house in 1743, he returned to England to bring his wife, Rebecca, and their two sons, William and Thomas, home to Jekyll Island. Horton died unexpectedly in Savannah in 1749.

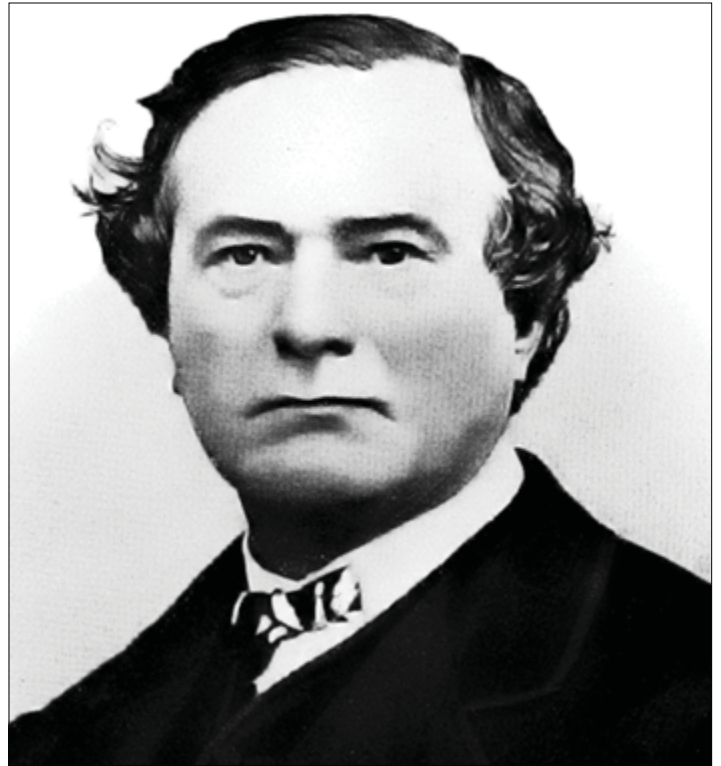
Unable to finesse the colonial legal system and claim the house and the 500 acres, Rebecca and her sons moved away. For the next 19 years Jekyll Island, and inclusively the Horton property, became a military reservation with the house serving as headquarters. Then, in 1768 the trustees of the colony granted to Clement Martin, Sr., their secretary, the entirety of Jekyll Island. Martin died in 1775 leaving an unclear will with many claims against him. His son-in-law, Dr. Richard Leake, a physician, finally managed to acquire the island in 1785 with clever business and legal maneuvers. By 1788 with the use of slave labor, he claimed to be the first to grow long-staple Sea Island Cotton for profit. During Leake's six-year ownership of the island, his overseer lived in the Horton House.

FIVE TEMPERAMENTAL FRENCHMEN BUY JEKYLL ISLAND

As the American colonies moved toward a more stable government, a Frenchman by the name of François Marie Loys Dumoussay de la Vauve arrived in Georgia in 1788, seeking sanctuary from France where it had become very dangerous to be a member of the wealthy upper class during the French Revolution.

Enamored with the beauty of the Golden Isles, Dumoussay purchased Sapelo Island on February 1, 1789, for £10,000, just three days before Washington was elected president. He planned to form a land investment company and sell shares in a limited partnership.

Dumoussay left for France in June 1790, expecting to find partners to finance his brain child, The Sapelo Company. He discovered a young, enthusiastic partner in Julian-Joseph Chappedelaine who convinced his uncle, Pierre Cesar Picot de Boisfeuillet, plus Christophe Anne Poulain DuBignon and Pierre-Jacques Mesle to join the company by purchasing shares. The investors signed a partnership agreement on October 5, 1790. Ecstatic with his success, Dumoussay returned to Georgia immediately to buy more property, accompanied by Chappedelaine and DuBignon.



Charles Henry DuBignon (1787–1867) was a member of the second generation of his family on Jekyll Island. His agricultural skill was important in developing the family's wealth.

The trio arrived in January 1791. Of the three men, Christophe DuBignon, 51, had far more business, military, and life experience in general. He was born into a poor family in Brittany, France in 1739. At 10 years of age, he was indentured as a cabin boy to a ship's captain who served in the French East India Company. When the company disbanded in 1769, he joined the merchant marines and became a captain in 1775. During the next 10 years, he sailed to Portugal, Mediterranean ports, South America, India, and Mauritius, voyages that were often very risky but returned handsome profits. While in port in Mauritius, he met Marguerite Anne Lossieux, a widow with three children and the daughter of a sea captain. They were married in France in August 1778. As hostilities increased between England and France in 1784, Christophe put his seafaring career behind him and retired to his native Brittany. When the revolution broke in 1789, he sought a more secure haven for his family and his fortune.

Dr. Leake had lost interest in Jekyll Island and wanted to acquire property in McIntosh County. On February 14, 1791, he sold Jekyll Island to Dumoussay for £2,000, ending a half century of British domination of the island. Three months later Dumoussay bought half of St. Catherines Island.

After visiting Jekyll, DuBignon went back to France that summer and returned a year later with his wife and three children. Three of the partners built houses on Sapelo. DuBignon built a villa on the ocean side of Sapelo, naming it "Bel Air." For a brief time, the partners raised corn and cotton on Jekyll.



John Eugene DuBignon (1849–1930) was the grandson of Charles Henry DuBignon (at left). He did not inherit any portion of his grandfather's estate because his father died before the estate was divided.

Serious disagreements among the partners disrupted the operations of the company. DuBignon became the first to decide it was time to end the partnership and allow each partner to independently own specific parcels and other property. He had earlier isolated himself from the infighting by moving to Jekyll. He eventually renovated the Horton House for his home. By May 1793 four of the Sapelo partners petitioned the county court to divide Jekyll Island into five equal shares (one of the partners remained in France). The final dissolution document was signed in November. The four partners who owned Jekyll and Sapelo swapped land until DuBignon owned Jekyll Island in its entirety.

DuBignon followed Dr. Leake's example by planting long-staple Sea Island Cotton and prospered until President Jefferson's embargo against the British in 1807. Seven years later during the War of 1812, British troops plundered his plantation and freed 28 slaves. Over the next decade, DuBignon used his assets in France to finance the operation of the Jekyll plantation.

Christophe DuBignon died in 1825. Due to his estrangement from his oldest son, Joseph, he left most of his estate to Charles Henry (1787–1867) who chose the spelling "Henri" for his name. His father had given him 40 acres of planted cotton when he married Anne Amelia Nicolau in 1808. While the family closely adhered to their French culture, Henri's growing up in Georgia allowed him to live and move more comfortably in the English-influenced society than his father. In addition to plantation management, he took on several civic duties including city commissioner of Brunswick, inferior court judge, and

trustee for Glynn Academy. He was respected for his militia service in which he carried the rank of colonel.

Henri became the patriarch of the family, fathering nine children with Anne Amelia. To accommodate their growing family, they expanded Horton House several times, adding wings to both sides of the structure. After Anne Amelia's death in 1850, Henri remarried and moved to Ellis Point north of Brunswick in 1852.

During their first 58 years of plantation life, two generations of DuBignons lived in the Horton House. After Henri moved away, records indicate that family members built other dwellings on the island, but nature has reclaimed them, leaving no trace of their existence.

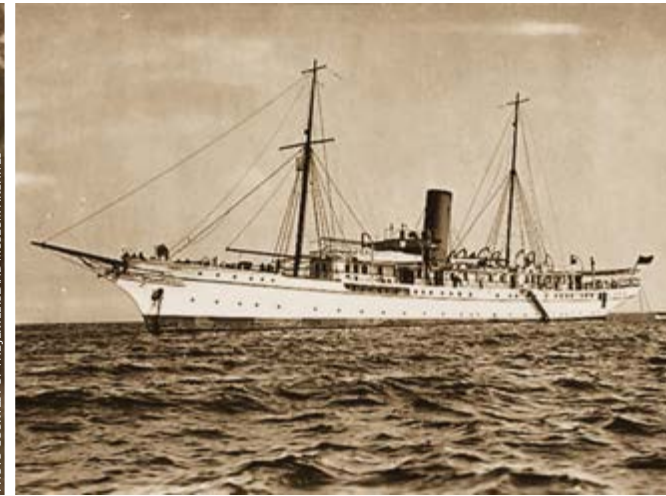
While the Union Army occupied Jekyll Island during the Civil War, a surgeon attached to the S.S. Florida went ashore on April 29, 1862 and discovered a road to the old mansion. In his diary, he recorded, "We . . . followed a road which . . . brought us to an old ruin, formerly the family mansion of the DuBignons, the owners of the island."

In 1863 Col. DuBignon decided to distribute his Jekyll Island property to his three surviving sons from his first marriage: Charles Joseph, John Couper, and Henry Charles. Joseph had died in 1850, leaving his wife, a daughter, Josephine, and a son, John Eugene, who was one year old. After marriage, Charles relocated to Milledgeville while John and Henry continued to live on the island and manage the plantation until the Civil War forced them to leave, marking the end of an era just as it did on Cumberland Island. Neither Robert Stafford nor the DuBignon brothers could grow long-staple Sea Island Cotton without slave labor. Colonel Charles Henry "Henri" DuBignon died in 1867. After the war, John Couper returned to Jekyll to live out his days.

TWO ENTERPRISING YOUNG MEN SELL JEKYL

For the next 20 years after the war, the plantation fell into disuse. John Eugene DuBignon, Joseph's son, now 30 and living in Brunswick, had become a very successful entrepreneur in banking, manufacturing, and shipping. His brother-in-law, Newton S. Finney, had served on Gen. Robert E. Lee's staff during the war as captain of engineers. Evaluating the island's good year-round weather and accessibility by rail and water, DuBignon decided it would be an ideal location for a hunting club for wealthy northerners. Finney had a more elaborate plan: selling the island as a winter resort to those wealthy northern businessmen.

Finney lived in New York and knew many of the members of the prestigious Union Club. He broached the idea to his friends for a winter resort on a southern island. It should be a sizeable island with plenty of game, free of snow in the winter. They kicked the idea around for several weeks as they smoked cigars and enjoyed their brandy at the club. The appealing concept took root and, of course, Finney had the connections to purchase such an island. He carefully built the membership and early foundations, designing it as the most exclusive social club in the U.S.



DuBignon approached his three uncles and aunt who owned Jekyll and secured their commitments to sell the island for \$10,000. The two men secured financing from a backer in New York and purchased the entire island with a single contract in 1885.

THE JEKYL ISLAND CLUB

Later that year Finney and business associate Oliver King with a select group of men petitioned the county court to form a corporation to be known as the “Jekyl Island Club” on December 9, 1885. They agreed to sell 100 shares of stock to 50 people at \$600 per share (\$15,000 in 2015 dollars). On February 17, 1886, Finney signed a contract with DuBignon who sold the island to Finney’s Jekyl Island Club for \$125,000 (\$3.2 million in 2015 dollars). The spelling was corrected to “Jekyll” in 1929.

The shares were sold to high profile businessmen such as J. P. Morgan, Joseph Pulitzer, Marshall Field, Cornelius Vanderbilt, Jay Gould, Pierre Lorillard IV, David Ingalls, and George Herbert Walker.

Ground was broken for the construction of the clubhouse in August 1886 and it was completed on November 1, 1887. The club officially opened its doors for the 1888 season on January 21. John DuBignon built the first “cottage” on the club’s property in 1884 and continued his membership until 1896. His house became part of the Jekyll Island Club deal two years later and served as accommodations for prospective club members.

While the male-only membership of the Union Club and the Chicago Club met in smoke-filled, richly paneled enclaves to discuss banking, real estate development, and politics, the Jekyll Island Club, in contrast, was a family-oriented, three-month retreat from cold weather, opening soon after Christmas and closing at the end of March. The members began constructing “cottages,” a tongue-in-cheek misnomer that fooled no one. Women participated in hunting, skeet, horseback riding, camping, sailing, tennis, golf, and cycling, both with and without the men. Elaborate lawn parties, badminton, and croquet games on well-manicured lawns were frequently on the social calendar. Bowling on the green and croquet were played on the lawn in front of the hotel.

YACHTS, COTTAGES & PARTIES

Many of the members arrived in Brunswick for the three-month winter season in their plush railroad cars. Others sailed to Jekyll on their yachts, the most notable being Joseph Pulitzer on his steam-powered yacht, the *Liberty*, and J. P. Morgan on his yacht, the *Corsair II*. The *Liberty* was built in 1908 at a cost of \$1.5 million. With a beam of 35.6 feet and 268 feet in length, it had a gross tonnage of 1,607. Morgan’s sleek *Corsair II* was 304 feet with the same tonnage and a slightly narrower beam. Both yachts were too long to dock at the island’s wharf and were moored in the sound while their owners were in residence.

Most of the “cottages” were elaborate to say the least. Richard T. Crane, Jr, whose company developed the fixtures for modernizing America’s bathrooms, built a mansion for his wife, Florence, with 20 rooms and 17 baths at a cost of \$50,000 (\$1.25 million today).

Cherokee Cottage was built in 1904 for Dr. George F. Shradly, a prominent New York physician who, as a consulting surgeon, attended ex-President Grant during his final illness. The home had 12 bedrooms, eight baths, and two kitchens (one for the servants).

Henry Kirke Porter, a manufacturer of light locomotives, was elected a member of the Jekyll Island Club in 1891. He built Mistletoe Cottage in 1900 with 15 rooms and five baths. Annie Porter was famous for her lavish parties, and one outdoor luncheon in particular where she covered the lawn with huge white tablecloths to make sure the ladies’ long white dresses did not become stained with the fresh spring grass. A dedicated group of well-trained servants working behind the scenes enabled Annie to run her parties like clockwork. After Henry’s death in 1921, the home was eventually sold to John Claflin whose department store was one of many that were merged to form present-day Lord & Taylor.

About 20 families built their luxurious homes along the streets shaded by 400-year-old live oaks. Manicured green lawns still surround the “cottages” that were once owned by wealthy financiers and industrialists with names like Gould, Macy, Pulitzer, Goodyear, Whitney, McCormick, Rockefeller, and

Vanderbilt. Today one would expect to find elaborate kitchens in these homes. Certainly not! The evenings were spent at three-hour dinners in the club’s dining room, the hub of the island’s social life where members gathered each evening in formal attire to converse, while drinking fine imported wines and dining on freshly caught fish, wild game, and locally produced meat. If a family chose not to be present, full meals were ordered from the hotel and sent to the home’s warming kitchen where the evening repast was served by the family’s staff. Breakfasts and lunches could be ordered from menus printed daily and delivered to the homes, apartments, and hotel suites or taken in the dining room. The clubhouse, dining room, and hotel required 200 seasonal servants. Personal servants and cleaning staff arrived with the owners in January.

For club members who did not build cottages, the Sans Souci offered six condominiums that could be owned or rented. One of the condos was owned by J. P. Morgan. Others who came for shorter visits reserved suites in the hotel.

The club’s tennis facilities were superb. In addition to three outdoor clay courts, there were two indoor courts, the J. P. Morgan and Edwin Gould Tennis Courts. Frank Bonneau served the club for many years as a full-time tennis pro. Tennis was established as a prime sport at the club in 1911 when Richard Crane placed his cup for a mixed doubles handicap that was subsequently played every March. An Invitational Men’s Doubles Round Robin was established in 1936 with a cup offered each year by club member Alanson B. Houghton, former U.S. ambassador to the United Kingdom.

MAJOR EVENTS HAPPENED ON JEKYL ISLAND

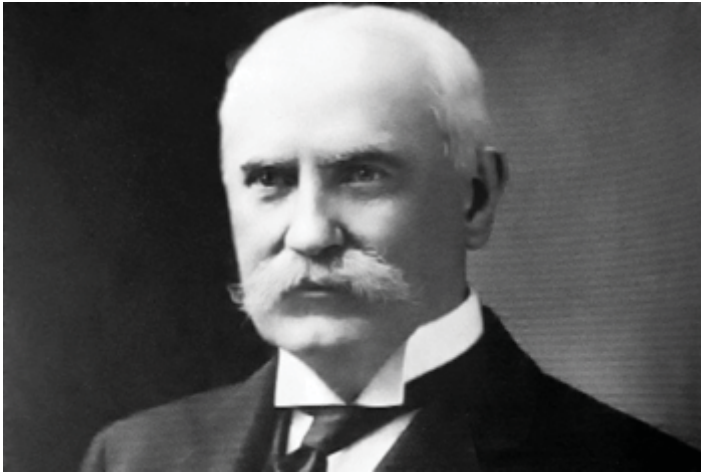
With the significant number of financial, industrial, and political luminaries on the island during the winter season, it is not surprising that major events occurred there. Theodore N. Vail, the president of American Telephone and Telegraph Company, arrived at Jekyll in January 1915 aboard his yacht to recuperate from a physical malady. Under the guidance of Alexander Graham Bell in New York and his assistant Thomas Watson at the San Francisco terminal, the company prepared to make the first

transcontinental phone call. A thousand mile loop of telephone cable was run through Washington to Jekyll Island to include President Woodrow Wilson and Mr. Vail in the historic occasion in addition to the lines between New York, Washington, and San Francisco. President Wilson, in speaking to Mr. Vail, said, “Hello, Mr. Vail.”

“Who is this?” Vail responded. “This is the President,” Wilson said. “I have just been speaking across the continent with Mr. Watson in San Francisco.”

“Oh, yes,” Vail answered. “Before I give up the telephone, I want to extend my congratulations to you on the consummation of this remarkable work,” replied the President. Vail also spoke to Bell in New York and Watson in San Francisco. The next day all of the daily papers carried the story on their front pages.

A second momentous occasion involved the visit of President and Mrs. William McKinley to Jekyll Island in March 1899. Sen. Mark Hanna (R-Ohio), who served as McKinley’s campaign manager in 1896 and 1900, invited the couple to visit his hunting preserve and winter estate near Thomasville, Georgia. While the McKinleys were in Thomasville, an invitation was received from Frederick Baker, a New York banker, to come for a visit to Jekyll. Hanna saw the visit as an opportunity to make plans for McKinley’s second run for the presidency by engaging the support of so many power brokers in one place. Baker hosted



Senator Nelson Aldrich, Republican senator from Rhode Island, was a dominant member of the Senate Finance Committee. The press often referred to him as the “General Manager of the Nation.” He had a major hand in forming most of the tariff and monetary policies during the first decade of the 20th century. He immortalized himself by forming the clandestine group of banking giants who in less than a week wrote the foundational structure of the Federal Reserve System. The intense meetings took place on Jekyll Island during the last week of November 1910, while no members were in residence at the Jekyll Island Club. Sen. Aldrich’s daughter, Abigail, married John D. Rockefeller, Jr. Their son, Nelson Aldrich Rockefeller, was vice president under Pres. Gerald Ford.

an extended reception at Solterra Cottage over the two-day island visit. Some historians have credited the event as a factor in McKinley’s reelection.

By far the most important event that happened during the existence of the Jekyll Island Club occurred in November 1910. After the Panic of 1907, banking reform became a major issue in the U.S. Sen. Nelson Aldrich (R-RI), chairman of the National Monetary Commission, spent nearly two years in Europe studying the continent’s banking systems. Certain that no one in Congress could write the legislation to create a reformed banking system to prevent the detrimental results of another panic, Aldrich decided to clandestinely assemble what he considered to be the best brains in the banking industry to write the legislation for reforming and governing itself before a politically motivated congress could create disastrous regulation.

Aldrich selected Abraham P. Andrews (assistant secretary of the U.S. Treasury Dept.), Paul Warburg (representing Kuhn, Loeb & Co.), Frank Vanderlip (pres. of National City Bank of N.Y.), Henry P. Davison (sr. partner, J. P. Morgan Co.), Charles D. Norton (pres. of the Morgan-dominated First National Bank of N.Y.), and Benjamin Strong (representing J. P. Morgan).

After the six men agreed to meet with him under a strict veil of secrecy, he sent instructions for them to board two private railroad cars waiting on an unfrequented platform in Hoboken, New Jersey, on the evening of Tuesday, November 22, 1910. Aldrich asked them to tell those who might be concerned with their extended absence that they were going on a duck hunting trip. To be sure the railroad staff on the train could not identify

the men, he asked them to use only first names. The train left immediately and arrived in Brunswick, Georgia the following evening where a launch was waiting to take them to the Jekyll Island Club.

For the next nine days the men worked day and night to hammer out a system in which a federal reserve with twelve central banks would regulate the country’s banking industry and insure that depositors would not lose their money in the event of funds mismanagement by an accredited bank. Paul Warburg noted later that “the period during which these discussions took place was the time of the struggle of the financial titans [and] the period of big combinations of business, with bitter fights for control. All over the country there was a feeling of fear and suspicion with regard to Wall Street’s power and ambitions.”

If the public had known the proposals written at the conference had been written by members of the banking industry, it would have been rejected outright. Aldrich submitted it later through his position as a senator and chairman of the National Monetary Commission. Although Congress did not pass the bill he submitted, it did approve a similar bill in 1913 called the Federal Reserve Act. The Federal Reserve System of today mirrors the plan developed on Jekyll Island in 1910.

A GOLDEN AGE AND THEN . . .

The Jekyll Island Club hit a “golden age” from 1910 through the Roarin’ Twenties, as memberships grew and families enjoyed the Winter season before they returned to their homes up north. The national stress caused by World War I had little affect on the operation of the club. But the stock market crash in 1929 made a significant difference. Memberships dropped as the Depression affected even the very wealthy who had begun to regard the exclusive club as an extravagance.

In an effort to create a new level of club membership in 1933, the executive committee offered an Associate Membership designed to fit the needs of a younger up-and-coming elite and draw more members back during the Winter season. Interestingly, one new recruit in 1933 was John Foster Dulles, the future secretary of state in the Eisenhower administration. The plan revitalized the club membership roster, but only for a brief period.

World War II was the club’s death knell. The club opened in January 1942 but closed early in March due to its financial situation and the reduced availability of staff. Members covered their furniture with sheets as usual and closed their homes, uncertain when they might return. The 1942 season turned out to be the final season for the Jekyll Island Club.

Three days after the members said their good-byes, a German submarine torpedoed two American tankers off the coast of Sea Island. Debris from the wreckage washed up on Jekyll’s northern shore for days, inducing the U.S. government’s order to evacuate the island. In late April, soldiers from the 104th Infantry Division were sent to guard Jekyll. Later the 725th MP Battalion guarded the coastal islands of Georgia while the Coast Guard patrolled the beaches. Shore patrols were ended in 1945.

Jekyll Island Today



PHOTO COURTESY OF GOLDENSILES.COM

EVERYMAN'S ISLAND

With the anticipated surge in the economy after the end of the war, there were indications of renewed interest and hope that the club might be reopened. That faint hope quickly faded in 1946 when the state of Georgia announced it wanted to purchase one of the barrier islands and open it to the public as a state park. Jekyll proved to be the most likely candidate. On June 2, 1947, the state purchased the island for \$675,000 after a successful condemnation order.

After several false starts over four decades at trying to operate Jekyll Island as a state park and a resort, the state of Georgia leased key properties to an investment firm that has restored many of the cottages and the hotel to their original grandeur.

GETTING TO THE CAMPGROUND

From I-95 take US 17 to the Jekyll Island Causeway (Rt. 529). A Guest Information Center and the Guest Entry Plaza are at the same point on the causeway. The parking lot for the information center was not designed with motorhomes in mind. Therefore, proceed to the fee plaza on the causeway where you will pay \$20 for the motorhome and \$6 for your car. Visit the information center later after you get the coach situated in the campground. After paying the entry fees, you will cross a bridge over the intracoastal waterway onto the island. At the first intersection, be prepared to make a hard left across a median to Riverview Drive. Go approximately four miles to the campground. You will pass the Horton House on the right just before you go

around a curve and come to the campground entrance. If you miss the hard left to Riverview Drive, continue to the roundabout and take N. Beachview Drive to the campground.

The Jekyll Island Campground is located on the north end of the island. The campground was built many years ago before paved pads and symmetrically organized sites were being built with hookups in the same place. But it's all there: water, 50-amps, and sewer connections, and even cable TV. Wi-fi is also included in the amenities. But here's what you get that most campgrounds can't offer: shade from the expansive live oaks. You will also find a very friendly, helpful staff and a well-stocked general store. Rates with full hookups are \$35.50 for back-in sites and \$38.50 for pull-throughs.

SEEING JEKYLL ISLAND ON YOUR BIKE

The island is small enough to enjoy traveling to most destinations by bicycle and you can rent them at the campground for \$15/day. Plan on spending one day visiting all of the interesting spots on the island's north end. Be sure the bikes have a large basket to transport your picnic. Another option is to visit the Jekyll Island Bicycle Rentals on Shell Road (first left after you leave the roundabout going north on Beachview). They offer a much wider choice of equipment, both for adults and children. 912-635-2648. There is plenty of parking at Great Dunes Park. Be sure to pick up the biking brochure when you visit the information center and read the rules for biking on the island.

CLAM CREEK PICNIC AREA

Across the road from the campground, a winding road leads to the Clam Creek Picnic Area, one of three designated picnic areas in the state park. From this area, you will have an incredible view of the Sidney Lanier Bridge. Lanier was immortalized by his poem “The Marshes of Glynn,” a place he visited often after the Civil War. The 480-foot cable-stayed bridge makes great subject material for a sunset photograph.

A long fishing pier extends northwest from the shore and has extensions on both sides of its terminus. Based on the number of fishermen we saw patiently tending their rods and reels, we decided the shallow salt water must have been rewarding their efforts.

To the east of the fishing pier, a short bridge crosses the creek to Driftwood Beach where we found great subject material for more pictures. Not being an experienced shell collector, I picked up two small whelks that I placed in a box. The next day I noticed the shell moving inside the box and discovered it was the home of a fiddler crab.



DRIFTWOOD BEACH

Driftwood Beach extends from the Clam Creek Picnic Area to the Villas-by-the-Sea Resort and is only a short walk away from the Jekyll Island Campground. The beach has incredible, weathered gray driftwood that photographers have shot from every possible angle and lighting situation. Spend an hour here and you will likely take home an image that you will want to frame.

HORTON HOUSE & DUBIGNON CEMETERY

Much has already been said about William Horton’s contribution to the settling of Jekyll Island earlier in the story. From



PHOTO COURTESY OF GOLDENSIES.COM

the campground, turn left, make a sweeping curve, and the big tabby walls of the Horton House will be on your left. Horton was a very resourceful colonist whose indentured servants most likely helped him construct his home. Records indicate there was a balcony on the rear side of the house extending from the upstairs bedrooms. On the acreage that he cleared to farm and supply corn and beef to the soldiers at Fort Frederica, he also planted hops and built Georgia’s first brewery, the ruins of which are a few hundred yards down the road. Across the road from the house, you can walk to the DuBignon cemetery where a tabby wall surrounds the graves of five family members.

GEORGIA SEA TURTLE CENTER

Established in 2007 on Jekyll Island, the Georgia Sea Turtle Center was developed to rehabilitate injured turtles and preserve the delicate balance maintained by turtles in the oceanic ecosystem. Through sea turtle rehabilitation, research, and educational programs, the Center’s staff and volunteers work to



increase awareness of the habitat and conservation challenges that threaten the existence of sea turtles. The Center seeks to promote responsibility for the health of the marine ecosystem and assist in the empowerment of individuals to act locally and regionally to protect the environment.

Ironically, humans seem to be the greatest threat to sea turtles in the coastal islands. The female turtle must seek higher ground for a dry, warm nesting spot to lay her eggs, cover them,

and return to the ocean. As a consequence of having to cross beachfront roads to reach the required elevation, turtles are often struck and injured by cars. Conservation volunteers patrol the roads to rescue injured females and transport them to the Center for rehabilitation.

From May through August on the shores of southern states, Loggerhead turtles, the most frequent nesters on Georgia's beaches, will lay three to six nests per season with an average of 100 to 126 eggs per nest. With regular night patrols, conservationists mark the nests with four poles strapped with bright orange tape to prevent accidental disturbance. After the eggs

incubate for about 60 days, the hatchlings emerge at night and struggle to make their way back to the ocean. Bright lights along the beach distract them, causing the hatchlings to stray away from the ocean and die of dehydration. Municipalities are passing laws to require lights with short wavelengths or amber color.

To see the turtles being rehabilitated and learn about their role in maintaining the marine ecosystem, you will enjoy a visit to the Center immediately west of the Jekyll Island Club historic district at 214 Stable Road. Open daily 9–5 except Thanksgiving, Christmas Eve & Day, and New Year's Day. Admission: adults, \$7; seniors, \$6; children, \$5.

THE HISTORIC HOTEL AND HOMES



THE JEKYLL ISLAND HOTEL AND GRAND DINING ROOM

Today one can dine in the hotel's Grand Dining Room where members of the Jekyll Island Club met for three-hour, black-tie dinners each evening to enjoy exquisitely prepared meals and imported wines (even during Prohibition), while they discussed plans for summer travel abroad, world affairs, the nation's economy, and business deals.

In addition to the restored hotel rooms, the Cherokee and Crane cottages were restored to provide guests with an authentic experience of spending a night in a cottage during the "season." In a 1924 edition of *Architectural Record*, the Crane cottage was cited as "the most expensive and elegant winter home ever built on Jekyll." Guests can enjoy the club's cuisine in the Courtyard at Crane at breakfast, lunch, and dinner with its own ambiance that is a bit less formal than the hotel's dining room.

On different days, we did breakfast, lunch, and dinner in the Grand Dining Room (GDR), plus a late evening dinner at the Courtyard when we wandered in just before closing after a dolphin cruise and visiting with friends on the wharf. We were treated with complete cordiality and served from the full menu as if we had arrived at seven. You can do lunch or breakfast in the GDR for approximately \$15 plus tax and gratuity. For a four-course dinner in the Grand Dining Room, you should expect to spend \$75/each without wine or drinks. We thought the Sunday brunch from 11–2 at \$29.95/each was a really good choice. The brunch offers full breakfast options (including design your own omelet) plus carved meats, vegetables, and salads. Champagne, a wide variety of desserts, and a pianist on a grand piano playing popular hits and classical interludes completed the culinary experience.



Croquet on the hotel lawn



The Grand Dining Room

TOURS OF SELECTED HOMES

A history of the Jekyll Island Club is presented in the Jekyll Island Museum at the History Orientation Center (Historic Stables), 100 Stable Road, on the southeast corner of the Historic District. "Passport to the Century" is a 90-minute tour on a Jeep-powered train that includes entry into two of the cottages. The driver-tour guide presents a very informative narration describing the luxuries of life in the world's most exclusive club.

Tours are offered year-round at 11, 1, and 3. Call 912-635-4036 for reservations and rates.

An E-Guide tour using a hand-held, interactive, multi-media device is available for a self-guided walking tour of the historic district. It features the voices of members, staff, visitors, and experts who have worked to preserve the island's history. Approx. 2 hours. \$8 rental. Available from 9-3 daily at the Museum.

INDIAN MOUND

The three-story cottage, originally built in 1892 for Gordon McKay, a manufacturer of bootmaking machines, was acquired by William A. Rockefeller in 1905. Although it has 25 rooms, including nine bedrooms and nine baths, it was the smallest of Rocke-

DUBIGNON COTTAGE

John Eugene DuBignon and his brother-in-law, Newton S. Finney, hatched the plan for acquiring Jekyll Island and selling it at a handsome price to the titans of American industry and finance. DuBignon secured a commitment to buy Jekyll for



feller's homes, but was said to be his favorite. Mrs. Rockefeller's bathroom was plumbed with both fresh water and heated salt water for soaking. In 1916 Mr. Rockefeller brought three electric cars to the island for quick transportation to and from the club.

The house was closed to the public in 2008 for a restoration costing \$280,000 and taking nearly two years to complete. It reopened in February 2010 for self-guided tours with attractive graphics describing how the family used the home. Go to rismag.com for more interior images of the home.

\$10,000 from his three uncles and an aunt who owned the island. Finney took his profits and went on his way. DuBignon received a membership in the club and built the first cottage before the millionaires brought in their architects to design and build their Winter retreats. When Dubignon was not in residence, the house was used for overflow guests and later as the club superintendent's home. He sold the home to the club in 1896, after which it was moved to its present site, giving up its original location to the Sans Souci condominiums.

MOSS COTTAGE

Moss Cottage was built in 1896 for William Struthers, Jr. and his brother, John Struthers. Three years later they added a bay window at the north end (see below) and a conservatory at the south end. The Struthers family of Philadelphia was one of America's leading suppliers of marble, both for monuments and building construction. The company supplied marble for



many of the federal buildings in the nation's capital, buildings in many state capitals, as well as major buildings in New York City, Boston, Philadelphia, and Chicago. The home was later sold to George Henry Macy, a Hudson, New York tobacconist, who was later president of the Union Pacific Tea Company, that later became A&P.



4-H TIDELANDS NATURE CENTER

The three-hour guided kayak tour originating from the 4-H Tidelands Nature Center ranks right at the top of all the activities we enjoyed during our visit to Jekyll Island. We paddled through several miles of Jekyll's tidal creeks and salt water marshes as our naturalist guide explained the ecology and pointed out details we would have missed if we had elected to paddle alone. We saw herons, egrets, and pelicans. Although the murkiness of the water prevented a clearer sighting, we very likely saw a manatee surfacing for air. They leave in the fall for warmer waters in Florida.



Our visit was in July but a tour during the last three months of the year would likely be more pleasant. A recent newsletter from the center notes that Fall is an excellent time to visit the marsh if you are a bird watcher. The Hooded Merganser ducks are diving fish-eaters that remain in the marshes from Fall until Spring. Other sea ducks including the Scoter, Bufflehead, and Goldeneye can be observed in the Winter months. Local fishermen will tell you the Fall months are best for catching redfish, speckled trout, black drum, and sheepshead.

The Nature Center offers very good indoor exhibits explaining the tidelands ecology plus tanks in which you can observe and touch the occupants. Guided kayak tours are \$55/each or \$95/two in a tandem kayak. You can rent canoes (three occupants) with PFDs and paddles for \$30/day. Hours: M-F, 9-4; S/S, 10-2.

THE DOLPHIN TOUR

Capt. Phillip Kempton operates a twin pontoon excursion tour boat from the Jekyll Island Wharf and does a great job of find-



ing his ocean friends. The 90-minute tour offered three times a day plies the scenic waterways around the island to observe the bottlenose dolphins playing, feeding, or cruising about in their natural habitat. The captain's animated monologue will inform you about their social behavior, feeding habits, and why they remain in the area year-round. The waters surrounding Jekyll, as well as north and south of the island, have one of the world's largest bottlenose dolphin populations. The creatures seem to enjoy cruising along with the tour boat, diving under, and criss-



The captain's assistant scooped up this species of jellyfish which you will often see washing ashore on Jekyll's beaches. The white top part can administer a sharp sting.

crossing its path. You can call 912-635-3152 or book online at captainphillip.com Fares: \$24 for ages 11+ and \$12 for 10 and under.

GOLFING ON JEKYLL

Jekyll has been a golf destination since 1898 when the Jekyll Island Club developed the resort's first course. In the last century, the original and the three additional courses that have been built collectively occupy about 20 percent of the island's land area. It is safe to say that golf is alive and well on Jekyll Island.

The island boasts the state's largest public golf resort with 63 holes on four courses. You can play the historic nine hole course at Great Dunes or find challenging links on each of the 18-hole courses at Oleander, Indian Mound, or Pine Lakes. Visitors are surprised to learn that \$45 will get you 18 holes and a cart throughout the year on any of the three well-conditioned courses.

Located at 322 Captain Wyllly Road. 912-635-2368 or 912-635-3464. Golf pro shop, 7-6 daily, 912-635-2368. McCormick's Grill, 7:30-3:30 daily, breakfast & lunch, 912-635-4103.

At Great Dunes, you can play all day including cart for \$25. 912-635-2170.

TENNIS ON JEKYLL

The Jekyll Island Tennis Center was named by Tennis Magazine as one of the 25 Best Municipal Tennis Facilities in the country and awarded the USTA Outstanding Tennis Facility Award. The Center's 13 clay courts offer beginners and advanced players alike an excellent opportunity to sharpen their skills. The staff can arrange pick-up games for single players.

The Jekyll Island Tennis Center hosts six USTA sanctioned tournaments annually as well as junior camps throughout the summer. Adult programs offer clinics and round-robin tournaments October through March. A full-service pro shop is open 9-6 daily. Located at the corner of Old Plantation Road and Captain Wyllly Road. Reservations: 912-635-3154.

THE BEACHES

Great Dunes Park and Beach

Located just north of the roundabout that connects Ben Fortson Parkway to North Beachview Drive, the park has plenty of



During the second week of July, we found the beaches amazingly uncrowded on a Wednesday morning. Locals assured us there would be more visitors in the afternoon.

parking and a great pavilion for setting up headquarters for a day at the beach. Across Beachview on Shell Street, you will find Jekyll Island Bicycle Rentals, a playground, mini-golf course, and a Segway rental and tour shop. This a good point to launch your exploration of Jekyll's 20 miles of bike trails offered by the Jekyll Island Trail System. The beautifully landscaped park offers covered picnic tables with grills and electrical outlets, the large covered beach pavilion, restrooms with showers, outdoor showers to rinse off the sand, and grassy areas to play.



Glory Beach

To reach Glory Beach, park in the Jekyll Island Soccer Complex on South Beachview Drive. The beach is accessed by a long boardwalk across several ecological zones with separate and distinguishable plant life. The dunes running parallel to the beach trap freshwater, forming pools that attract deer, a wide variety of birds, and an occasional raccoon. The beach is almost never crowded and perfect for secluded sunning, wading, and shelling.

BEACH HIKING

If you are a serious hiker, Jekyll offers firmly packed beaches from its northern end to St. Andrews Beach and Jekyll Point



The southern tip of Jekyll near St. Andrews Picnic Area

on the southern tip of the island, which is approximately eight miles. Since it is all under state park control, there are no barriers for sections controlled by hotels. So pack plenty of drinking water, energy bars, extra sunscreen, hat, sunglasses, and your best walking or jogging shoes.

TWO MORE VERY NICE PICNIC AREAS

Just south of Hampton Inn on South Beachview Drive, the South Dunes Picnic Area seems to be used far less than the wider beaches a couple of miles north, but it is nonetheless quite beautiful. Elevated boardwalks transport visitors over the high protective dunes that are characteristic of barrier islands. The park has picnic tables with grills, open-air and screened-in pavilions, and an observation deck. Public restrooms.

On the island's southern tip, you'll find the St. Andrews Picnic Area and you've gone about as far as you can go. It is a very pleasant, shady area for a picnic. If you are a birder and a shell collector, you've come to the right place. A short walk to the east will bring you to Jekyll Point, the terminus of the island's beaches and a popular fishing spot, especially in the early morning hours.

THE WANDERER EXHIBIT

A short hike to the north will take you to the Wanderer Exhibit. Built as a 114-ft. racing schooner, the *Wanderer* won its first regatta off the coast of Brunswick in the summer of 1858 and was sold soon after to William Corrie of Charleston, South Caro-



The Wanderer Memorial and Exhibit

PHOTO COURTESY OF THE BRUNSWICK NEWS

lina. Corrie sailed it to Africa the following September and, in violation of the 1807 U.S. law forbidding slave importation, returned with more than 400 slaves. He sold the slaves for \$500 to \$600 each, which in today's funds would be equivalent to over \$5 million. He then refurbished the *Wanderer* and outfitted it as a pleasure craft. The *Wanderer* was captured by the Union Navy and used in the Civil War.

PLANNING YOUR TRIP TO JEKYLL ISLAND

You need a week to really enjoy your visit to Jekyll Island. Make your reservation at the campground several weeks before you arrive. If avoiding the heat is a high priority, schedule your visit between October and April, keeping in mind that January and February can have some chilly mornings. The Jekyll Island State Park does not offer "ranger lectures" like you find in our national parks, but you can load up on literature at the Visitor Center and be your own guide.

Jekyll is not a shopping mecca but there are several interesting shops on the Jekyll Island Club property near the hotel. We did lunch and dinner on different days at the Driftwood Bistro. To enjoy the outdoors, we did picnics at the sites we have mentioned. The "don't miss" places are the Georgia Sea Turtle Center, the 4-H Tidelands Nature Center, the gorgeous beaches, the hike-n-bike trails, the Horton House, the Wanderer Exhibit, the Museum and, of course, the Jekyll Island Club and the "Cottages." Ask at the campground office for recommendations on the seasonal seafood available at local restaurants. **RIS**



Aaron, Bruce, Lorrie, and Courtney Young catch the morning sun as B. Young RV opens for business

A SUMMER JOB SELLING BOATS was the beginning of a 35-year career in the recreation industry that led to the establishment of a very successful RV dealership in Milwaukie, Oregon. After studying financial accounting and marketing in college, Bruce Young began his career in marine sales.

“I really enjoyed nearly a decade working in the marine industry,” he began. “Your customer wants a well-designed product to have fun on the water. His interest may be fishing, skiing, sailing, or power cruising. In marine sales, you help the buyer find the right craft to pursue his passion on the water.”

After eight years in marine sales, Bruce met an executive in the recreation vehicle industry who described the RV lifestyle to him. “He made me aware of a whole new vista of outdoor recreation. I started selling RVs in 1991. It is really exciting to help people select the right RV to go camping with their families. Our vision is about helping them fulfill their dreams. I just really enjoy listening to our customers tell about where they have been and what they have done while camping. RVers really appreciate the scenery and overall beauty of our country.”

Over the next 15 years Bruce sold for two RV dealerships in

Text and photography by Fred Thompson

the Portland area and then worked for a national company for three years. His business skills led to management positions and participation in “20 Groups.” For the unfamiliar, 20 Groups are an association of dealers within an industry who meet quarterly or semi-annually to share their successes and failures under the direction of a moderator or business consultant. Members of the group are not in competition with each other which makes it possible for them to share financials, strategies, and performance in specific areas. In his 20 Group, Bruce became acquainted with Mark Bretz, from Missoula, Montana (see *RIS*, 8:3, p. 49).

Bruce’s entrepreneurial mind was working overtime creating a business plan for a new dealership. Aware of Mark’s involvement in several RV dealerships, he decided to present his plan to him. “I showed my plan to Mark and he was interested. We decided on a partnership and within a short time B. Young RV was born,” Bruce explained. “My wife, Lorrie, an accountant, was all in and backing the venture 100 percent.”

The fledgling company opened for business in December 2009 in a building that was designed in the 1960s as the Volkswagen “dealership of the future.” The partners met in November 2009 with the general sales manager for Tiffin Motorhomes

at the annual Louisville Dealers Show to request a dealership for the Portland, Oregon area. Mark Bretz already had Tiffin as one of the Class A brands in his corporation’s four other dealerships. “In the middle of the recession, we obviously wanted a Class A manufacturer who had top credentials in a very fragile marketplace,” Bruce said.

“We received our first Tiffin coach in February 2010 and had a good show here in Portland the very next month, selling 34 rigs,” he continued. “That really put us on the map. We became a profitable company from the very beginning. Two dealerships had folded in this area and left a void for us to fill.

“People in our neighborhood were pleased with our presence,” Bruce noted. “In our first year, we won the Business Beautification Award from the city of Milwaukie. We showed the community there was hope in the recession. A core of customers began to form immediately.

“But actually we were not highly visible. Unless you drove up and down this boulevard frequently, you didn’t see us,” Bruce smiled. “We had a limited marketing budget at first. But then we hit a home run with a radio-TV jingle: Be young – have fun! I hired a Nashville company to write the music and the rest of the lyrics. It did a good job of projecting the company’s image.”

The company’s employment and sales numbers tell a very positive part of its short history. In January 2010, the company had six employees including Bruce and Lorrie. She served as the accountant-controller and continued to work at B. Young RV for three years. Bruce was director of sales and service. Jimmy Gonzalez was the lot man. James Manning and Kevin Kotrous were in sales and previously had worked for Tiffin dealerships

By March the company had 18 employees, with the addition of more technicians, sales, office, and detail people. Additional brands were added: Forest River and Keystone towables and Coachman Class C campers.

“By the end of the year, we had 21 employees including Lorrie and myself,” Bruce said. “We delivered 339 units and logged \$12 million in sales. It was hard to believe we had done this in the middle of a recession.”

In 2011 the company notched \$18 million in RV sales, another \$3 million in parts and service, and hired nine more employees.

This year B. Young RV is projecting \$45 million in RV sales, parts, and service with 50 employees on board. They expect to deliver 750 units.

Lorrie and Bruce have a blended family with seven children, whose ages range from 23 to 33. Aaron is a service advisor and oversees fixed operations. Courtney works in internet sales.

The business has flourished as a family affair. “During the Spring and Winter school breaks in 2009 and 2010, our kids helped paint the whole place,” Bruce said proudly. “Prior to our

acquisition, the building was used by a GM dealer. It really took a lot of team effort to transform it to what it is now.”

Bruce attributes the company’s rapid growth in just six years to three major factors:

“From the beginning we emphasized excellent customer service and we believe it is the primary reason for our growth,” Bruce began. “We have on-going education and training in customer service. A customer who comes in to buy a \$2 part is very important, as is the person who wants to buy a \$500,000 motorhome. Both deserve respect and courteous treatment.”

The company has weekly management meetings to look at the numbers and how each department is performing. Any complaint or misunderstanding is approached with the following questions: (1) How do we make this customer happy? (2) How do we turn this situation around? (3) How do we avoid making the same mistake again?

“Our next major reason for success is making sure we hire the right people who truly care about serving our customers and who believe in our philosophy regarding customer service,” Bruce continued. “You can’t coach that. It has to already be in their hearts; it shows in their personality and attitude.

“Our third major reason for success is based on the outstanding brands we carry that are backed by the best manufacturers in the industry. Our towable and 5th wheel brands are solid to the core,” Bruce said, “and Tiffin is the epitome of an excellent Class A motorhome manufacturer. When we became a Tiffin dealer, it offered us immediate recognition.”

Young is highly regarded by his competitors in the Greater Portland area, indicated by his election as president of the Portland Metro RV Dealers Association. “The job takes some extra time, but working together the dealerships in the association have collectively improved their professional standards,” he said. B. Young RV hosts factory training seminars for technicians who work at RV dealerships in the greater Portland area.

Bruce Young believes customer service really begins in the sales department. “A salesperson must go through a thoughtful discovery process to understand a customer’s camping style, plans, and price point in order to show him the right RVs in our inventory,” he noted. The sales department is open seven days a week: 9–7 weekdays, 9–6 Saturday, and 11–5 Sunday. Team members rotate their schedules so that everyone has two days off each week.

The company currently has 12 members on its sales team, headed by two sales managers. To constantly improve product knowledge, the managers schedule daily meetings to do walk-arounds on selected units, learning as a team as they discuss features and run through Q&As. Saturday sales meetings are scheduled an hour before they open at nine. “It’s a motivational meeting that gets everyone engaged,” Bruce said. “They discuss



B. Young RV sales team *from left*: Paul Walter, Chris Lemos, Kevin Kotrous, Staci Farver, Jackeline Rodriguez, Courtney Young, Blake Johnson, Frank Biggs, Juan Garcia

their appointments and how they can help each other.”

For product knowledge and product changes in the Tiffin brands, TMH representative George Victorine visits regularly to train the sales representatives. George works all of the company’s seasonal shows and escorts the sales staff on annual trips to Red Bay for training at the plant. “In this business, nothing is more instructive than seeing exactly how Tiffin builds motorhomes,” Bruce said.

Most of the sales representatives at B. Young RV came from non-sales backgrounds. Having a good personality and a caring/serving attitude is regarded as more important than having previous sales experience. “We can teach sales skills and give a person well-defined goals and expectations,” Bruce emphasized. The company uses the Mar-Kee Group for on-line sales training. It takes 15 to 20 minutes to complete an “eRV module” that includes instruction and testing. The sales reps often do their modules at home, away from the distractions of the business day. Mar-Kee bases its training on the premise that “selling recreational vehicles is like no other sales process. Certainly it has a lot to do with price and product, but it is also about building trust and selling a lifestyle.”

The company keeps an average of 12 Tiffin coaches in stock. The sales managers order new motorhomes based on

stocking 2–3 Allegro Buses, 4–5 Phaetons, 2–3 Allegro REDs, 5 Allegros, and 2 Breezes. During the 2015 model year (August 1, 2014 through July 31, 2015), the dealership sold 72 Tiffins: 39 diesels and 33 Allegros (gas). The diesels averaged 100 days each in inventory and the Allegros averaged 57 days.

To manage a 12-member sales team, B. Young RV employs two sales managers: John McLeod and Kevin Kotrous, who started when the company was formed. John was away on leave and I spoke with Kevin. His personal story is an example of Young’s talent for hiring the right people.

“I grew up in Grand Island, Nebraska, played several sports in high school and went camping every chance I got,” Kevin began. “I joined the Marine Corps right out of high school and served in Desert Shield and Desert Storm, four years active and four years inactive. Going back to civilian life, I decided to stay in San Diego where I became a delivery coordinator with an automobile dealership. I moved into sales and eventually became a general sales manager for a Honda dealership.

“A Marine buddy who was in the RV business showed me a much better opportunity in a recreational vehicle dealership,” he continued. “I started as a finance manager for Beaudry RV and later took a position with La Mesa where I began selling Tiffin motorhomes. I learned sales by asking good questions. A salesperson

must realize that a customer comes here to achieve something. It is my job to help him reach his goal. What can I do to benefit the customer the most?”

“Learning the Tiffin story was a revelation about how to do business,” Kevin said. “I knew I had found a great product and a manufacturer whose business model and ethics aligned with my beliefs about doing business. Then I was really surprised one day when my sales manager said that Bob Tiffin, the owner of Tiffin Motorhomes, would be arriving the following week to spend two days helping us with our Fall Sales Event.

“I was really stunned,” Kevin continued. “What other RV company president helps his dealers with their sales events? Bob is low key, listens to problems and suggestions, and takes notes. He really wants to know what customers are thinking.”

Kevin moved to Portland to assist La Mesa in opening a new dealership. When the economy collapsed in 2009, La Mesa pulled back. “The last three dealerships where I worked had folded their tents and I was beginning to wonder if I was in the right industry,” Kevin laughed. “Then I connected with Bruce and was thrilled when I learned that B. Young RV was now the dealership for Tiffin in the Portland area. I began on the sales team in February 2010 and became a sales manager in July 2014.

“When Bruce explained his ideas and methods of doing business, I immediately wanted to work here,” he continued. “You must sell ‘happy’ as a key part of your product. We want every person who leaves here to be happy whether they buy anything or not.”

To be successful as a sales manager, Kevin still strives to incorporate the three core values of the Marine Corps into his MO: honor, courage, and commitment. “The core values can be further defined with discipline, motivation, teamwork, honesty, and hard work,” he said. “When



B. Young RV service team
Kneeling: Jesse Harris, Jeremiah Lino, Steven Digby. *Standing:* Ryan Mansfield, Ben Holder, Carli Depasquale, Bruce Renard, Dustin Sorter, Joe Johnson, Rick Winterton, Will Breaux, Stacy Trogdon, Richard Tran.

all are combined, you have a recipe for success. Punctuality in the Corps was not an option, it was expected. We used to say, 'If you're not 15 minutes early for an appointment, you're 10 minutes late!'

"The growth potential here is unlimited," Kevin assured. "Great people, great products, great ownership."

Blake Johnson, a sales representative for three years, described the laid-back approach the team members take. "We sit down over a cup of coffee and cookies that we bake fresh here every day. It's a 'get-to-know-you' time. I ask, 'Have you had an RV before?' or 'What are your goals and plans after you buy your RV?'

"It's a give-and-take information gathering and trust building experience for both of us," he explained. Blake managed an auto body shop and worked in a Weyerhaeuser box plant before becoming a sales professional. Last year he was the team's second leading Tiffin salesperson.

"When I am presenting a Tiffin motorhome, I explain the coach's superior infrastructure and how it's built, the things that you don't see," Blake continued. "Selling a Tiffin is a 'show-and-tell' experience. You can't pitch anything else against a Tiffin. Winnebago and Newmar come close, but Tiffin will win out if the customer is really comparing brands, features, and price points.

"With a Tiffin motorhome, we can really sell the company's culture," Blake

emphasized. "Bob Tiffin is one of the nicest people I have ever met. He has accomplished so much, but he is so down-to-earth, no arrogance, no airs. Talking with him is like visiting with a good friend. Bob personally showed me the Phaeton 40AH at the RVDA Show last year in Louisville. He was so excited about it and really spiked my enthusiasm. He is so accessible to talk to salespeople like me when we get back home. Have you ever met Mr. Newmar or Mr. Winnebago?"

The dealership currently occupies 5.5 acres and Bruce is excited about expansion plans. "Our biggest limitation is our facilities. We have eight service bays and we are searching for a suitable second location to double that," he said. "Commercial property is very expensive. Unimproved dirt sells for \$10 a square foot."

Nevertheless, the parts and service managers make efficient use of their present space. "We have six technicians and two apprentices," Ryan Mansfield, parts and service director, pointed out, "and we are training staff for the new service facility when it becomes a reality in the near future." The department has four advisors to plan repairs and keep the owners informed with the progress of each RV being serviced and repaired.

Oregon classifies job skill levels in vehicle repair facilities as apprentice, registered technician, certified technician, and master certified technician. The depart-

ment has two master certified techs and eight who are advancing their classifications through online classes and testing. Richard Winterton, a master certified tech, serves as the shop foreman and supervises training.

"We have two finance managers in our F&I department," Bruce said as we continued our tour through the facilities. "We can deliver six days a week. Our managers, Chet Sloan and Juan Marquez, are very skilled at analyzing a buyer's credit application and finding the best possible financing options available. Interest rates are really favorable and banks are offering loans up to 20 years."

Ryan Mansfield also oversees the parts and accessories department. "We do market research to stock the items our customers want and offer them at very competitive prices," Ryan said. "We keep a large variety of all the necessities and the cleaning products, plus a big selection of the fun stuff — books, games, decoration lights, and campfire accessories. We try to educate our customers about safety accessories including surge protection, tire pressure monitoring systems, and towing equipment. We offer full service Roadmaster equipment to prepare a vehicle for towing behind a motorhome, including the tow bar, tow brackets for the vehicle, lights and wiring, and vehicle supplemental braking systems."

Bruce noted that the parts and ac-



Bruce finds it effective to employ small group management meetings to receive feedback and offer suggestions. He is meeting here with Jackeline Rodriguez from the sales department and Ryan Mansfield, manager of the parts and service department.

cessories department accounts for \$1.2 million in the company's annual sales and has experienced 20 percent growth every year since 2010. The department is staffed with two in sales/service and two in parts/inventory.

Ryan Mansfield has developed a high-tech service department at B. Young RV. When an owner arrives for service, a service advisor (SA) goes to the coach with the customer. Using a tablet with Astra G2 software by IDS, the advisor lists each service problem to be addressed and enters the information in real time. If a part is needed to complete a service event, the line on the tablet changes color to indicate if the part is in current inventory or needs to be ordered. Using the software, the service advisor is empowered to place the part order. Inventoried parts are requested by the technician as needed to complete a repair. The SA uses a digital camera to photograph a faulty part or the problem that is being addressed in the repair request. As a technician gets into a repair, he may discover a defective part or a problem that was not obvious or anticipated by the owner or the SA. The technician also uses a digital camera to document a repair and order parts. To expedite service and repairs, the parts department inventories over \$200,000 in parts used regularly to repair RVs.

If the job is delayed for any reason,

the SA uses a text message, an email, or a phone call (by owner's prior choice) to advise the owner of the delay. "The dealership uses IDS software and is working on being 100 percent paperless," Ryan said. "Of course, we can and do generate a paper invoice for the owner's records. For our own use, we can search our system storage by name, zip code, and VIN to check the service history of an RV. The information is proprietary to the work done only in this dealership."

If the problem is something that can be repaired within an hour or two, like a water pump for example, the SA will place the RV on the "Out-of-the-Box" or fast track service. "We won't put an owner at the end of the line in such cases," Ryan said.

Ryan was very enthusiastic about the company's service technician training program.

"Upon entering the apprentice program, we start a new employee in the detail department to learn the general layouts of motorhomes, campers, and towables," Ryan began. "After a few weeks, he is placed with a veteran technician who explains each repair he is making on an RV, but the trainee does not participate in the repair. We make it a point to hire people who are familiar with tools and have had at least handyman experience in prior jobs.

"After two weeks the trainee is asked

to do a PDI (pre-delivery inspection) on a small trailer with a veteran tech. The punch list has 180 points on it. Then he does an independent PDI and the veteran inspects it," Ryan continued.

The trainee begins to work on live repairs under the supervision of a veteran technician. Within 30 days, the apprentice tech begins the RVIA certified training program. The company uses an incentive-based pay system based on the employee's tech level.

The service department at B. Young RV offers service and repairs on everything "in the house." That's another way of saying they do not service chassis, transmissions, engines, and tires. They offer service on all appliances, pumps, house electrical systems, entertainment systems, electronics for inverters and energy management systems, windows, windshields, air conditioners, plumbing, flooring, slide-outs, awnings and slide-out covers, roof problems, collision repair, and automotive HVAC. Their technicians are trained on all major brands including HWH, Atwood, Aqua-Hot, Dometic, Norcold, A&E, Winegard, King Controls, and all brands of air conditioners. Engine service and all chassis repairs are done by authorized service centers in the Portland area.

"Tiffin Motorhomes provides on-site tech support in the Northwest to approve warranty work when it occurs," Ryan said. "Here twice a week, Tom Forsythe also does tech support and training. Amazingly, he will also assist our technicians in making a technical repair — something that no other Class A manufacturer does. Coach owners have access to Tom, too. He will visit an owner's residence to evaluate and assess a repair, if necessary."

B. Young RV is a member of Priority RV Network. Dealerships function as a collective to purchase supplies, accessories, and parts that are common to all. "It



allows us to compete very effectively against the big box stores,” Bruce said. “But we really make a difference to our owners at large when it comes to service. If you experience a trip-ending problem on your vacation, a Priority RV Network dealer will diagnose your problem and start service within 24 hours. If you arrive on a Friday, then it will be within 72 hours. With 161 locations in the U.S., the network dealerships are usually family-owned and more service oriented than the big box stores. If you are in Canada, we co-op with RV Care of Canada.”

Counting his college days, Bruce Young spent 30 years preparing himself to launch an RV dealership with the ability to provide excellent customer service and still make a profit from the very beginning. After selecting and placing talented managers in each department, he is developing five- and ten-year plans for the future. “It is challenging to factor fast-changing technol-

Bruce Young’s outgoing personality, instant smile, and relaxed appearance puts his customers and employees alike at ease when working with him.

ogy and our volatile economy into our plans for the future,” he said. “For example, to advertise the company in 2009, we started with television slots during the morning and evening news. Today we are getting a lot of traffic from our website. Staci Farver manages our website in-house and creates the interior and exterior photography for each unit.

“You asked about my five-year plan,” Bruce smiled. “I just enjoy coming to work here every day. Five years from now I want to see two locations up and running and have the right person in line to assume a lot of my responsibilities. Every employee

Continued on page 69

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The “Why” of Some Obnoxious Canine Behaviors

by Dr. John Pilarczyk

The most obnoxious canine behavior that comes to my mind is for a dog to eat poop. How many times have you seen your dog or other dogs sniffing on animal feces only to start eating it. This is especially true with cat stool. The reason dogs eat the cat stool is because the cat’s food is higher in protein. The excess protein is excreted in the stool and this is attractive to the canine. Check to make sure your dog is getting a good diet with enough protein.

This behavior can become a chronic problem. If your dog is eating other dogs’ stools then he or she can be exposed to parasites or bacteria. If you catch your dog sniffing and trying to eat stool, do not rub his nose in it as a punishment as this could lead to more of the compulsive behavior. Instead, make sure you are feeding your dog a high quality food, clean up the stools in your yard daily, and teach your dog the “leave it” command if you see him sniffing feces. You can also put taste deterrent on feces such as Tabasco sauce or bitter apple. There are additives that you can add to your dog’s food that will make his stool taste bad.

Another bad habit of dogs is humping. Most dogs will do this to other dogs as a sign of dominance. In the neutered pet, this behavior is not a sexual display. Dogs may also do this to peoples’ legs or to inanimate objects. Letting this behavior go without correction can be dangerous as the dog that is being humped may object and start a fight. Redirect your dog’s attention and teach him the “off” command. As soon as he responds, give him a small treat.

Have you ever been sniffed in your crotch by a dog? Dogs navigate this world through their sense of smell. They pick up information from other animals by sniffing. For some dogs this can become an obsessive behavior. Correcting this problem involves keeping your dog on a leash when guests or strangers arrive and commanding him to “sit” or “down” until you release him.

Have you ever seen a dog scooting along a floor? Most people think the dog who does this has worms. If the dog does have tapeworms, this behavior may occur and you will see the segments around his back end. Most of the time this scooting behavior is a sign that the dog’s anal glands need to be squeezed or checked.

These two glands are located around the 4 and 8 o’clock position on the anus. These glands act as scent markers and serve as a defense mechanism in wild animals such as the skunk.

The anal glands are usually expressed when the dog or cat has a bowel movement. If the glands become full or impacted, this will cause the scooting behavior as the animal tries to express the glands himself. If impaction occurs, the glands can become infected and need to be expressed or drained by a veterinarian.

Most pets have soft stools which when passed will not express the glands. In the wild, wolves and other carnivores eat the carcass and bones of their prey, contributing to a hard stool that helps express the anal glands. If the anal glands become a problem, they can be surgically removed. They do not seem to serve a purpose in today’s pets.

Last but not least is the compulsive tail chaser. This behavior starts as play but soon becomes a habit. It can be triggered by stress, anxiety, or trauma. Certain high-stress breeds, such as terriers and working dogs, may be more affected if they are bored. Stopping this behavior may require medication for anxiety and increasing the workload or playtime with these pets. This habit could lead the dog to bite his tail and there is nothing worse than a dog running around chasing a bleeding tail.

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Brian Granlund

TMH SOUTHWEST SALES MANAGER IN SUNNY CALIFORNIA

WITH NEARLY 30 YEARS invested in the recreational vehicle industry, Brian Granlund reflected on growing up in Silicon Valley and how his career path led to his present position with Tiffin Motorhomes.

“My mother was from Tacoma and my dad from Chicago,” he began. “Dad was drafted into the army and eventually stationed at Fort Lewis, Washington. His talent was in engineering communications including radar and broadcasting.

“After they married and he finished his tour in the Army, they moved to Sunnyvale, California, where I grew up. Actually, I was their second son,” he added. “Dad landed a good job with GE and later founded his own company, Western Broadcast Services. He traveled all over the world designing antennas and equipment for corporations and countries. Mom spent most of her career in healthcare as a nurse. I have two great parents and I am fortunate to have both alive and well as we speak.”

As a kid, Brian grew up in the cherry and apricot orchards, and even worked for the farms and processors, where he learned the value of a hard day’s work. “It was amazing watching that small rural community transform into what is now Silicon Valley. Today, I believe there is just one producing cherry orchard left in Sunnyvale,” he said.

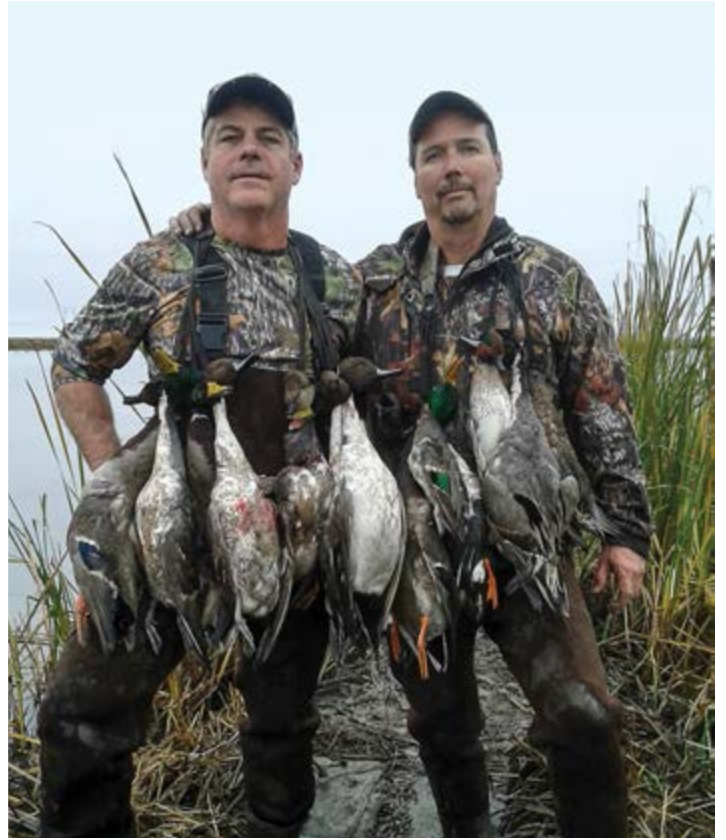
Brian had the privilege of being a member of a very unusual and caring family. After his parents produced six boys, they ad-

opted seven additional children, and then added three foster children before they were through. “When I went away to college, they were still adding kids to our home,” he reminisced. “It was a good place to grow up. I still visit with all of them and their families. Family reunions are a huge event with the Granlunds. My parents are retired and now live on a small ranch near Auburn, northeast of Sacramento.”

His college destination was Cal State-Chico where he studied business administration and marketing. To help pay for his college, Brian came up with a fresh advertising idea. “I called it ‘The Board,’” he explained. “I laminated a dry erase board to a larger piece of card stock, creating 2.5-inch ad-spots on the border that I sold to local businesses. Pizza places, manuscript typing services, school suppliers—any company that sold services or products to students. Then I gave the dry erase boards with pens to the students.”

The students posted them on their doors and refrigerators to communicate with each other and you could see the boards displayed all over town. His success help put him through college, and may have caused his professors to wonder if he should be teaching marketing rather than studying the subject.

After graduating, Brian answered an ad and was hired for a sales coordinator position with a Class C manufacturer in Chico. The job afforded him the opportunity to learn the many



processes it takes to build motorhomes. He conducted plant tours for both dealers and retail customers, worked with dealers, managed inventory, and trained sales people.

When a new opportunity developed in the early nineties, Brian made a career move to the Class B division of another manufacturer. “It was a good move for me. I managed their sales in the north-

west, including Alaska, California, Washington, Oregon, and Idaho,” he said.

After several years, he received an offer from a full-line manufacturer where he managed the sales of Class A, B, and C motorhomes for the company’s western U.S. territory. “It was a good learning experience and helped increase my overall knowledge of the RV industry.”

During these busy years, Brian married Teresa and raised a family of three children: two sons, John and Jeff, and a daughter, Nicole. “We have been married for over 22 years,” he continued. “She was my high school sweetheart and we are still best friends. She also keeps busy as a landscape designer and contracts as a hospital admin consultant.”

They lead an active lifestyle with hobbies that include camping, hunting, and fishing. “We have hiked a lot of the Pacific Crest Trail, mostly in northern California



Brian and Teresa enjoy mountain getaways in all seasons. • George Victorine, fellow Tiffin rep and lifelong friend, and Brian try to get in at least one duck hunting trip each year. • Brian enjoys explaining the benefits of a Tiffin coach to a prospective buyer at a recent show.

and southern Oregon near Crater Lake,” he said. The couple lives in El Dorado Hills, not far from Brian’s parents.

Brian and his sons also share music as a hobby and enjoy jam sessions when they can get together. “We play guitar, drums, bass, and even a little harmonica, so it is a lot of fun to switch around and try different things.”

In 2006, Brian heard there might be a sales management position opening at Tiffin Motorhomes. He landed the position managing the Southwest region and never looked back. “I have the best job in the RV business! I represent Tiffin Motorhomes in California from San Diego to Sacramento, southern Nevada, Arizona, and Colorado. Tiffin’s business is very fast-paced in my territory,” Brian explained. “There are shows nearly every weekend during the Spring and Summer months. We really get busy during the Fall and Winter when the snowbirds arrive,” he said.

Brian noted that the fast-paced sales environment is not for everyone. Some dealerships have more turnover in their sales staff as a result of the seasonal changes. A few dealership locations are not open year-round.

“It is very important to educate the salespeople on the many benefits our motorhomes provide,” he pointed out. “Some study the technical aspects to the Nth degree and get hung up on R-values and torque factors, and forget to sell the lifestyle we are offering. Having technical knowledge is important, but successful salespeople focus on the big picture – how a Tiffin motorhome is built with the customer in mind. We must emphasize all of the support we offer to help owners enjoy their experience.

“During all my years working for the competition, I had limited contact with the retail customer,” Brian recalled. “At Tiffin Motorhomes, the reps work much closer with the retail customer than the reps in other companies. Everyone at TMH is available to listen and answer questions, to be a liaison between the customer and the manufacturer. There is no insulation between me and the customer. I communicate with our customers every day to

help them understand our product and solve any problems they may have. Most just want a little advice, and many of them I have come to know as good friends.

“We are very involved in the clubs and rallies, too. I appreciate the opportunity to learn about the retail customer’s needs and wants. Having been a rep for Tiffin now for over nine years, I understand our owners so much better,” he noted.

Brian made another interesting observation about the manufacturer’s sales

reps at TMH. “The level of experience of Tiffin’s reps is so different from other RV manufacturers,” he said. “Tiffin does not have a training program for manufacturer’s sales reps. Tiffin only hires seasoned reps with years of experience. The average rep for TMH has over 20 years in the industry. That says a lot for our company.

“I am very blessed to be working for, and with, such good people and I am looking forward to many more years with Tiffin Motorhomes,” Brian concluded. RIS



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Scott "Torino" Smith
Service Department Supervisor

If you asked for Scott Smith at the Tiffin Service Center, people might be confused as to whom you are trying to find. But, if you ask for Torino, everyone will know exactly who you are looking for.

Smith, or as he's known, Torino, has been employed with TMH for more than 23 years. He currently serves as a supervisor at the service center in Red Bay.

He spent 11 years as an electrician before moving to the service department. In his current role, the Phil Campbell, Alabama native works with customers who leave their units in the "out-back" lot, meaning that the customers leave the units rather than staying on site throughout the repair process.

"They are not here to see the work done, so that's my job," Smith said. "I make sure that what they want and need is being done and communicate with them to let them know how things are going."

Many of the repairs to be made from the "out back" lot are things such as collision or other larger damage issues. "Usually the bigger jobs have to be left on site and the customers don't stay here with them, so that's what I am here for. Bob told me to make sure we keep the customers happy and satisfied, so that's what we try to do."

When he's not working on customer repairs at TMH, Smith and his son, Seth, a mechanical engineering student at the University of Alabama, spend time together working on four Corvettes and several other antique cars and trucks that they own. "We really enjoy messing with old cars and trucks," he said. "That gives us plenty to do."

But, apparently not quite enough as Smith also maintains a 120-acre cattle farm in Franklin County. "There is always something to do with the farm, so there's not a lot of time to be bored, that's for sure," he said.



Peggy Elliott
Customer Service Representative

Peggy Elliott has worked for the Tiffin family for over 20 years and still enjoys each day, she said.

She began working for a Tiffin affiliate company, Camper's Choice, before moving to Tiffin Motorhomes 10 years ago. At Tiffin, she has worked closely with customers from around the country to ensure that they receive everything they need in the way of repairs to their motorhomes.

"I answer the phone, deal with outback customers, and keep in touch with them," said the Red Bay native. "I work with a lot of customers and I love that."

In the past, the Tiffin Service Center accepted customer appointments before moving to the first come, first served basis that it now operates on. "A lot of customers that I helped back then will come by and visit now when they are in Red Bay so I really enjoy that," she said.

One visit to Elliott's office space gives a pretty clear indication of what she enjoys in her spare time. An avid fan of the Alabama Crimson Tide, Elliott and her husband, Terry, who worked for TMH for 28 years before health issues forced him to retire, plan and coordinate tailgate and viewing parties at their Red Bay home when they are not in Tuscaloosa for the big games.

The couple has taken display models to ball games in the past and catered for customers looking at the units. "Oh, we love it," said Elliott, whose son, Beau, works for the University of Alabama.

The Elliots also have a daughter, Renee Crites, who works at Campbell Clinic in Southaven and three grandchildren, Ethan, Maggie and Callie. "We love those grandkids," she said. "That's our favorite thing, spending time with them. That's our best hobby."

The smile on her face as she talks about her family and the Crimson Tide, indicates that she is indeed one happy lady.



Pete Blanton
Service Department Supervisor

In March 2016, Pete Blanton will mark an anniversary that he never imagined.

He will celebrate his 40th year with Tiffin Motorhomes at that time. During the past 39 plus years, Blanton has seen and been a part of many changes at TMH.

The Tremont, Mississippi resident's first job assignment was to place appliances inside the motorhomes. That role evolved and changed over the years and led him to building floors, setting sidewalls, and laying carpet.

Now, Blanton serves as a supervisor at the Tiffin Service Center. "It's been an amazing ride," Blanton said. "Things have changed a lot over the years and it's been neat to be a part of it."

Blanton said the always-changing world of technology and amenities added to the motorhomes has led to most of the changes. "Everything was a lot slower years ago and we didn't build near as many motorhomes," he said. "Now, they are a lot more complicated and people have more job-specific responsibilities. All of us used to do several things."

Since moving to the service department in 1999, Blanton's responsibilities have changed even more. Now, he helps ensure that customers receive the service and repairs needed to their coaches, rather than being part of building new units.

"It's challenging because one day we might get a 2000 model in and then the very next unit that we are working on is a 2014," he said. "So, we have to keep up with all the changes and the new things that are done in the motorhomes, but that's what makes it fun, I guess."

In his spare time, Blanton operates a soybean farm and plays with his 1929 Ford Model A. "I really enjoy that and restoring antique tractors," he said.

Blanton and his wife, Cindy, have a son, Casey, and a daughter, Jana Allison, as well as four grandchildren: Clay, Paden, Nylah and Chloe.

THAT'S ALL ... BROTHER

—MY STORY

Then and Now: The C-47 That Delivered the First D-Day Paratroopers Gets New Life

If only airplanes could talk! Imagine for a moment that one can. Then listen as a C-47 named *That's All, Brother* tells how it led the World War II D-Day invasion.

"It's June 5, 1944, shortly before midnight at the Greenham Common airfield in England. Equipment has been loaded. A "stick" of 18 paratroopers, "Screaming Eagles" of the 502nd Parachute Infantry Regiment (PIR) 101st Airborne Division, lounge beneath my wings, some enjoying a cigarette. Their faces chocolate-covered, each carries a parachute and an 85-pound equipment pack. Gen. Dwight Eisenhower has just dropped by with motivating words. No doubt. This mission is special: *the* beginning of the big push that ends World War II.

Shortly before June 6 arrives, my flight crew and the paratroopers board. Lt. Col. John M. Donalson, the command pilot who is 428th Troop Carrier Commander, and pilot Lt. Col. David E. Daniel, 87th squadron commander, rev my engines. Daniel's Scotty dog sits on a flak suit beside him.

We are first to pull out of the parking area and taxi to the field. Neither I nor anyone aboard know what lies ahead but we take pride that we are chosen to lead the invasion. Painted on my nose cone is our message to Hitler: "That's All, Brother."

When the jump master turns on the green "jump" light after just 52 minutes in the air, the men we carry will be the first to land in France on D-Day. Their job is to neutralize Nazi troops and gun installations that defend the beaches on which 150,000 Allied troops will invade by sea in about five hours.

The air attack we lead is the biggest ever assembled. At Point Austin, we and other aircraft in our lead section form the inverted "V" formations. I am first of all these airplanes, the one out front. There's another C-47 behind and to my left and a third behind and to my right. Following our "V" are four more V's of three, making a total of 36 C-47s in our one section.

Nine other sections, each with 36 aircraft, take off every five



minutes and fall into formations of V's made up of 432 airplanes carrying 6,600 paratroopers. For a time, before we split and different sections aim for different drop zones, we are out front of airplanes from 20 other bases also, leading the way not only for our 87th Troop Carrier Squadron, but all aircraft of the 53rd Wing Assembly area, over 800 airplanes carrying over 16,000 paratroopers. We fly a somewhat indirect route, intentionally plotted to avoid our passing over the huge armada of some 6,000 ships headed for the French beaches.

To avoid detection by the Germans, my pilots fly me at only 500 feet altitude until climbing to 1,500 feet before passing over German anti-aircraft batteries on English Channel islands. Flak booms beneath us, some exploding bits piercing my skin. Worse, an unpredicted low cloud cover, darkness, radio silence, and poor communication complicates attempts to pinpoint the location of our drop zone. Seems that "pathfinders" of the 502nd PIR dropped into the area before midnight to set up Eureka ground sets to mark drop zones had themselves dropped far off course in stormy weather. Activating this equipment could only misdirect us. In the end, Capt. Donalson depends on dead reckoning.

With flak intensifying, our 18 jumpers become anxious to "hit the silk." Guess they think they'll be safer down there in the dark among no telling how many German soldiers dedicated to their destruction. The jumpers are out the door into that dark void minutes after the jump light changes from red to green at 0048 hrs. Bravest men I ever had the privilege to transport.

Though they land in scattered disarray, the PIR jumpers unite on the ground and move toward their objectives: the German troops and gun installations that surely will rain deadly fire down on the allied forces that will be hitting the Normandy beaches. One jumper, Col. George Van Horn Mosely, Jr., commanding officer of 502nd PIR, suffers a foot and ankle injury so serious that he's carted for two days in a wheelbarrow. Fortunately, his regimental chaplain, Capt. Raymond S. (Chappie)

By Norman Spray



At left: The C-47 named *That's All, Brother* that was the lead paratrooper transport for the D-Day invasion June 6, 1944 was taxied out of a hanger where it is being restored and displayed during the big Experimental Aircraft Association AirVenture in Oshkosh, Wisconsin last July. Here Commemorative Air Force President Stephan C. Brown tells visitors how the CAF plans to convert the old warbird into a "flying classroom" after it is restored. Temporary "That's All - Brother" nose art was applied for the show. • Work to restore *That's All, Brother* is underway at Basler Turbo Conversions in Oshkosh, Wisconsin. The historic old C-47 is now owned by the Commemorative Air Force which is conducting a campaign for funds to pay for the work that will have it flying again. • In a re-enactment, period-dressed "paratroopers" appear to await take-off in the C-47 that led all others into Normandy during the 1944 D-Day invasion. The re-enactment was one of many festivities at the EAA AirVenture in Oshkosh, Wisconsin last July. Above: James "Pee Wee" Martin, a 94-year-old paratrooper who jumped into Normandy on D-Day, reminisces while sitting in a jump seat in the cabin of the C-47 that led 800 airplanes to France. Pee Wee jumped into Normandy again on the 70th anniversary of D-Day last June.



Hall, jumped with our stick and was there with comforting words. Most of our jumpers are heroic in battle.

We learn later that Cpl. Victor Nelson, the eighth paratrooper to bail out my door and one of those who wheelbarrowed Col. Mosely, is in a group of fellow Americans who learn from a French civilian that some 50 German paratroopers are holed up in Blosville. Nelson's group finds the Germans behind a church and orders them to surrender. The Germans open fire. Nelson and his buddies kill five of them. The rest come out, hands up, yelling "Komrad!" Instead of 50, there are 66. They are marched two miles back to a regional prisoner of war camp.

Once our jumpers are on the ground, Col. Donalson guides me over the incoming fleet of 6,000 ships, a site my crew finds awesome, nearly incomprehensible. Flak is a problem as we leave Normandy. One hit wounds S. Sgt. Woodrow S. Wilson, our radio operator.

It's near noon by the time we land and get a chance to survey damage back at Geenham Common. The crew chief is dismayed by the many punctures they find in my aluminum skin. Nevertheless, I'm refueled and hooked up to a heavy British-built Airspeed Horsha glider. It is one of 36 in our Serial 31 grouping. Fourteen other C-47s in our "V" formation pull lighter CG-4A Waco gliders. Some other Serials carry artillery but our Serial 31 shuttles men of the 82nd Airborne – reconnaissance teams, signal units, headquarters units, and a medical unit. The intent is to deliver in gliders the support needed by our Allies fighting their way into France. The mission is not a complete success. Some of our gliders land into a field of enemy fire.

That was my last mission on June 6, pretty much how *That's All, Brother* earned a place in D-Day history. But it is not the end of my wartime duty. I carry paratroopers to battle in Operation Market Garden in Holland and delivered supplies for the relief of Bastogne during the Battle of the Bulge. I'm a player, too, in Operation Varsity, the last airborne operation of the war in Europe, a great effort that secures both sides of a crossing point over the Rhine River. On March 24, 1945, I fly men of the 507th PIR and lead the assault formation within the 127th Division to a drop zone near the town of Wesel. We are part of a fleet of several thousand air transports that dropped 16,000 parachutists. Our flights are protected by 2,153 fighter aircraft. The Rhine crossing is successful and Gen. Eisenhower calls the drop "the

most successful airborne operation carried out to date."

Once the Germans surrender, I fly many supply missions and transport liberated prisoners of war to hospitals and friendly bases. Finally, on August 4, 1945, I am sent back to the USA.

Fast Forward 68 years. How can this be? I've flown for 16 different owners since I led the D-Day forces. Now I sit in an airplane boneyard, rusting, forlorn, unused. I'm scheduled to be cut up in weeks. The folks who now own me, unaware of my storied past, plan to make me into a BT-67 turboprop which is their primary business. Doesn't anyone care or know that I made history, my flights heroic? Must I be lost forever and reduced to a line in a history book? I'm made to fly, after all.

Fast Forward to 2015, now 70 years later. How things have changed! An Air Force Reserve historian looking into the service history of one Lt. Col. John M. Donalson – the same who sat in my command pilot's seat on D-Day – wondered how it was that Donalson flew in Europe on D-Day when his unit was in the South Pacific. This led him to wonder about Donalson's airplane (me). Persistent, this man followed a trail of Federal Aviation Administration records until he traced me to a lot waiting to be torn up at Basler Turbo Conversions in Oshkosh, Wisconsin.

The researcher's excitement grew when my tail number, 42-92847, identified me as the one and same C-47 that led all those airplanes over Normandy on D-Day. Horrified that I might be lost forever, he hunted for museums and associations that

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might care. No one seemed interested in a lowly C-47. So many are out there, after all, and maybe they doubted my identity. The historian thought his was a losing battle and I had little hope. What we didn't know was that people at the Commemorative Air Force (CAF), the world's largest owner and operator of vintage military aircraft, were quietly searching records. They expected "to prove that researcher wrong," according to CAF Curator Keegan Chetwynd. They simply found it hard to believe that I could still exist. *Until, that is, their own research convinced them: I am the same C-47 that led 800 airplanes to Normandy that June day in 1944.*

What's happened since is astounding! CAF made a deal in June to buy me provided payment could be made by August 31. To save me, the CAF needed to come up with \$75,000 in a hurry. Once the news got out and a fund-raising campaign announced, the \$75,000 was contributed *in two days*, astounding

even the CAF. Must be there still are people who care that an old C-47, a plane that first came on the scene as the tail-dragging commercial DC-3 airliner, helped win World War II.

At last report, over 2,100 people have contributed \$880,000 that's to be used to put me in the air again! Basler Turbo and CAF have an excellent working partnership and the people at Basler are working hard to rebuild me instead of cutting me up. Restoration work is moving ahead in careful, professional steps. Basler has identified over 550 "check points" for corrosion, wear, parts repair and replacement. It'll probably take another two years — but then I'll fly again! And, oh what plans we have to make history come alive for the public, especially kids (see below). Final cost for my restoration likely will be about a million and a half dollars so I'm hoping I have friends that will keep contributing. This old warbird is looking again to the skies — where I belong! 

Getting a Jump Start on D-Day History

That's All, Brother, the C-47 that led the D-Day invasion of World War II, will assume a new mission after it is restored and ready to fly again. It will bring history to life for adults and children alike by actually demonstrating the kinds of sacrifices that have kept this nation free and great.

The Commemorative Air Force, now seeking contributions to underwrite restoration of this airplane, plans to fly *That's All, Brother* to cities across the country and Europe. The plan is to let visitors experience D-Day in a personal way. Here's how.

Students and visitors will sit in the original seats used by the paratroopers who were first to land in France on D-Day. A uniformed jumpmaster will brief the "jumpers" on the significance of their "mission" as a paratroop squadron. The plane darkens. Hidden speakers and sensors broadcast dialogue and sounds that carry visitors back to the time brave men occupied these same seats the night of June 5-6, 1944.

Flight crew members call out, voices from the past. Engines rumble, seats shake, as this "classroom" flies over the English Channel. Flak bursts around as the plane reaches the beaches of

Normandy on this simulated trip. The radio operator is wounded. A red jump light snaps on. "Two minutes to go until you drop!" the jumpmaster announces.

He gets the students gathered, ready to jump. In a climactic moment, the jump light turns green. These "jumpers" then exit through the same door as those who jumped into a dark enemy-occupied land of unknown peril. It will be a "hands-on" experience giving participants appreciation for a significant event in world and aviation history.

CAF believes their "flying classroom" will support lessons in history, geography, social studies, mathematics, and physics. "More important," says CAF executive vice president Adam Smith, "students will learn 21st century critical thinking skills, teamwork and collaboration, planning, strategy, and decision making."

Another daunting mission for an airplane that already has made history. In fact, one might say, "That's all, brother," but who knows what may come next?

For more information about the campaign to save this airplane and what you can do to help, go to www.commemorativeairforce.org or www.thatsallbrother.org.

Dear Fellow Tiffin Motorhome Owners,

Since many of you are retired military, I felt sure you would take great pleasure in learning about this C-47. Many times during World War II, the pilots painted slogans on the nose of their planes. Here is some interesting information about the lead aircraft, *That's All, Brother*, that led a formation of 432 planes into Normandy, France the night of June 5-6, 1944. The Commemorative Air Force (CAF) has managed to purchase the aircraft and we are now beginning the restoration of this amazing find.

Over the years, as a proud Allegro Bus owner, we have met

many other Tiffin owners who are veterans. Many of them, like me, are 101st Airborne vets. If anyone would like to make a tax-deductible donation to this effort, go to commemorativeairforce.org for updates and information on making a donation. For further questions, email Melissa Ogden at mogden@cafhq.org.

At CAF, we have lots of honor and love for our American history. Thank you for your consideration, from two happy Allegro Bus owners,

John and Marlene Adams, Henderson, Tennessee

Laurie & Jerry Therrien and the Mi'kmaq Heritage

The phone rang on Bob Tiffin's desk on a crisp Fall morning last year, just as it does a hundred times every day he is in his office. "This is Bob Tiffin," he answered. "This is Laurie Therrien," the caller said excitedly. "My husband Jerry and I own a 2013 Zephyr. I would like to talk to the person who wrote the story in the magazine about the Acadians and the Mi'kmaqs. I am a full-blooded Mi'kmaq and I never see any stories in any magazine about the Mi'kmaqs and what they did to help the French settlers survive their first winter in Nova Scotia in 1604. And then I open my *Roughing It Smoothly* and find this story about my band. Can you tell me how I can call Fred Thompson to thank him for the story? I have already called my chief and sent her a copy."

Pleased and a little surprised with her enthusiasm, Bob and Laurie talked for a few minutes and he learned she and Jerry had first owned a 2005 Allegro Bus, then a 2007 Allegro Bus, and currently were full-timers in a 2013 Zephyr. He provided Laurie with Fred's contact information and they said their "good-byes."

Laurie and Jerry Therrien recently celebrated their 55th wedding anniversary. Their love story begins in 1960 at Red Bridge in Manchester, New Hampshire. Laurie's family is from Lennox Island, a small island 13 miles long, located in Malpeque Bay off the north-west coast of Prince Edward Island, Canada. The island is home to the Lennox Island Mi'kmaq First Nation. Their archaeological history goes back over 10,000 years.

Born to Patrick Sark and Annie Jane Pero, her name on the birth certificate appears as Lorraine, but the children called her Laurie and it stuck. The Mi'kmaq men worked for farmers during the harvest seasons. The ocean provided jobs in fishing and



Laurie Therrien created this regalia in the Mi'kmaq design to use in pow wows and tribal dances. Standing Seal (Laurie's native name) was honored when Mi'kmaq Chief Darlene Bernard presented her with an eagle wing. The federal law prohibiting the possession of eagle feathers doesn't apply to pure-blooded Indians.



From left: After two Allegro Buses, Jerry and Laurie moved up to a 2013 Zephyr. Jerry retired in 1992 and they began full-timing the following year. • Jeeping, sometimes called “rock crawling” especially if you’re in Utah, has been Jerry’s long-time hobby. Sporting a modified Corvette engine, this vehicle is his ultimate Jeep. • The rear graphic design of the Zephyr was the perfect setting for a Dreamcatcher that Jerry created for Laurie. • After purchasing the property for their winter location, the Therriens designed a xeriscape to conserve water in the arid Yuma, Arizona climate.

lobstering. The island’s economy could not provide enough jobs, causing the men to look for work elsewhere. Patrick Sark moved his family to Boston. The Mi’kmaq were very skilled as steelworkers and Sark found work on the Mystic River bridge. Several of the men were hired to erect the steel for the John Hancock Insurance building. Mi’kmaq families filled a whole neighborhood in south Boston. Wanting her family to blend into the new culture surrounding them, Annie and her three daughters worked to improve their English.

“The Mi’kmaq families looked out for each other,” Laurie remembered. “We were in a new country and my father wanted us to remember and appreciate our heritage. He was one of several Mi’kmaq who organized the Boston Indian Center in Jamaica Plains.”

When the steel work on the office towers and bridge was completed, Sark founded a new business installing aluminum siding on existing houses. The Sarkes moved to Manchester, New Hampshire, and were followed by several other Mi’kmaq families who also made the move.

By this time Laurie was in her mid-teens and her father thought she should have a summer job. “I put on my best clothes each morning and was sent to look for a job,” she recalled. “I went to my aunt’s house to change clothes and came

out wearing jeans and a sweatshirt over my bathing suit. My aunt knew what I was doing, but my parents didn’t. I sneaked off to the river where all of my cousins were swimming near the railroad trestle.”

Pretty, pert, and a tomboy, Laurie challenged the boys to jump from the trestle with her and race across the river. She caught Jerry Therrien’s eye. Before he made his move, he sent a friend over to meet her and find out more about the outgoing girl who was having so much fun.

The next day at the swimming hole Laurie challenged Jerry to jump off the trestle with her. She didn’t know he couldn’t swim! Not one to back down, Jerry accepted the challenge and jumped, but when he surfaced he grabbed onto one of the pilings. Laurie immediately challenged Jerry again to race her to the shoreline and took off. When she looked back, he was still clinging to the piling.

Jerry asked to walk her home, but Laurie had to stop first at her aunt’s home to put on her “business” clothes. In another block or two, Jerry stopped and kissed her in the middle of the road. They had smitten each other. She was 16 and Jerry was 17.

Patrick Sark was not happy about Laurie dating a “white” boy because of his concern for keeping their family’s Mi’kmaq bloodline pure, and began to arrange dates for her within their Mi’kmaq circle of friends. “My father fixed me up with the son of one of his friends,” Laurie was smiling. “He took me to a movie. I ate his popcorn, drank his soda, and ate his candy. I told him I had to go to the bathroom and I left the theater. My father was so embarrassed. I had really insulted him and he grounded

Text and photography by Fred Thompson



me. I had it in my head that I was not going to marry a Mi'kmaq boy. Jerry and I were married five months later on November 3, 1960. Adults and friends told us it wouldn't last. But here we are 55 years later.

"As a band, we stayed together and watched out for each other," Laurie continued. "When we moved to Lynn, Massachusetts, many of my uncles and aunts and the Mi'kmaqs in general moved with us."

There are 97 bands of Mi'kmaq people. Each band has a chief and there is a grand chief who is over the entire tribe. Laurie's band, the Lennox Island Mi'kmaq, has 450 members.

Employed for years as a skilled steelworker, Patrick Sark had no difficulty making the transition to installing aluminum siding. At the corner of a house where he had installed siding, he embedded his autograph into the last piece of siding: "Patrick and Cyrus Sark from Lennox Island, PEI."

The aluminum siding grew into a family business. Laurie was already helping her dad install siding when she and Jerry married. Although Patrick was unwilling to extend full acceptance to Jerry as a member of the family, he did put Jerry to work installing siding, a skill that eventually contributed to Jerry's success as a businessman. Jerry brought his brother, Robert, into the business, and far into the future Laurie and Jerry's two sons learned the trade.

Laurie and Jerry started their own family in 1964 when Rick was born. Lora Lee came along one year later followed by Richard in 1967.

"A few years later we were living in a third floor apartment with three kids," Laurie began. "Jerry was doing pretty good in the siding business but he was still a kid at heart. He would take his paycheck and buy a junky car and make it run well enough to enter the demolition derby. One day he was really busy and asked me to go pick up his paycheck. I did and spent the whole check ("\$1,125!" Jerry interjected) on furniture, carpet, and paint to fix up our home. Later I wanted to buy an apartment building, but Jerry's dad talked us out of it."

To add to the family's income, Laurie entered cosmetology school in 1970, graduated, and opened her own salon while Jerry continued his career in the home siding business. The economy began to slow down in New Hampshire and the Therriens decided in 1973 to sell their two businesses and move to California. A friend who was also in the siding business made the move with them.

"We bought a house soon after our arrival," Jerry said, "but when my father became ill, we decided to go back."

"We moved to Dracut, Massachusetts," Laurie continued, "which made it possible for us to visit him frequently during the six months before he died."

Laurie missed having her own career. By 1975 all three children were in school during the day and she began looking for an interesting job and found an opening at Zayre's in security in the receiving department. The company had to correct a problem in stock attrition between the time trucks were unloaded and merchandise was accounted for in inventory. A strong woman who is not shy, she got the job done and was offered a position in loss prevention. The new position required training by the Lowell Police Department to qualify her to book an offender. Later when the couple moved to Florida, she took similar positions with Maas Brothers and Burdine's.

Jerry's father died in 1978. Saddened by his death, he was also shaken to learn his father had no savings, not even enough to

cover the funeral costs. "I was 35 and it made me take account of my own financial health," he said. "My brother-in-law Jimmy took me aside and taught me how to manage my money. My business was doing quite well but we were spending the profits much too quickly. Over the next four years, I saved everything I could."

On a trip to Florida in 1981 to visit family, Jerry's brother showed him two triplexes and Jerry bought them on the spot. Laurie and Jerry went home, discussed their investment, sold their Massachusetts home, and returned to Florida in 1982 and used the rest of their savings to buy 25 houses to rent.

"I fixed them up just like I wanted to live in them myself," Jerry said. "I set a goal to retire in 10 years in 1992."

The fun he had with demolition derby cars 15 years earlier had not been forgotten. But now it was a different critter. "I sold 10 of my houses in 1985 and started buying Jeeps to convert them to off-road rock crawlers," he smiled, looking for my reaction to his story. "I would build one and sell it and start on the next one. I still had the siding business, did all of the selling myself, and oversaw the jobs being done by several employees. One was my fun business and the siding and house rentals were my serious business."

Eventually Jerry decided to sell his remaining 15 houses to buy a mobile home park in Canyon City, Colorado, which he sold successfully a short time later. That deal led to the purchase of a 97-unit mobile home park in Texas.

Laurie's career in security continued to flourish and her interest in Mi'kmaq history and culture began to take more of her time with every passing year. She collected artifacts, attended pow wows, and returned as often as possible to her birthplace on Lennox Island. Her natural inclination to dance led to learning the traditional Mi'kmaq dances that express a vitality for life as well as a spirituality and communication with the past. Studying the Mi'kmaq culture of her ancestors and their tribal values of respect for fellow human beings gave Laurie an understanding of her heritage that she passed on to her children.

In 1990 Laurie attended the 25th Anniversary of the Boston

Indian Center that her father had a hand in founding. Her oldest son, Rick, attended the three-day celebration and festivities. She was the only one who attended the celebration wearing her full Mi'kmaq regalia which she had made and beautifully decorated with intricate beadwork.

One of the speakers, Frank Nevin, came down from the podium and asked Laurie who she was. "I am Pat Sark's daughter, Lorraine," she responded proudly. He then uttered loudly, "Tradition!" He waited a moment and then said, "I changed your diapers when you were a baby."

After the celebration was over, she and Ricky prepared to fly home. While they were waiting for their flight at Logan Airport, Ricky told his mother, "I have never been so proud to be your son."

"I also told my children another family story. While my father was a young man, he wanted to serve in the Royal Canadian Air Force," Laurie said. "Other branches of the military in Canada had accepted Mi'kmaqs for service, but not the RCAF. With some apprehension, he applied anyway. After many interviews and tests, he became the first aborigine to be accepted for military service in the RCAF. After his discharge, he continued to be a member of the 202nd Legion."

Sadly, Rick died in his sleep in 2003, his life taken by an unanticipated aneurism. He left an 18-month-old son, Patrick, and a 10-year-old daughter, Chelsea. Jerry and Laurie scattered his ashes on Poison Spider Trail in Moab, Utah. Later, his first wife, Karri, passed away and, as she requested, they plan to scatter her ashes in Moab where Rick's ashes were scattered.

Their daughter Lora Lee married a young man from Tarpon Springs in 2003 while the family was living in Florida. She now has two grown children and a grandson that she adopted. Richard lives in Colorado with his wife, Margherita, and their two children where he is a building contractor.

Jerry met his goal to retire in 10 years when he was 49. "We have always been in love with the outdoors. We camped with our kids whenever we could," Jerry said. "Our first RV was an A-Liner. Then we bought a Class C motorhome with a Ford die-



sel engine. While we were getting ready to go to Vail for a Jeep event, we bought a Rexhall, and shortly after we decided to begin RVing full time.”

“We took a lot of our native artifacts and collection and sold it to a lady in Murphy, North Carolina, who wanted it to decorate her home,” Laurie continued. “By that time Jerry had converted so many Jeeps to the best rock crawlers in the country that he was appearing in magazines for the sport.”

The Therriens sold all of their remaining property in Florida in 2004, sold their first Rexhall and bought a second one. “We were disappointed when the slide-out leaned out at an angle and would not go back in,” Jerry related. “The dealer could not fix it, so we drove all the way to California to get it repaired. We traded for a Winnebago and the slide-out on that motorhome literally fell out on the ground.”

After doing his research and due diligence, Jerry decided on a 2005 Allegro Bus and liked it so much they upgraded to a 2007 Allegro Bus. “Since we were full timers, we decided to just go for the best. In the fall of 2011, we ordered a 2012 Zephyr and put down a \$5,000 deposit,” Jerry continued. “The purchase was contingent on my selling the mobile home park in Texas. The park deal fell through and Lazydays sold my Zephyr to someone else. History repeated itself one more time. Finally, certain that we had an unbreakable deal, we ordered a 2013 Zephyr, the park sold on schedule, and we took delivery on February 28, 2013.”

Searching for a winter destination, Jerry and Laurie found a motorhome community on the east side of Yuma, Arizona, where they bought a xeriscaped lot with a home on it that they provide to a caretaker who looks after the property when they are away. They found a Yuma group of four-wheelers whom they join for local events while they are in residence.

Jerry had the ultimate Jeep rock crawler built last year by Bruiser Conversion, a company he had dealt with earlier. It has an Ls3 Corvette engine and features that allow it to drive over nearly any terrain the Utah mountains can throw at it.

“Moab, Utah is our favorite destination for Jeeping,” Jerry said.


“We get there in early April and enjoy two months of events. We usually stay for June and up through July Fourth when Jeeping is still okay in the early morning and evenings because it’s daylight until nine. Grand Junction, Colorado has a lot of 4-wheeler events. We meet with different friends and find great routes to go rock crawling. We used to take picnic baskets and have cold lunches until we discovered we could put two cookie sheets on top of the engine and grill hamburgers. We have a lot of fun!”

“We do a powder puff event where the women drive a mapped trail,” Laurie explained. “The husbands have to ride shotgun. If the husband says anything or tells his wife how to drive, he has to put duct tape over his mouth and wear pink for the rest of the day. We had 30 couples participating in the event this year.”

The Therriens went to Oregon recently for several dune buggy events along the coast where thousands of seals congregate. Dune bugging requires a different type of four-wheeler which they bought for that event.

“We go to Lennox Island for Summer Mi’kmaq pow wows nearly every year,” Laurie said. “On one of the trips, our band’s medicine man, David Gehue, decided to give me my native name, Standing Seal. I asked for an explanation and he said, ‘Laurie, have you ever watched hundreds of seals on a beach? They are all lying down on the beach sunning themselves except for one. That seal will be standing up surveying the situation and making sure everything is okay. That’s the kind of person you are, so I am naming you Standing Seal,’ he said. I was very pleased.”

“While we are traveling to Jeep events, if there is a pow wow, we stop and go to it. One of our favorite pow wows was at Winter Haven, California, the Strong Hearts 35th Annual Pow Wow. Their slogan for the event was, ‘Tradition and Heritage Shared Through Song and Dance.’

“Continuing to learn about our Mi’kmaq heritage and culture and enjoying the outdoors of the U.S. and Canada is our life now,” Laurie said, “and we feel so blessed and fortunate to be able to enjoy both. Our lifestyle has given us the opportunity to meet so many new friends with interests similar to ours.” 

From left: The authentic Mi’kmaq drum was designed and made for Laurie by a friend. Each of the drumsticks is wrapped with a different animal skin. The four corners usually support a large glass coffee table. • The moose antler was carved to represent a bird in flight. • Most pow wows have themes that are printed on beautifully designed shirts with artwork representing the dancing traditions of the Mi’kmaq. This shirt reflects a general theme about the importance of song and dance in their heritage. • The spear below with its decorative feathers hangs above a window in the PS slide-out.



Tiffin Allegro Club Rally SEVEN FEATHERS RV RESORT CANYONVILLE, OREGON

by Sally Moore

The beautiful Seven Feathers RV Resort in Canyonville, Oregon was the site of our second Tiffin Allegro Club rally of 2015. This lush setting should have changed its name to Tiffinville on June 8–12 as we had 190 of the 191 sites filled with beautiful Tiffin coaches! Many folks extended their visit pre- and post-rally to enjoy the location.

As many coaches were already in the park by Sunday, we opened registration and the Tiffin store on Sunday afternoon to accommodate the early arrivals until we closed to have orientation with our wonderful volunteers. We were so fortunate to have a hard working, friendly group of individuals to assist us at this rally. Our volunteers are not paid—not because they are worthless, but because they are PRICELESS! The fantastic volunteers hit the ground running Monday morning driving golf carts, registering guests, staffing the Tiffin store, etc. We simply could not host a rally of this size without the volunteers' generous help.

Everyone gathered at the Seven Feathers Convention Center for opening remarks that included a salute to our veterans and a delicious meal. Following dinner, guests enjoyed several raffle drawings for Tiffin prizes. The famous (or infamous) bingo-caller extraordinaire, Tom Webber assisted by the beautiful Pat Webber entertained the group with several games of Tiffin Bingo.

Tuesday morning brought everyone out to see the new Tiffin coaches displayed by RV Corral, Eugene, Oregon as they enjoyed coffee and locally-made pastries. Seminars followed immediately by presenters such as Triple H Electronics, Kenwood, and Freightliner Chassis. Pat Webber led a seminar on Small Steps for a Greener Home – a subject many of us



should be following.

After lunch, in spite of the unseasonably high temperatures, everyone enjoyed decorating golf cart “floats” and visiting with our veterans. The Veterans Parade led by one of our veterans proudly displaying “Ole Glory” wound through the campground and ended near the RV display for ice cream treats. We were delighted with the large number of veterans participating. Our parade ended with the Veterans Honor Board that had to be signed in honor of or in memory of our military heroes.

In keeping with our patriotic theme, guests were encouraged to decorate their coach and site in red, white, & blue in recognition of Flag Day on Sunday. Many beautiful, patriotic decorations were seen throughout the park making the judging very difficult! Our group of judges awarded first prize to Wayne & Dianne Heath from Kent, Washington, and second place went to Randall & Carole Blumberg from Pittsburg, California. Thanks for a fantastic job! Everyone enjoyed seeing your sites!

Dinner on Tuesday night was a fun evening as guests began arriving in their poodle skirts and bowling shirts for our

Tiffin Sock Hop. After a fabulous meal, guests enjoyed music by the Young Bucs do-wop band. Guests in 50's costumes were recognized and a prize was awarded to the “best 50's look”.

Wednesday started off early with more coffee and pastries followed by seminars. We appreciate that our owners have made a sizeable investment in their coaches and are hungry for information on how to care for the coach. We are striving to bring our owners accurate information and were delighted to have several new Tiffin suppliers present at this rally. After lunch, many guests enjoyed high tea at the tea party. Stories were shared and enjoyed by everyone.

We all made the trek back across the interstate to the convention center for another delicious meal and entertainment by piano and vocalist, Brady Goss. Brady has entertained at many RV rallies across the west coast and does a fantastic job. Everyone especially enjoyed his rendition of Jerry Lee Lewis' “Great Balls of Fire.” Watch for this young man on the RV circuit and try to catch his show. You won't be disappointed!

Thursday brought another beautiful, sunny day. Temperatures continued to

be above normal, but the humidity was low and everyone enjoyed being outside visiting with friends and enjoying the rally activities. Another round of seminars followed breakfast. A new seminar this rally was Tips and Tricks to Maximize RV Storage. Ideas were presented and then the attendees jumped into the discussion to share their personal storage tips. Great ideas were exchanged! We were sad to say goodbye to Mary Moppins and her fantastic RV cleaning seminars. Mary said this was her last rally to attend and she will be greatly missed. She is soil and grime's worst enemy! God bless you, Mary, and enjoy being off the highway.

There were too many seminars and presenters to name individually, but our surveys indicate that you enjoyed all of them and learned a great deal. We will continue to expand these and bring you fresh information.

RV owners were invited to participate in a swap meet for unwanted treasures on Thursday afternoon, but temperatures nearing 100 degrees didn't encourage browsing and lingering overlong. We will continue to offer this activity as long as owners enjoy it.

On Thursday evening we were treated to our last dinner by the wonderful chef at Seven Feathers. Our servers were cheerful and gracious, even joining together to serenade a couple of folks on their birthday. Door prizes were awarded every night at dinner as well as recognition of purchasers of new coaches. Congratulations to everyone who answered their dream of owning a brand new Tiffin Motorhome! The Tiffin Allegro Club presented everyone who purchased during the rally with personalized Tiffin jackets. Wear them with pride!

We had a record number of chapters present in Canyonville that received checks of \$50 or \$100 for their chapter treasury. Encourage your chapter to attend future rallies and be recognized this way. Each chapter with four, five, or six coaches present receives a check for \$50.

Chapters with seven or more coaches in attendance receive \$100 per chapter.

Frank Ricci and his orchestra closed out our rally with his tribute to Frank Sinatra and Friends. Frank spent many years singing in Las Vegas with Sinatra and everyone enjoyed his show.

Goodbyes were exchanged with promises to stay in touch. Many coaches left on Friday to continue exploring Oregon's scenic byways. Until we meet again, travel safe and enjoy touring the open road. Stay tuned to TiffinSideroads.com for updates on future rallies. Happy Trails!

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**Tiffin Allegro Club Rally
CERLAND RV PARK
COLUMBUS, INDIANA**

by Sally Moore

It wasn't Hot-lanta, it was Hot-Columbus! We had a wonderful Tiffin rally in Columbus, Indiana, August 17-21 despite the high temperatures and excessive humidity! The CERland RV Park is beautiful and wooded, covering 345 acres amid rolling corn fields. Approximately one-half of our coaches arrived early for a few days rest and relaxation before our rally began on Monday. Mount Comfort RV was present with a display of gorgeous 2016 Tiffin coaches as everyone rolled into the park.

Monday night kicked off the rally with a delicious "Welcome to Indiana" meal from local caterer, The Pines. Guests were then treated to fun games of Tiffin Bingo led by Tom and Pat Webber. Winners were gifted with Tiffin merchandise, of course!

Tuesday started bright and early with a generous buffet breakfast followed by seminars presented by Tiffin OEM suppliers and other related RV topics. Vendors were present and coach owners took advantage of the many shopping opportunities. A fun activity that we've missed during the past few rallies was the Line Dance Class. We appreciate the great participation and our fabulous instructor, Tammy Wyatt! Yee haw! A few hardy souls braved the heat and strutted their stuff later in the evening during our country & western show.

A much appreciated treat was icy cold ice cream bars served outside under the shade trees compliments of Mary Moppins, goclean.com. Be sure to visit Mary's website for the latest in RV cleaning tips and shop her great product line!

Our Tuesday night dinner was highlighted by a musical salute to our veterans crowned by Red Bay's own Joseph

Baldwin singing "God Bless the USA"! After dinner, Joseph performed C&W hits by many popular singers as well as many songs he has written. Thank you to everyone who participated in our country & western dress up night!

Wednesday was another scorcher, but everyone braved the heat to participate in rally activities. A very interesting and well attended class was presented by Mack McCoy, AKA Mac the Fire Guy. Mac also had volunteers who demonstrated the correct way to exit a burning coach. Great infor-



mation that we all hope to never need! After a busy morning of seminars and our brains on overload with RV knowledge, we treated our tummies to overload on grilled burgers, chicken, and hot dogs with all the trimmings. Yum! Back to the Line Dance Class to burn off some of the calories consumed! At the Craft & Hobby Tea, guests brought crafts they enjoy making while traveling in their coach. Beautiful items were shown and heartfelt stories shared! Everyone enjoyed learning about new craft ideas.

Tonight was a Rockaboogie kind of night! Guests were treated to the unstoppable showmanship of Terry Lee and the Rockaboogie Band! His piano playing reminded everyone of the great Jerry Lee Lewis. Fantastic show by Terry Lee & his

band. Again, thanks to everyone for the fabulous 50's costumes!

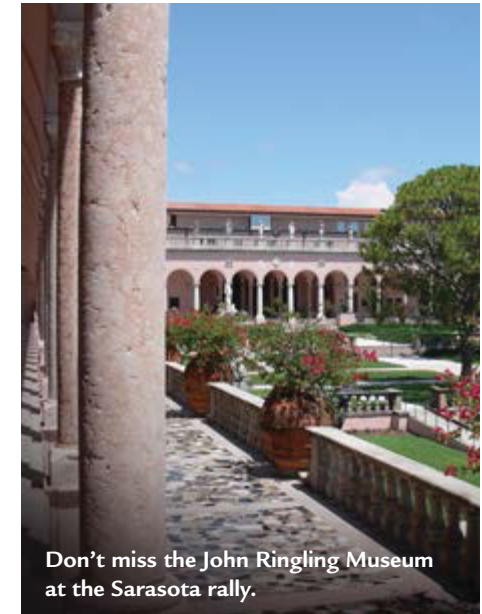
Thursday morning had our caterers up bright & early scrambling eggs and stirring 15 gallons of sausage gravy for our 450 guests! Delicious again!! More seminars including an owner's discussion on ways to maximize RV storage filled the morning. After lunch everyone gathered outside for our Tiffin swap meet where one person's trash became another's treasure! Our final session of Line Dancing was enjoyed by everyone. Owners were encouraged to decorate their RV sites in country & western motif. Judging on Thursday afternoon was very hard! We have so many creative minds in our club!! Winners of a \$100 Tiffin gift certificate for their originality were Dennis & Linda Gerlach of Saline, Michigan. Close runners up winning \$50 certificates were Jerry & Debbie King, Summersville, Missouri; Steve & Donna Doll, Chesapeake, Virginia; and Bruce Stevenson/Tammy Wyatt from Ontario, Canada. Thanks to everyone who participated!!

To close out our rally we were once again treated to a fantastic meal by The Pines, with owner Mike Hale & his son manning carving stations of top round of beef. From fried fish on the grounds to Jackson County watermelon to corn on the cob fresh from the local fields, Tiffin guests were treated to fantastic meals throughout the rally. After dinner we were entertained by a family group from the Nashville area, The Redhead Express. This extraordinarily talented family of four sisters and three brothers travel the nation in a motorhome along with mom & dad, two sons-in-law & two grandchildren bringing beautiful harmony to their audience. All seven of the children play multiple musical instruments. How did one family develop so much talent???

Friday was "Happy Trails" day as many members departed for home and other destinations. Travel safe and keep on roughing it smoothly!

2016 Allegro Club Rallies

Mark your calendars now and make plans to join us at one or more of the following 2016 Tiffin Allegro Club rallies! Our rallies provide you the opportunity for camaradery with other Tiffin owners, minor repairs/service by Tiffin Service Techs & factory representatives, meals, entertain-



Sarasota County Agricultural Fairgrounds, Sarasota, Florida
Arrive March 2 & Depart March 6, 2016
Registration Opens at 10:00 a.m. Central Daylight time, September 15, 2015.

Palm Creek RV Resort, Casa Grande, Arizona
Arrive April 11 & Depart April 15, 2016
Registration Opens at 10:00 a.m. Central Daylight Time, October 13, 2015.

Cam-Plex, Gillette, Wyoming
Arrive June 20 & Depart June 24, 2016
Registration Opens at 10:00 a.m. Central Standard Time, January 20, 2016.

Rally Schedule is Subject to Change
For updates on rally and Club information, visit www.TiffinSideroads.com & enter your email address in the SUBSCRIBE box. You will receive an email asking that you confirm your subscription. After you click FOLLOW, you will began hearing from us once or twice per month.

ment, seminars, and other fun activities. The newest and latest Tiffin coaches will be on display! Each year our rallies usually sell out (often on the first day!) so don't delay in getting your registration form to us. Give us a call at 256-356-8522 if you have any questions about the following rallies. Registration forms will be

available online at www.Tiffinsideroads.com just prior to opening dates of each rally's registration. To be fair to everyone, if you submit your registration form before the opening time, your form will be penalized 24 hours and you may be shut out! Fax and email are the best methods of registration.

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The Life and Times of Tiffin Motorhome Owners

Everette Albury, Proud Owner of a 1987 Allegro

I was born in Key West, Florida in May 1928, but I spent most of my life in Tavernier, Florida. I like to say that I rode the Florida East Coast Railroad from Tavernier to Key West to be born, then rode it back home later on the outside.

When I was seven, the hurricane of 1935 came along and wiped out the railroad and much of the keys. My parent's house was blown off of its foundation.

I joined the army in 1950 and served in the Korean War. When I returned to Florida in 1952, I married my sweetheart, Shirley King, from Miami. Shirley and I have two children: a son, Alden, and a daughter, Lisa. Shirley passed away one day after our 46th wedding anniversary.

My first camping experience was in 1968 when I took 38 Boy Scouts from Tavernier to Elkmont campground in Gatlinburg, Tennessee. At the time we had a used Apache pop-up camper and it rained constantly. The old canvas roof let most of the rain come right in on Shirley, the kids, and me. Around 1978 I bought a Volunteer trailer and four years later upgraded to a Coachman travel trailer.

In 1987 Shirley and I bought a brand new, never-before-seen, 32-foot Allegro from R.V. Motors in Broward, Florida. I take pride in telling fellow motorhome owners that in all these years I only had two problems: I had to replace the Norcold fridge and a roof air conditioner. Not bad for 28 years of motorhome memories!

Our family traveled all over the U.S., and made trips to Alaska and many places in Canada. I still travel in my 1987 Allegro, but now for long distances, like this trip to Franklin, North Carolina, my son or son-in-law does the driving.

In my professional life, since leaving the army in 1952, I have held only two jobs. I served as postmaster for my home city of



Tavernier, Florida, from April 1, 1953 until 1983. After retiring from the post office, I worked another 17 years with the Tavernier tax commissioner's office.

Although I finally lost Shirley to kidney disease, she was able to keep traveling for a number of years in our Allegro by our making stops at dialysis centers. She was quite a trooper!

Happy trails and years of memories from this proud Tiffin Allegro owner.

Our Dream Trip West

We were lucky enough to make a dream trip this year with our brand new Allegro 34' Open Road. We visited 20 parks (national, state, and BLM) over 7 weeks of travel, totaling 6000 miles in the RV and an additional 4000 miles in our toad CRV. The following two links will give you an idea of our trip:

Blog site: montes-lowedown.blogspot.com/2015/04/destination-yosemite-nerve-on-end.html

Photo site: montes-capture-the-moment.smugmug.com/2015-Western-Trip

Jan and Monte Lowe, Cookeville, Tennessee

Six Tiffin Coaches out of 24 on Maritime Provinces Tour

On July 14, 2015, a group of 24 RVs from various U.S. and Canadian locations rendezvoused at Bar Harbor, Maine, to begin a 31-day, 2,300-mile group tour of the Canadian Maritimes and Atlantic Provinces. Of the 24 motorhomes on the tour, six were Tiffin products: three Phaetons, an Allegro Bay, an Allegro Breeze, and my 2014 Allegro Bus 40SP.

On August 5, at the Gros Morne RV Campground in Rocky Harbour, Newfoundland, four of the Tiffins were parked together: the Allegro Bus, two Phaetons, and the Allegro Breeze. The owners gathered in front of the vehicles are, left to right, Nancy and Rick Curd, Algonac, Michigan; Mary Weatherspoon, Catawba, South Carolina; Gibb Robinson, Charlotte, North Carolina; Bill and Jan Zerbe, Land O'Lakes, Florida; Kathryn Sarter, Goodyear, Arizona; and Edie and Ole Lodberg, Goodyear, Arizona. Not pictured are Bob and Karen Hephner, Tipp City, Ohio.

Rick and Nancy Curd, Algonac, Michigan



Thank You, Tiffin Motorhomes!

We want to thank Tiffin Motorhomes for building such fine coaches. We have a 2013 38QRA Allegro RED. We are always amazed at how the coach can take all of the beating of our highways and byways, especially the interstate bridge approaches and departures and then turn into a lovely quiet home with all systems working perfectly. We have 16,000 miles on our coach and have owned it for a little over two years. Except for a couple of issues in the beginning which were taken care of by the fine folks at Tennessee RV in Knoxville, we have been trouble free and expect to stay that way. I can't say enough nice things about Tennessee RV. We are treated like family and always greeted by name by sales professional Bryan Harris and receive the best care from Dave Walker in parts and James Holder, Kirk Beckman, Bob Evans, and Mike Siler in service.

We recently changed from towing a tow dolly to flat towing with all of the conversion completed at TNRV. Having just completed a 2000+ mile trip, I am again very impressed with the tow-

ing capability of the coach, the ease with which it pulls the car, and of course the fine installation.

We love our current coach but are looking forward to our next one, a Phaeton. I'm sure with the help of Bryan Harris we will be able to figure it out sooner rather than later.

Ron and Connie Stanley, Vonore, Tennessee

I'm Going to Purchase Another Allegro Bus!

I have owned many campers. Tiffin is superior by workmanship and service (especially in Red Bay), and Bob Tiffin stands behind his product. That is why I am going to purchase another Allegro Bus. People are courteous and friendly at the factory. I cannot speak too highly of Tiffin.

In our RV travels, our favorite seafood restaurant is Drunken Jacks at Myrtle Beach, South Carolina. One of our favorite RV resort campgrounds is Sun-n-Fun in Sarasota, Florida. We have also enjoyed the Naples, Florida area in our coach.

Jorge and Susan Gabriel, Westport, Massachusetts

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Steam Train to Bald Knob: A Steep Adventure

Cass Scenic Railroad State Park's Geared Locomotives
Take You Where Only Loggers Went Before

Text by Norman Spray

Photography by Cass Scenic Railroad



That John Denver hit, "Take Me Home Country Roads", didn't mention mountain railroads. But to old-time West Virginia loggers still living, "take me home" might rekindle memories of a time when steam locomotives climbed poorly-laid rails up perilous, twisting, unbelievably-steep mountainsides to haul felled hardwood and spruce trees down to mills. "Camp trains" parked at logging sites were "home" to many of them.

Those days in the woods in that song's "Almost heaven, West Virginia," are gone, along with much of the timber that supported a thriving industry for a hundred years--but they are far from forgotten. In fact, the same steam trains that once hauled logs still huff and puff up some of the same slopes on Back Allegheny Mountain, the steepest a breath-robbing 11 percent grade where the train gains 11 feet in altitude for each 100 feet of track. Today these trains carry passengers to splendid views atop Bald Knob, third highest point in West Virginia at 4,700 feet altitude.

You can board one of these historic steam-powered trains at Cass Scenic Railroad State Park in the mountainous east central part of the state. At the Cass depot and during a stop at the Mountain State Railroad & Logging Historical Association's re-created logging village at Whittaker Station, you will learn -- and experience -- fascinating history made by hard-living loggers in the 1800s and half-way into the last century. You'll see rare, antiquated -- but truly ingenious -- logging machines and equipment.

The engines that push -- and, for a short distance, pull -- rail cars on this route are rare, among the few surviving geared locomotives invented to climb grades steeper and curves tighter than standard locomotives could negotiate. This year, four of the park's seven geared engines are operating on the Cass tracks. They are Shay # 4, Shay #5, and Shay #6 built by Lima Locomotive Works of Lima, Ohio, and Heisler #6 built by Heisler Locomotive Works of Erie, Pennsylvania.

This unique Back Allegheny Mountain adventure begins in the small town of Cass, once owned by a logging company, now a state park, and itself nothing short of a historical museum

that takes one's mind's eye back to the way things once were (See story on page 60.) You can elect a trip that takes you 11 miles up the mountain to Bald Knob or one that returns to Cass after climbing nearly four miles to Whittaker Station.

The Bald Knob trip lasts about 4.5 hours, including a 20-minute rest and educational stop at Whittaker. Tickets cost \$54 for adults, \$52 for seniors. A box lunch is provided. The shorter round trip to Whittaker Station and back is made in an hour and a half. Cost: \$34 for adults, \$32 for seniors. To reserve or purchase tickets, contact Mountain Rail Adventures, 866-460-7265 or 877-686-7245 or mountain.rail.com)

On either trip, you usually can choose a car with open seating or one with windows that can be closed against the chill, which can become frigid at higher elevations, especially in mid-October when foliage turns slopes and mountainsides along the route into endless vistas of glorious color. Expect company. In 2014, these trains carried over 50,000 passengers.

The trip starts when the engine pushes cars away from the depot. Thick black smoke boils from the stack, gears and pistons clank, and there's clackety-clacking on the rails as the locomotive powers each and every one of the engine's 12 wheels. The train first rounds a curve up Leatherbark Creek, passing the

Above: Black smoke boiling from its stack, a Shay locomotive pushes passenger cars along rails on the steep climb to Bald Knob on an October day. On the way, they'll enjoy turning foliage while climbing slopes steep enough to take one's breath away. At the top, cooler temperatures may have them digging for warmer clothing. • Boiler water has to be heated to produce steam. That is done using coal for fuel on the old geared logging locomotives that take passengers on uphill climbs at Cass Scenic Railroad State Park in West Virginia. Keeping the water boiling to build steam pressures to 200 psi is the job of firemen like the one shown here shoveling coal into the fire box of an engine pushing passengers uphill to Bald Knob. • Here Shay #5, one of the engines powering excursion trains this year, brings down logs loaded on flat cars. Note the rusting, burned-out section of the old mill at left. The mill closed in 1960, ending an era that supplied lumber and paper to a growing nation.

Cass shop where locomotives are serviced and side tracks where old rail equipment is parked. Now building a full 200 psi head of steam, whistle screaming at crossings, the train chugs up grades that increase from five to 6.7 percent at Limestone Cut.

You may be surprised (some passengers are) when your train enters the first "switchback" a little over two miles above Cass. The track curves so sharply the engine is pointing downhill. There's a brief stop while a switchman re-sets track. Then the engineer shifts the locomotive into reverse gear. Now, smoke boiling from the stack, the engine pulls rather than pushes cars up track, entering a 6.3 percent grade.

Switchbacks like this were common on logging railroads to make it possible for trains to gain elevation in a relatively small space, according to Cass Scenic Railroad State Park Superintendent Scott Fortney. It is not that an engine has more or less power moving forward or in reverse but, instead, he says, there's better control with the engine behind the cars.

At mile 2.6, just after the switch, your train rounds the 22-degree "Gum Curve" that's 158 degrees of a circle. You pass within 3,000 feet of "Cass Cave" which, though hidden behind a hill, is said to be over three miles long and may indeed extend under the tracks you are riding on. Wild and dangerous, the cave

houses a 150-foot waterfall. Spelunkers must have a permit.

Your train moves into a second switchback, the "upper," and now the engine pushes again. About a half mile more, you roll into Whittaker Station, situated in a pleasant meadow surrounded by open fields. At Whittaker, you can buy snacks or drinks at a concession stand, use restrooms (there are restrooms on the trains, too), and stroll through the authentic reconstructed logging camp. You'll visit a "camp train" where tree-cutting "lumber hicks" washed, slept, and ate massive meals. These "wood hicks" were the ones who actually cut down trees, predominantly red spruce (at higher elevations) or hemlock and other hardwoods to supply lumber or pulp for paper mills. Near the camp train are three portable shanties, duplicates of ones used in one of the last logging camps. Two housed the foreman, surveyors, and train crewmen whose status awarded them favored facilities. The third, the "filer's shack," had big windows to provide light for the filer's important work sharpening and conditioning axes, saws, and other tools.

A log loader on a logging rail car on the center track in Whittaker Camp once loaded logs onto flat cars for transport to the mill. Perhaps the most unusual equipment displayed is a steam-powered tower "skidder" that moved logs by aerial cable from





There are more moving parts on locomotives than the wheels on the rails. Old ones like those operating at Cass Scenic Railroad State Park require lots of loving care, including oiling all those moving parts. Steam locomotives, geared or not, must have water in the boiler to produce the steam that powers them. Cass Scenic Railroad State Park engines taking passengers to the Bald Knob viewing area leave with boiler tanks filled but must fill again to finish the run up and back. Here a steam syphon sucks up water from an old boiler shell that is filled by water flowing down

Oak Creek. • One locomotive moves out after taking on water for the boiler at the water tower at the Cass depot as another waits its turn at the water tank. • Ingenious engineering employed beveled gears, slip joints, and universals to transmit power to every wheel on wheel “trucks” that swiveled. This made it possible for engines to climb steeper slopes and round curves sharper than traditional rod type steam engines could. Invented about 1880, the geared locomotives and other developments like tower skidders made large-scale logging more productive and profitable.

slopes where they were cut to the railhead where they were lowered and later stacked on flat cars by log loaders. To prepare a skidder for operation, crews first raised a tall tower and anchored it with guy wires to sturdy trees, some nearby and some far up-slope.

Cables running through pulleys on the tower were engineered to move a big, strong skidding cable up slope and back, powered by a steam engine. Logs felled along the cable route were tied to the skidding cable, lifted far above ground, and moved down to the railhead for loading. Skidders could carry logs for more than a half-mile, sometimes even crossing valleys or canyons.

When all logs that had been cut along the cable route were loaded, the far end of the cable was moved over to cross another path of uncut timber. Eventually all trees in a circular area around the tower skidder were harvested. When moves were needed, crewmen manually toted heavy 100-foot lengths of cable to new anchor sites, hard back-breaking work. Seeing and learning about skidder operation at

Whittaker is a good thing since, further up the line, you’ll see sites where skidders were set, remnants of a way of logging now gone.

Before the steam-powered skidder was developed around 1880, horses and massive manpower moved logs. This was too slow and costly to make large-scale logging feasible. The skidder, along with invention of geared locomotives like the one powering your train, made it profitable to harvest vast timberlands that were mostly untapped in West Virginia until the mid-1800s. In the timber heydays that ended in 1960, over two billion feet of logs were converted into pulp or lumber at a mill in Cass and one in the now-deserted town of Spruce, one of the historical points you’ll pass on the way to Bald Knob. Just a little over three-fourths of a mile above Whittaker, in fact, you’ll see where the first of these skidders was set on the uphill side of the track. Built about 1940, this skidder set may never have been used.

Soon your train rounds Gobbler’s Knob and another skidder site comes into view. This one is on a 225-foot rail

siding. Its skidding cable stretched 3,000 feet to the far mountainside, park historians say. Incoming logs were said to hang as much as 500 feet above a creek below! Still a third skidder site dating to about 1940 or 1941 is visible 6.2 miles into the 11-mile ride to Bald Knob.

Near this skidder set your train rolls onto track where a wash-out in 1996 destroyed the road, stopping trips to Bald Knob for over a year. Repairs cost over a million dollars. Sadly, a construction accident on the site killed one man.

Another half mile brings you to a gap between mountains where a long-abandoned “town” was set up in 1901. Named Spruce, the place later became known as “Old Spruce” after its usefulness ended and a “New Spruce” was established nearby on Shavers Fork on the Cheat River. The railroad mainline veers to the left here, heading northwest to Cheat Mountain. Above this junction, your train is on the original logging track trail to Bald Knob. Some three-fourths of a mile further up, you can look down on some foundations and crumbling ruins left at “New Spruce.”

Now a ghost town relic of the past, Spruce once had a large rossing plant that peeled bark off logs. Then, sitting at 3,853 feet, Spruce was sometimes called the highest and coldest town east of the Rockies. It was accessible only by rail. No roads to Spruce were ever built.

At this overlook point, the train stops while the engine, using a steam syphon, sucks water to its boiler from an old boiler shell filled by water running in from Oak Creek. Along here, about nine miles above Cass, you’ll notice red spruce trees growing among mixed hardwoods. Though red spruce covered these high elevations before logging, recovery has been slow since spruce trees thrive in cold, wet, shady environments. Regrowth hardwoods help now by providing shade. Foresters think red spruce may again become dominant at this elevation in a hundred or so years.

A mile before your train ends the run on Bald Knob, you pass a place where one of the Cass engines that is operating this summer, Shay #4, derailed in 1958 in snow so deep it was several days before Shay #1 (not operating this season) could plow through to help it out.

A final nine-percent-climb and your train “tops out” on appropriately-named Bald Knob, a summit that rises above thousands of acres of forestland but has a viewing area cleared of the trees that caused trains to come here all those years ago. You can detrain and join fellow passengers on a viewing platform erected at the edge of the Knob to admire mountain views that surely rank among the world’s

most splendid. Looking east, across woods that are green in summer and flame with color in mid-October, you see all the way to the neighboring state of Virginia on a clear day. You are at 4,700 feet elevation, 142 feet below the actual summit.

This is it! The climax act for your ride into railroading history! Spectacular as the views are, half the fun is getting atop this knob on a train powered by steam engines designed just for “country roads” in mountains.

Most locomotives of this type were built by three manufacturers. They were the Shays and Heislors like those operating on park trips this year and also ones built by the Climax Locomotive Works of Corry, Pennsylvania. Cass Scenic Railroad State Park is one of perhaps only two places in the world where you can see all three types. So far as known, nowhere else in the world do geared locomotives working today climb grades as steep as those on Back Allegheny. Mainline locomotives seldom pull grades over three or four percent.

The geared logging locomotive was invented by a logger for loggers, most accounts agree. Ephraim Shay usually gets credit for developing one of the first practical steam locomotives to transmit power to each axle on wheel “trucks” that swiveled, making sharper turns possible. Beveled gears, slip joints, and universals transmit power to each wheel, unlike standard rod locomotives. Lima built 2,767 Shay locomotives between 1880 and 1945 under Shay patents awarded in 1881.

Among those were Shay #4 and Shay

#5, operating at Cass this season. A class C-80, Shay #5 was built in 1905 for the Greenbrier and Elk River railroad and has climbed up Back Allegheny and Cheat Mountains ever since, excepting time out for maintenance and an overhaul. It is believed to be the second oldest existing operating Shay and one of the oldest in continuous service on its original line, albeit under different owners. Driver wheels on three trucks are 36 inches in diameter, the cylinder bore is 13.5 inches, and the piston stroke is 15 inches. Overall, she weighs 90 tons.

Shay #4 is only 93 years old, having begun service in 1922 at Birch Valley Lumber Company, Tioga, West Virginia. A class C-70, it came to Cass in 1943, purchased by Mower Lumber Company, then owner of Cass. Driver wheels on three trucks also are 36 inches in diameter, the cylinder bore is 12 inches, and the piston stroke is 15 inches. Weight: 80 tons.

Heisler #6, the fourth geared engine operating in 2015, usually is used for the run to Whittaker and back. Like its Shay cousins, the Heisler has three wheel trucks with 42-inch driver wheels. A C-90 class, it first entered service in 1925. Cass bought it from the Meadow River Lumber Company of Rainelle, West Virginia in 1968. It has an 18-inch bore, a 16-inch stroke, and weighs 100 tons.

This year, Cass Scenic Railroad State Park ticketing, scheduling, certain administrative, and operating duties are handled by the Durbin & Greenbrier Valley Railroad headquartered in Elkins, West Virginia, under terms of a contract with the West Virginia State Rail Authority. A new trip resulting from this alliance is a “Wild Heart of West Virginia” excursion that combines rides on a Cass train powered by a geared steam locomotive and D&GV’s vintage diesel-powered “Cheat Mountain Salamander.” It’s a half-day trip that passengers can begin by boarding in Cass at one end or Elkins or Cheat Bridge at the other. If you begin in Cass, you’ll board at 12:50 p.m. A Cass-geared Shay engine will push you up to the “Old Spruce” junction. There you’ll transfer to the Mountain Salamander for a four-



hour tour through some of West Virginia's most rugged and scenic mountainous country en route to Elkins. There'll be a stop at Cheat Bridge and a 20-minute layover at the lovely, wild "High Falls of Cheat." You'll arrive in Elkins shortly after 5 p.m., overnight there, and return to Cass the next day or on an alternate date that you schedule. Cost: \$130 for adults, \$128 for seniors. This does not cover your room, which varies depending on your choice of accommodations and whether you overnight in Elkins or, if coming from the other direction, in one of the cabins available in Cass Scenic Railroad State Park.

D&GV offers other interesting mountain railroad excursions. One, the "Durbin Rocket," is powered by an old geared

steam-powered Climax locomotive, one of only three of its type still operating anywhere in the world. Departing from Durbin, it's a two-hour, 10.5-mile trip beside the free-flowing Greenbrier River. Other D&GV trips, all pulled by diesel engines, include a four-hour, 46-mile climate-controlled ride on the "new Tygart Flyer" that passes through an "S Curve" tunnel and into a steep-walled 1500-foot-deep canyon; a "Mountain Explorer Dinner Train," and a 128-mile, nine-hour round trip on the Cheat Mountain Salamander through country so wild and rugged that few old-timers or today's back-country aficionados have chosen to settle.

Whether on rail cars pushed up steep grades by an old geared

An aerial view of the Cass Scenic Train at Bald Knob. The 4.5-hour round trip gives riders spectacular views of the Fall color. • By contrast, here's a sample of what passengers see in the Summer months from the viewing platform atop Bald Knob. Note red spruce trees beginning to grow above surrounding hardwoods.

steamer or in air-conditioned cars pulled by powerful diesel engines, riding the rails can get you into mountainous regions you can't explore in your motorhome and maybe not even driving a four-wheel-drive tow vehicle. Whether the opening lyric line of Denver's recording, "Almost heaven, West Virginia," is an exaggeration may depend on one's point of view—but, for certain, there are heavenly views here. RIS

Mountains, Woods, Mill Towns, Trains and More

WONDERING WHAT OTHER ATTRACTIONS MAY BE CLOSE BY WHEN you come to Pocahontas County, West Virginia to ride the Cass Scenic Railroad State Park excursion trains? Well, most likely more than you'll have time to explore. Look first at Cass itself, a town and railroad that prospered 100 years ago, nearly died, and lives on as a state park that attracts over 50,000 tourists each year.

In a sense, the entire town can be called a museum documenting past history. There's a history museum, a general store,

a restaurant, a post office and what's left of a burned-out mill that once was a key peg in a logging operation that kept 3,000 men working to supply lumber and paper to a growing nation.

West Virginia Pulp and Paper Company founded Cass, the town, in 1901 to serve the needs of men cutting timber in logging camps on nearby mountains and those that would work in the mill. Named after Joseph K. Cass, company board chairman, the town was then and was never anything but a company town

(though owned by different corporate structures) until the state of West Virginia assumed ownership in 1977. Cottages originally built for employees now are rented to vacationers.

Once railroads were built to haul in a continuous supply of logs, a huge mill was built, and Cass blossomed. Two 11-hour shifts kept the mill humming six days a week during the "glory days" between 1908 and 1922. Each shift processed 125,000 board feet of lumber, adding up to 1.5 million feet per week. Eleven miles of steam pipe powered drying kilns that could dry 260,000 board feet on each run.

Massive elevators in a three story planing mill carried up to 5,000 feet of lumber to machines on the upper floors. Two re-saws could handle boards 35 feet long. Big surfacing machines finished all four sides of a board in one operation. Some flooring machines were so enormous it took 15 men to keep them going.

As loggers cut further and further into what had seemed an inexhaustible supply of trees, all this activity slowed. By 1950, the mill (under new ownership) worked only one shift. Regrowth hardwoods weren't producing enough timber to support large-scale operation.

Finally, a "pink slip bomb" dropped on July 1, 1960. All logging and processing was stopped overnight without warning. Employees did not learn they wouldn't have a place to work the next day until the end of the last shift on June 30.

There was "no joy in mudville" that night. Gloom hung heavy. Cass was destined to become another ghost town dot on the map. Walk about the grounds at Cass now and you see how that almost happened. Twisted steel, rusted machinery, and rubble is all that remains of these great mills. Two arson fires in the 1980s destroyed the wood parts.

Cass' death did seem inevitable when the mill shut down. Three months later still another new owner contracted a company to scrap the railroad, its engines and tracks. Just in time, the cavalry stormed to the rescue led by a rail fan named Russel Baum. He came down from Sunbury, Pennsylvania championing an idea to operate the railroad as a tourist attraction. Some local businessmen formed the Cass Planning Commission to try to make it happen. In the end, after some high-powered lobbying, the state legislature appropriated funds. The railroad and some locomotives came into the state park system in 1961. In its first year of operation in 1963, the railroad boarded 23,000 passengers, silencing most naysayers.

In 1977, the West Virginia Department of Natural Resources acquired the town. Today, the houses built for logging people have been refurbished and are rented to visitors as charming, historic "cottages." (304-456-4300) No RV hookups exist in the park but parking is ample near the depot for the largest motorhomes, even those pulling tow vehicles.

The permanent population numbers in today's Cass may not be impressive—but a "ghost town," Cass is not.



The town of Cass includes a general store, post office, and museum, the railroad depot, rail shop facilities, and deteriorated remains of a mill that once helped fire a booming industry. • Cass, West Virginia, came into being as a company town built to accommodate loggers, mill workers, and train operators. Now it is a part of the Cass Scenic Railroad State Park. Houses originally built to house workers and their families have been renovated and now are rented by the park to vacationers. • Boardwalks and white picket fences are among the improvements. Fall color enlivens the village along with brisk temperatures that encourage visitors to explore the area.



In both Pocahontas County, where Cass is located, and Randolph, the county adjoining to the north, opportunities for exquisite sight seeing, fishing, hunting, birding, wildlife viewing, hiking, and biking are all but endless in the 900,000-acre Monongahela National Forest (304-799-4334 or 304-846-2695), state parks, and wildlife management areas that lie within their boundaries. Eight scenic rivers flow down from mountain headwaters, some with waterfalls, one that drops 65 feet. Museums await in many small towns, one being the Pearl S. Buck Birthplace Museum in Hillsboro (304-653-4430, pearlsbuckbirthplace.com.) Durbin, a few miles northeast of Cass, is another town that boomed initially from logging and the logging railroads. Situated on the banks of the storied Greenbrier River, it is now a popular destination for tourists. It is home depot for the steam-powered “Durbin Rocket” train that runs a 10.5-mile excursion alongside the river.

In Pocahontas, the Highland Scenic Highway (Route 150), the Appalachian Waters Byway (Route 39) and the Seneca Trail (Route 219) are roads for unparalleled sight seeing. In winter, snowmobiling is super on the Highland Scenic Highway. And the historic 106-year-old Pocahontas County Opera House in Marlinton has become a performing arts center. It’s packed on most Friday and Saturday nights for performances by artists like John McCutcheon, Chris Smither, or the Black Mountain Bluegrass Boys.

Snowshoe Mountain (877-441-4386) spreads over 11,000 acres atop Cheat Mountain. It is equally popular in warmer months, especially among bikers and hikers who can enjoy over 50 marked trails. There’s a water park, restaurants, and a variety of shops.

Like Pocahontas, Randolph County (304-636-2780 or 800-422-3304, randolphcountywv.com) is a mecca for outdoor recreation with 500 miles of trout streams, whitewater rivers for all skill levels, museums, ski resorts, and entertainment venues. Elkins, situated on a bend in the Tygart Valley River, is county seat and headquarters for the Durbin & Greenbrier Valley Railroad.

The American Mountain Theater in the historic rail yard in

The #6 Shay, a 162-ton behemoth originally owned by the Western Maryland Railroad and used to haul coal from mines, pulls flat cars around a curve on the Cass Scenic Railroad State Park rails. • A Shay locomotive crosses the trestle over one of several creeks and streams trains pass on excursion runs to Bald Knob.

Elkins (304-630-3040, americanmountaintheater.com) stages nightly live music and comedy variety shows year-round, adding special Christmas concerts and a Southern Gospel Bluegrass series. Also in Elkins is West Virginia’s only dinner theater, the Gandy Dancer (855-426-3998 or 304-636-4935, gandydancer-theatre.com) which regularly presents murder mystery entertainment. **RIS**

RV Parks Near Cass

You won’t have to travel far to find a place to camp if you come to ride the trains but there are no hookup sites in Cass itself. There is, however, ample parking for big rigs near the depot. Listed below are some nearby RV camps:

In Cass: 2 miles from the Cass Depot, *Whittaker Campground* has 100 sites, most with full hookups. 304-456-3218, whittakercampground.homestead.com **In Durbin:** 3.5 miles from Cass, *East Fork Campground & Horse Stables* has 35 spaces on the Greenbrier River, 20 full hookups. 304-456-3101.

In/near Marlinton: *Riverside RV Park* has 15 sites, full hookups, accepts only RVs. 304-799-6149. *Watoga State Park Riverside Campground* has 88 sites along Greenbrier River, 8 pull throughs, 50 electric, 30 amp. 304-799-4087. watogasp@wv.gov or watoga.com. **In/near Dunbar:** *E.J.’s Camping and Horse Stabling* has 7 sites, full hookups in rural setting. 304-456-4319. *Seneca State Forest* has 10 sites, 3 pull-throughs. Dry camp. No water. No electricity. 304-799-6213. senecastateforest.com. **In Elkins:** *Pegasus Farm RV Retreat* has 17 sites, all full hookups. 304-642-2351.

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Tiffin Motorhomes Celebrates 40th Anniversaries for Horace Stepp and Barbara McDowell



ON HIS 30TH ANNIVERSARY WITH the company in 2005, *Roughing It Smoothly* featured Horace Stepp in its Tiffin Management Team profile that appears in every edition. At that time he was starting his eighth year as plant manager overseeing 16 supervisors and 630 employees.

He has a strong management philosophy that he still advocates today.

"Encouragement is the strongest management tool a supervisor has," he repeated. "When a new employee starts on the

line, you explain, teach, and encourage. I always try to put a new employee in a situation where I know he or she can succeed."

When Bob Tiffin needed a draftsman to create the plans for his first motorhomes, he recruited Stepp in 1972 to moonlight for him. After a little more than two years, he went full time with TMH in April 1975. This year Stepp celebrated his 40th year with the company.

He continued to work in the engineer-

ing department until he became plant manager on June 1, 1998. Rarely seen in most corporations, Janice Stepp worked in her husband's office as his secretary. "When I needed to hire a secretary, I consulted with Bob about it," Stepp recalled. "Would it be okay for me to hire my wife?" I asked. "Bob said, 'Why not? Judy and I have been working together for many years, so how can I refuse your request?'"

In 2007 Tim Tiffin asked Stepp to accept the position of plant manager of the company's Belmont facility. "My management oversight included the paint plant, sanding, porcelain tile floors, wiring harness assembly, and final finish."

Stepp ran the Belmont operation for five-and-a-half years, logging 14 years in the company's top two production management positions. Stepp's career came full circle in 2012 when he rejoined the engineering department in Red Bay in an advisory capacity.

"I enjoy working with the supervisors and the employees in my present position," Stepp said recently as he celebrated his 40th anniversary with Tiffin Motorhomes. "I feel very blessed to have worked with so many talented people here at Tiffin and for the management opportunities Bob and Tim have provided. Janice worked as my secretary for over 17 years and we really enjoyed working together. Both of my children worked at TMH while they were going to school. It is a wonderful time to be working in the engineering department now and being a part of the advancements we are achieving in this company."

Above: Bob Tiffin presents Horace Stepp with an engraved plaque honoring his 40 years of service. *Standing left-to-right:* Deanne and Scotty Payne, and Julee and Stacy Stepp. *Seated:* Janice with Nicholas Stepp and Horace with Sianna Beth Payne.



BARBARA CARNES GRADUATED FROM Belmont High School in 1960 and married Billy Ray McDowell who had a job with the railroad. In 1973 he suffered a traumatic brain injury in an accident and died three months later, leaving Barbara with four children. "I was 31 when my life was turned upside down," she said.

Barbara moved her family to Red Bay and took a part-time job as a secretary. Her father, Fray Carnes, was employed at Tiffin Motorhomes. He came home one afternoon after work and told Barbara, "Bob Tiffin asked me today if you needed a job. He needs another person in the office."

"I went in the next day and spoke with Sylvia Massey who was handling all of the office work by herself," Barbara recalled. "She asked if I could work two to three days a week and I accepted the offer immediately. Two weeks later I went full time and began doing the payroll. Soon after I began making the deposits and doing business reports."

When I first started, my assignment included processing the MSOs (Manufacturer's Statement of Origin) for each

motorhome that TMH builds. "Recording the VIN and chassis numbers has to be done perfectly. Bob told me when I took the job, 'Barbara, you can't make a mistake with these numbers.' So I double and triple checked them before they went out."

Once the documentation for each coach is created, the coach is scheduled for delivery and the docs are sent to H. T. Scott who assigns a driver for the delivery of each unit. The drivers' delivery records and expense reports go back to Barbara who processes the payroll and expense checks for the company's 40 delivery drivers.

During her career at Tiffin Motorhomes, Barbara, of course, continued her maternal role as mother to four children. They all grew up and married. Today, Mike has two children and three grandchildren; Linda has three children and seven grandchildren; Lisa has three children and four grandchildren; and Larry has two children. If you are keeping count, Barbara has 10 grandchildren and 14 great-grandchildren. It looks like grandmother Barbara's family reunions will always produce quite a gathering!

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Tiffin Motorhomes Brings Dealers to Florence, Alabama to Introduce the 2016 Model Year

By Rick Kessler
Reprinted with permission from *RVBusiness*

THE DEBUT OF THE ALLEGRO BREEZE featuring a brand new and industry exclusive Cummins ISV5.0 engine was among the highlights of the 2015 Tiffin Motorhomes Dealer Meeting at the Marriott Shoals Resort in Florence, Alabama.

More than 100 dealers and sales professionals were in Alabama for the two-day meeting, which also featured a tour of Tiffin's manufacturing complexes near the company's Red Bay headquarters. Of special interest was a new building under construction that will house the manufacturer's proprietary PowerGlide chassis production line. The company introduced two new floor plans, the Allegro Open Road 34PA and Phaeton 44OH.

"It's always good to get the dealer group here so they can see the changes we've made, what we're trying to do and accomplish, and get a better understanding of the coaches we're producing," Tim Tiffin, general manager for the 1,336-employee company, said. "You get to meet all the guys and show off the product to them. It's always enjoyable because they don't get to come here a lot. So, when we get them here, we try to show them what we feel is important and what makes us different from everybody else. And we always have a good time when we all get together."

The event began with a golf outing followed by dinner, some words of welcome from Bob Tiffin, who founded the company in 1972 and serves as its president, and the music of 3 Wheel Drive, which treated the audience to the rock-country-blues for which the Muscle Shoals region of Alabama is known. On display that evening were several 2016 models, includ-



PHOTO COURTESY OF RICK KESSLER

ing an Allegro 31SA, Phaeton 36GH, Allegro Bus 37AP and Allegro RED 37PA.

"I think our 2016 model year is going to be a great one," Bob Tiffin told the audience, adding he anticipates continued economic growth for at least the next 18 months. "I came across the bridge about 3 o'clock this afternoon coming home and up on a service station's billboard was \$2.16 for regular gasoline and \$2.37 for diesel. I tell you what, that's getting down there. You will have to tell me what you're charging for interest. How much? 5 to 6%? I don't see why we can't sell four or five thousand motorhomes this year."

The second day saw a tour of Tiffin's manufacturing facilities, including walking tours of the tile and paint plants and a drive-by of the new 40,000-square-foot manufacturing facility slated for building the PowerGlide chassis. Once con-

struction is completed sometime in the next few months and chassis manufacturing is relocated to the new building, the cabinet shop will move into the current chassis plant.

Bob Tiffin can pack 40 years of sales experience into a short motivational speech. Then you're ready to sell motorhomes. • 3 Wheel Drive, a talented rock-country-blues group and a Muscle Shoals favorite, entertained dealers and guests with a repertoire that brought many rounds of applause.

"We're effectively doubling the size of our cabinet shop. Those guys are very happy because right now they're standing on top of each other. We can't even think about building more motorhomes until we can build more cabinets, and right now we just absolutely can't build any more cabinets. It's going to help us in the future, for sure," said Tim Tiffin, the old-

est of three brothers on the management team at the family-owned company. Van Tiffin is the research and development manager and Lex Tiffin is the assistant plant manager.

After the tour, Tiffin addressed the dealers during lunch, touching on several topics including the company's beefed up dedicated phone system for dealers that will expedite ordering and delivery of parts. He also announced a service technicians school in late October or early November that will focus on multiplex wiring, satellites, televisions, and other similar components.

Later, dealers got their first look at the new Allegro Breeze, the Allegro Open Road 34PA, and the Phaeton 44OH, with many taking test drives of each that afternoon.

While the Breeze's 32BR floorplan on display was identical to the 2015 version, the new PowerGlide chassis and Cummins engine generated excitement.

The Cummins ISV5.0 V8 diesel produces 275 horsepower and 560 lb-ft of torque, offers 20-40 percent better fuel economy than a gas engine with comparable performance, and is 400 pounds lighter than the Navistar MaxxForce 7 engine previously used.

"It's amazing. Cummins has done a really good job developing this power plant. It's going to be good for us way into the future," Tiffin said, crediting Mark Phillips, Tiffin's new sales representative for the southeast region and a former Cummins employee, as a key contributor to the project.

"Putting this Cummins diesel with our PowerGlide chassis is an amazing piece of engineering," Tiffin told the dealers. "After you guys take it for a test drive this afternoon or tomorrow, I think you'll be highly impressed. The engine is a little bit shorter and has a little bit lower profile. It looks more like a gasoline engine. It sounds more like a gasoline engine, but it has a lot more power. The fuel economy should be improved. I think it's really go-

ing to be a fantastic product."

The key benefit to the Breeze's modified PowerGlide chassis is the flat floor throughout the interior. Previously, wheel wells were exposed and presented issues for interior functionality.

"Not having the wheel well humps will give us some new floorplan opportunities," Tiffin said, adding that he hopes to have another floorplan available as early as the National RV Trade Show in



Louisville as well as a third configuration sometime next year. "We're really excited about it. The new front-end caps really look good and will carry us for the next four or five years."

Tiffin, who credited Gary Harris, PowerGlide plant manager, and Brad Warner, lead engineer, with spearheading the chassis innovation, added that the new platform also increases basement storage capacity.

"I don't want to sound arrogant,

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but the 32BR Breeze really doesn't have competition," mentioned National Sales Manager Andy Baer. "It's purpose-built chassis is integrated into the entire coach. It's got independent front suspension and a low overall height. It's a coach that appeals to younger people who want a very maneuverable coach they can take into small parking areas. It also appeals to older owners who are downsizing. It kind of puts us in a unique segment in the market."

The four-slide 2016 Phaeton 44OH, also built on the PowerGlide chassis, as are the full line of Allegro Breeze and Bus models, offers about 100 cubic feet more basement storage.

"The 44OH will be in a more competitive price point, but it offers the features

of a lot of storage, independent front suspension, a nice open floorplan with four slides, a big bedroom, and a bath-and-a-half," Baer said. "That's what owners who use their coach as a seasonal home want to see."

The gas-powered Allegro Open Road continues to be built on the 24,000-pound (GVWR) Ford V10 chassis, and the new 34PA floorplan makes optimal use of four slide-outs, which Tiffin calls SmartSlides.

"It looks a lot like a diesel coach," Tiffin told the dealers. "It's got many of the same features of a diesel. It's a little bit heavier than the gas coaches we normally build, but we believe it's going to do well in the gas market. It's designed to replace our 34TGA, which will be continued through this model year. We will

Many in the tour group were surprised at the complicated masks required to paint a motorhome. • Brad Witt, plant manager of Tiffin's Belmont facility, led one of the tour groups. • Coach Gene Stallings entertained the audience with relevant, life-experience stories.

probably have another offering or two this spring."

Baer said the 34PA is attracting buyers in the gas-powered market because it isn't "overly large" but still retains a lot of the attributes of a diesel coach. "The four slides and the stacked washer/dryer option are rare in a coach that length."

"It's a good alternative for someone who just doesn't need a diesel engine," he said. "Not everybody wants or needs a diesel-powered coach and the 34PA gives them the features of a diesel floor plan in a gas coach."

Dealer response was very positive. Eric Sims, co-owner of Billy Sims Trailer Town in Lubbock, Texas, said having a flat floor has significantly improved the Breeze.

"I drove a Breeze this afternoon and I believe they've cured all the problems and shortcomings in it. I'm very impressed," he said, adding the dealer meeting had been very productive. "They made some changes they needed to make, the products are phenomenal and, of course, the Tiffins and their company are just awesome to deal with."

A Tiffin dealer for six years, John Myers, owner and president of Myers RV in Albuquerque, N.M., also said he liked what he saw at the dealer meeting.

"I think they've done a great job. It's nice to actually get out and see the plant and see the product as it's being built rather than just being in a meeting room," Myers said. "They've got some great new things going, some new concept units. This new Breeze we're standing in is really going to be a market beater. It has a new chassis and a new engine this year, a big improvement over the previous Breeze models. We're really excited about getting the Breeze into our sales plan."



PRESIDENT'S CORNER *Continued from page 5*

connector line Norfolk Southern bought that ran across south Georgia and into north Florida, connecting with an east coastal line that ran all the way to Miami. The connector had been built with a non-standard gauge that was five feet wide. The standard gauge was 4' 6". By putting a section crew every four miles, the crews moved one rail over six inches and completed the entire job in one day. This gave the Illinois Central a continuous line from Chicago to Miami.

In 1989 we had a 8.5-inch rain that washed out three large sections of the line between Atwood and Haleyville, south of Red Bay. The Norfolk Southern had bought the line from the IC several years before the washout. Unfortunately for Red Bay,

DEALER PROFILE *Continued from page 35*

has a shot at running this company in the future. Our 20-Group meetings four times a year expose us to outstanding dealers who share their ideas and best practices.

"In ten years I still want to be active in the business, but not on a daily basis," he continued. "Hopefully, by that time, Lorrie and I can travel in our Tiffin with our two dogs. I think well-spent R&R can give you time to think and be more creative than ever before. I enjoy spending time with Lorrie because we have so much in common. Our beautiful home backs up to a green space. I'm an avid gardener and I enjoy home projects, fishing, and playing golf — I am not the greatest at either but enjoy the

Ken Eckstein, owner and chief operating officer of Mount Comfort RV in Greenfield, Indiana, was attending a Tiffin dealer meeting for the first time, after having very recently become a Tiffin dealer.

"We just took on the Tiffin line at our store. It's one of the top selling brands in the country. It's a family-owned operation and the Tiffin family is absolutely the best you could ever hope for to work with," said Eckstein. "We are really excited about their product. You've got 42 years of tradition with Tiffin, but the new products have some innovative twists to them and some nice new features. We've already seen some of the 2016 product line and we're seeing some more of it here. But it's great just to be down here in Alabama and to meet the people who are actually putting the product together. We're looking for great, great things with Tiffin."

The dealer meeting closed Tuesday evening with a banquet and an inspiring address from Gene Stallings, former head coach of the University of Alabama's Crimson Tide. His life experiences as a player and assistant coach for Bear Bryant, as assistant coach for Tom Landry, a rancher, and Johnny's father kept the audience's rapt attention for nearly an hour.

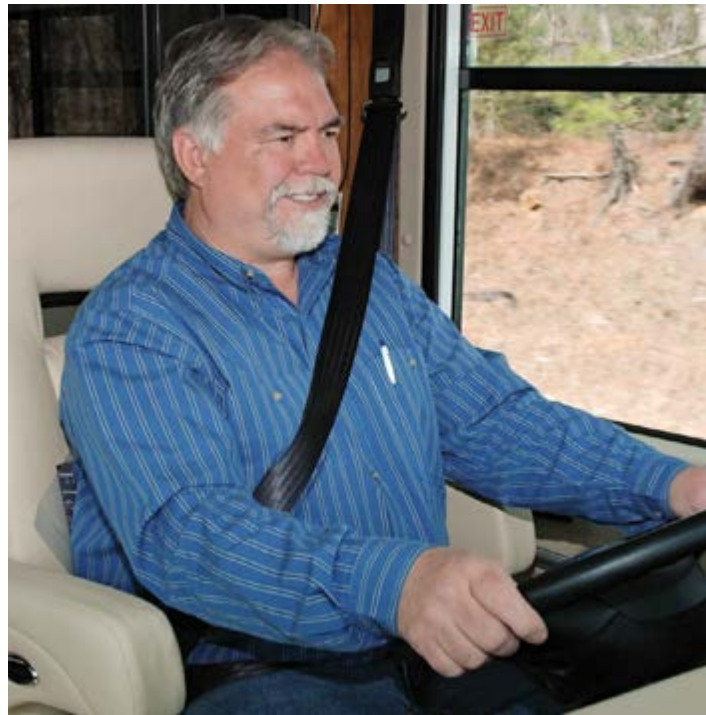
the IC decided they did not need the line anymore and never repaired it, leaving the rail line from Corinth to Red Bay as a dead end spur. Sunshine Mills owns a diesel engine (operating under the name of Redmont Railroad) that pulls its bulk railcars into Red Bay from Corinth, filled with soybeans and corn that the company buys from the U.S. grain belt.

Interestingly, when the line was built in 1907, the wood trestle that the IC constructed over Brushy Creek north of Red Bay was 200 feet from the rails to the ground, the highest in the U.S. with this type of trestle design. Judy, Leigh, and I crossed the trestle in 1992 on my M19 lineman motorcar.

Looking back on the history of this area, you can see where the economic growth took place by following the railroads. **RIS**

time I am doing it. I love to swim. So when I do come to the office ten years from now, I hope to still be refreshed and full of new ideas.

"I like every department and I would like to be involved in improving our processes. In an advisory role I want to help in marketing. We must stay ahead of the curve to effectively use new software and technology in advertising," Bruce emphasized. "Branding is very important. We are selling a lifestyle, not just a vehicle that transports you to a campground. Our branding will reflect the friendly, laid-back approach that we take to show our customers the best products backed by the best customer service in the industry." **RIS**



Inman's Answers

As the editor of "Serious Tech Talk," Danny Inman, a 41-year veteran with Tiffin Motorhomes, invites your questions.

Please use the enclosed 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
 PO Box 1150
 Monroe, GA 30656-1150

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

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

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

Dear Danny . . .

RPM and Odometer Work, Speedometer Doesn't

I have a 2002 Phaeton with a 330 CAT engine. The odometer registers approximately 35,000, but the coach has not been driven much over the last two years. My speedometer is not working correctly. When I turn the ignition key on, the MPH goes to 25,

then drops back to 15. Driving down the road, it stays on 25. The RPM gauge and the odometer both work fine. Thanks for your help.

Robert C. Brooks, Sonora, Kentucky

Dear Robert,

The communications to the speedometer goes through the ECM board. It could be a bad connection on the ECM board or it could also be an internal problem in the speedometer itself. This is a problem that needs to be addressed by a Freightliner dealer.

Navigation Upgrade for 2012 Bus

I have a 2012 Allegro Bus with in-dash navigation software. Does Tiffin offer upgrade software that takes into account the height of the motorhome as well as other safety factors when selecting the route to a destination?

Ralph Sherman, Du Bois, Illinois

Dear Ralph,

The radio containing the navigation software in the 2012 Allegro Bus cannot be upgraded to software that takes into account the physical size of the motorhome. When we changed the brand in 2014, the navigation software was able to address those parameters and it can be upgraded to offer current changes in roads and structures. To get these features on your coach, you will have to change out the complete system that contains both the radio and the navigation software.

Locking Fuel Caps with Same Key

I read your response to "Locking Fuel Doors" in RIS, 12:3, page 70. I visited a NAPA store and requested the model number you suggested: 703-1685. The store was unable to deliver two caps with the same key number. Additional research produced NAPA 703-1591, "Keyed Alike," for dual fill applications. This cap is nearly identical to the NAPA cap recommended in your response. Hope this helps.

Mike Daly
 Yorba Linda, California

Dear Mike,

Thanks for the information on the fuel caps. I was not aware the "Keyed Alike" option was available.

Radio Reception Cutting Out

In regard to the question by John Ostricker on page 70, RIS, 12:3, "Antenna Cutting Out on Allegro RED 33AA," I solved the problem of the satellite antenna cutting out by stabilizing the box at the end of the antenna lead-in where a smaller wire goes to the back of the radio. The weight of the box jiggles the connection or pulls it loose with the motion of the coach. I used wire ties to stabilize the box and wires in my 34TGA.

Dennis Berry, Prescott, Arizona

Dear Dennis,

Thanks for sharing your experience. This will be a quick and easy check for a fellow owner to do before trying more complicated solutions.

Windshield Separated from Frame on 2002 Allegro Bus

I have a 2002 Allegro Bus. The windshield has separated from the fiberglass frame on the bottom right (passenger) side. What recommendations can you offer to assist me in making the repair? The upper window on the driver's side is fogged. Can it be repaired by replacing only the upper window or is it necessary to replace the whole unit (upper window and lower sliding window)?

Perry Marker, Bodega Bay, California

Dear Perry,

To reset the windshield into the corner, the center cord in the rubber seal will have to be removed to allow the rubber to be reformed in the corner and back around the edges of the glass. Once you get the windshield and the rubber seal in place, use windshield glue to attach the rubber to the fiberglass and the windshield to the rubber. At this point you can replace the cord and clean any excess glue. If you don't feel comfortable with handling this repair, please retain the assistance of a professional glass company.

There are companies that can remove and replace the top glass panel over the DS window. However, we have found it is just as cost effective in the long run to replace the entire window assembly that includes the sliding glass window. The whole assembly can be ordered from Tiffin Parts & Service.

Shower Door Binding on 2014 Allegro 36LA

We have had no problems at all with our coach until this past May. The shower door is now binding at the lower part of the frame on the driver side. It binds with a metal-on-metal sound and requires a good tug to close it.

The mounting and the screws are tight. I noticed the corner of the door frame on the driver side appears to have been cut. Is there an adjustment I can make or should this be a dealer repair?

Lane Ramsdell, Harker Heights, Texas

Dear Lane,

This may be a problem that needs to go to a dealer's service department. But first, see if this quick fix works: Loosen the screws on the corners of the frame. With an assistant, pull up on the door away from where it is binding and then re-tighten the screws.

Replacing the Rubber Seal and Repairing the Trip Meter on a 1997 Allegro Bus

I own a 1997 39-ft Allegro Bus and have driven it all of its

140,000+ miles. It has been a wonderful experience. I just bought a new rubber seal for the 14-ft slide-out and would like instruction on how to make the replacement. I am not going to replace the bottom seal, just the flapper on top and the side seals. Do I need to take off the inside fascia or disconnect the hydraulics that make the slide go in/out? The trip meter has stopped working. Is there an easy fix for it? The coach is on a Freightliner chassis. Thank you for the great information you provide in "Serious Tech Talk."

Thomas Griffis, Hartford, Alabama

Dear Thomas,

To replace the rubber seal, do not remove the inside fascia. Let



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the slide out about half way, remove the old seal, and then squeeze the seal into the metal receiver, and glue the ends to be sure they do not draw or pull out later. In regard to the trip meter, you will probably have to change the whole speedometer head to get it operational again. Check with Freightliner to purchase the parts.

Inverter On/Off Switch on 2014 Allegro Breeze

My new 2014 Allegro Breeze (purchased 12-27-14) did not have the inverter on/off switch (over driver's chair next to tank indicators). There was a cover plate over the "hole." I ordered a switch from TMH Parts & Service and took the coach back to Mike Thompson RV in Fountain Valley to have it installed. They said the 2014 Breeze did not have an on/off switch for the inverter. The owner's manual says it has one. Who is correct?

Jerry Shea
Pismo Beach, California

Dear Jerry,
Your Breeze should have a 750-watt trip light inverter that does not have an internal on/off switch. The only on/off switch should be on the inverter itself.

More on Rejuvenating the Batteries After Storage

I have the same problem with my 12v switch that Mike Davis described on page 68, RIS, 12:3. In fact, for a moment I thought I had written that question.

I also have a 34TGA, but it is a 2012. Is this a common problem? Where you said to look for a disconnect solenoid box is correct, but which little box is it? There are a lot of them. An RV technician showed me how to jump it with a 12v cable. Is this OK?

Walter Floyd
Cocoa, Florida

Dear Walter,
The disconnect is not one of the black boxes in this area. It is a large solenoid that will be located on the back side of

the box housing the fuses and the little black relays. Jumping the solenoid is okay if you are very careful to not to come into contact with any other electrical components and cause a short. You must remember to remove the jumper to prevent running down both the house and chassis batteries. It would be better to just replace any faulty or suspicious solenoid as soon as you can.

Reading Allegro's Instrument Panel in Daylight

I have a 2012 Allegro Open Road. During daylight hours, the instrument panel is very difficult to read. Do you have any remedy for this problem?

Jan Williams
Sun City, California

Dear Jan,
This is the instrument panel that comes with the chassis that we buy from Ford. There is no remedy that we can offer. In a car, the instrument panel is more recessed into the dash and the windows are tinted more than those in a motorhome, plus there is a lot more glass in a motorhome. All of these factors add to the difficulty of reading the instrument panel when used in a motorhome.

Adding Steer-Safe to a 2011 Zephyr

We purchased new a 2011 Zephyr QBZ and want to know if adding a Steer-Safe to the coach would help in case of a front wheel blow-out or flat. In the August 2015 edition of Motorhome, page 7, they talk about the Steer-Safe and also the Tyron bands, which I understand is a flat tire safety device for Class A coaches. I checked with two tire stores that did not know about Tyron bands. Do you have an opinion about Tyron bands, as well as where to buy and have them installed?

Ronnie Woods
Vidor, Texas

Dear Ronnie,
The Steer-Safe steering control has been available for a long time. We had experi-

ence with it on our gas motorhomes years ago with positive results. We have not offered the Steer-Safe system on our heavier diesel coaches, including the Zephyr, Allegro Bus, and the Phaeton. As far as the Tyron bands device, some of our larger dealerships are offering it as an aftermarket product. However, I cannot make a statement about it pro or con. You can probably find more information on the Tyron bands on the internet.

Cold Showers Can Be Invigorating, But . . .

We have a 2014 Allegro Breeze 28BR. When dry camping, we try to conserve water by using the shutoff valve on the shower head. The problem we have is the cold water pressure is greater than the hot water pressure. So after closing the valve for a short time, you are in for a very cold shower when you reopen. Our previous RV did not have this issue and we would like to fix it if possible, even though a cold shower can be very invigorating!! Thanks much.

Steve Nelson
Temecula, California

Dear Steve,
I don't know a sure fix for this problem. Adding an accumulator tank in the cold water line could possibly solve or help the problem, but I can't guarantee it.

Intermittent Slide-out Operation

Our 2011 Allegro 35QBA has 6,913 miles on it. At purchase, it had 4,334 miles. Most of our mileage has been to and from the service center. The bedroom slide-out works intermittently and has been a problem since immediately after we purchased the coach. Any suggestions on what to look for and how to solve the problem?

Richard & Beverly Wood
NanOOSE Bay, British Columbia

Dear Richard & Beverly,
Most of the time this type of problem is narrowed down to the slide-out control box or a loose connection close to

it. There is also a safety feature that ties the operation to the emergency brake and the ignition switch. The issue points to a loose connection somewhere in the coach. Finding it is the problem. If the dealer cannot isolate the loose connection, they should contact a Tiffin technician in our in-house service center (256-356-0261) for assistance in isolating the loose connection.

Extending Your Dry Camping Time in a 2015 Allegro

We just bought our first motorhome, a 2015 Allegro 31SA. We love it and have enjoyed it a lot so far. At one campground, we did not have hook-ups and the inverter kicked off, apparently due to the load of the residential refrigerator. Is there a guideline to follow on amps and voltage to prevent this from happening? Are there options to increase the "dry camping time" and keep the refrigerator running? If not, how would we know how long to run the generator and how often?

Tom & Gladys Mazza
Millbrae, California

Dear Tom & Gladys,
The inverter probably kicked off due to low voltage, probably around 11 volts. The only way to increase your "dry camping" time would be to add more batteries, which is not practical because of storage space. The best way to solve your problem is to monitor your battery condition on the panel in the kitchen area. A fully charged battery will read 12.2 to 12.5 volts. Avoid allowing your battery to get below 11.5 before starting the generator to recharge them. It will take 3-4 hrs of run time to fully charge the four batteries.

My 2015 Allegro 32CA Has Three Problems

The first problem I worked through. The button on the entry door did not depress all the way. Therefore, the controller for the step would "think" the door was still open. I put five layers of duct tape on the

door. Now the button goes in all the way.

Second, I lose the satellite signal every time the entry door closes. I have to turn the satellite search on to reacquire the signal. I don't have a lot of confidence my dealer can fix this.

Third, the two-door refrigerator has a

high pitched whine in high temperatures.

Gary Lane
Fountain Valley, California

Dear Gary,
The duct tape should be replaced with a thin piece of metal permanently mounted to give adequate pressure on the button.

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The fact that the satellite signal is disrupted by the entry door closing indicates a loose connection which is probably up in the dome. This should not be difficult for the dealer's technician to trace. The high pitch whine in the refrigerator is probably going to be a 12-volt fan on the back of the fridge that kicks in during hot temperatures. It could be a bad fan or something blocking the fan's operation.

Increasing the Tire Size on a 2010 Phaeton 42QBH

I have a 2010 Phaeton 40QBH with 43,000 miles. Last fall we suffered a left front blow-out with a lot of damage to the fender. It seems that the weight load on the front axle (13,980 lbs) is about the max for the 275x80R Michelin. They require 120 lbs. of pressure per tire. We will be needing replacement of our rear tires soon and would like to up size the fronts to 295x80R like the Bus. Will they fit the Phaeton?

Vincent Janowich
Leesburg, Florida

Dear Vincent,
Without modifying the fenders, the 295x80R tires would rub the fenders. If you had the tires turned and the air system dumped, it would come down on the tires and scratch the fenders.

Max RPMs on a 2008 Allegro Bus

I have a 2008 Allegro Bus with a Cummins ISL 8.9, 425hp connected to an Allison 3000 transmission. The Cummins manual states the engine is governed to 2,200 RPMs. When using the engine brake on hills, it will hit 2,400 to 2,600 RPMs. I have tried using the engine brake in the high and low positions and different gears, but nothing works to control the maximum RPM. The transmission upshifts at +/-2,000 RPM during moderate acceleration. I have received mixed responses from mechanics and drivers. Is this a problem that should be looked into?

Doug Havig
Pleasanton, California

Dear Doug,
I don't think you have a problem. I spoke with a Cummins engineer today and he affirmed that 2,400 to 2,600 RPMs will not hurt the motor. The transmission will automatically shift up before any damage to the engine occurs. In conditions that you described, you have to use the mechanical brakes to help slow the unit down.

An Outside Shower on the PS of TMH Coaches?

Has Tiffin ever considered adding an outside water sprayer (shower) to the PS of its motorhomes? It would be so useful for rinsing off sandy/muddy feet and pets and would be in close proximity to the entry door. It seems like it would not be that difficult to tie into the galley water supply.

Pat McCormick
Hattiesburg, Mississippi

Dear Pat,
The reason we have not put a spray outlet where you suggest is because it would leave water and sand in the area under the awning where it would be tracked into your motorhome. You could put a splitter on your water supply and run a hose under your coach with a grip valve that would give you the convenience you want.

Taking Care of HWH Jacks on a 2008 Phaeton

I purchased a 2008 Phaeton with HWH leveling jacks. When storing the motorhome on a level concrete pad, should I use the jacks to level the coach? Does it hurt for the retraction springs on the jacks to be left in an expanded, stretched position for three to four months? Can I raise the front or rear wheels off the ground (not at the same time) for a week or two? What else do I need to know about the proper use of these HWH jacks?

Glenn LaRue
Lovelady, Texas

Dear Glenn,
Even if the pad is level, go ahead and put the jacks down to take some of the pres-

sure off of the tires as well as the air bags which have been deflated. It does not hurt the retraction springs because they will not be fully extended when you put them down on a level pad. It is not recommended to bring the tires off the ground. Keep the jacks clean and free of grit on the shafts that extend down.

Steering Loose on Allegro Bus with Spartan Chassis

We are enjoying our 2010 Allegro Bus that we bought new. Since we bought it, all issues have been resolved except the steering. The coach was built on a Spartan chassis. Mr. Tiffin authorized an alignment and it was done. Steering is very loose and the coach is awful to drive. Do you have any suggestions about what we could do now? This is our eighth motorhome.

Tony Leombruno
Scottsdale, Arizona

Dear Tony,
Because this is a chassis that was engineered and built by Spartan, any aftermarket add-ons to improve the steering would have to be approved by Spartan. Dealing directly with Spartan is your best option.

Frequent Brake Use in Traffic Sets Off Warning

On our 2010 Phaeton 40QTH, we have had several incidents of the Check Engine Light and a message that says Check Brake Fuse, always while creeping along in backed up traffic for long periods of time while constantly depressing the brake pedal. Once traffic starts moving along everything clears up. At first opportunity I pull over and check my brake lights, but so far they have been working okay. Could it be because of the number of brake lights on this coach and the length of time holding them on? The coach has eight #3057 bulbs, four #912 bulbs in the center light, and two #1157 bulbs on the Jeep. Thanks.

Gerald J. Oliva
Erath, Louisiana

Dear Gerald,
Usually those two alerts come on if you have a faulty or broken bulb or a blown fuse. In your case, this does not appear to be the reason. We are not sure of the cause, but it could be a faulty ground wire not making a good connection.

Light Failures in Curved Switches at Entrance Door

We own a 2010 Phaeton 36QSH and have been very pleased with it. However, like many other owners, we have experienced the lights failing in the curved switches by the entrance door. I had the resistor installed and yet the problem continues. Is there a vendor who can supply LEDs manufactured in the switches to alleviate a costly nuisance?

Bill & Cheri Lemanski
Bridgewater, Massachusetts

Dear Bill & Cheri,
We are not aware of any vendor who has an LED replacement for this size switch.

Resetting the Average MPG on a Freightliner Chassis

I have a 2006 Phaeton 36QSH with a 350 Caterpillar engine on a Freightliner chassis. My question is: How do you reset the Average MPG? I read your answer to the same question by someone who has a PowerGlide chassis and it did not work on my coach.

Earl Hollier
Beaux Bridge, Louisiana

Dear Earl,
As you know, we no longer have a 2006 unit here on our service lot to experiment and answer your question. Please call Freightliner service in Gaffney, S.C. Have the last six digits of your chassis number, and then

call 800-385-4357, press 1 on the first set of options, then 2 on the next set of options. This will take you to the Freightliner RV chassis information center.

Modify Cabinet Over Sink in Allegro 31SA

My comment concerns a letter describing the limited use of the lavatory in the 36LA's half bath. I have a 31SA. The cabinet is positioned out so far over the lavatory that it is nearly impossible to hold your head over it while brushing your teeth. Same problem when you shave and you make a drippy mess.

I removed the cabinet and cut off two inches from the walls on both sides. I reassembled the cabinet, remounted it over the lavatory, and used the two-inch cutoffs as trim to cover the holes in the walls. I am now able to shave and brush my teeth without bumping my head or

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making a mess. Since we lost some cabinet space, I remedied that by building a cabinet just inside the door. I moved the towel ring to the left of the modified cabinet. The new cabinet covered an electrical outlet that is now used as a charging station for our electric toothbrushes. I'm sure your cabinet shop can make this revision look much nicer, and I hope the suggestion helps.

Greg Plank
Sebring, Florida

Dear Greg,
Thanks for the pictures showing the modifications you made to the 31SA's cabinet over the lavatory. I will send your letter and pictures to our cabinet designer for consideration.

Finding Source of Leak in Basement Compartment

I have a 2007 Allegro 34TGA. Water is leaking into the PS basement compartment just in front of the rear wheel. I first thought the leak was coming from the refrigerator. But the fridge was fixed and the compartment is still wet. I now think the leak is coming from a place near the top of the grey water tank because the compartment is wet intermittently. Any suggestions on how to find the leak? The vinyl tiles (flooring) outside the bathroom and in front of the vanity are separating slightly, as if they were creeping. Any idea what is causing this?

David Adams
West Ossipee, New Hampshire

Dear David,
Without knowing the circumstances of when it is leaking and how much, it will be difficult to determine. If you find water only after traveling in rainy conditions, it is probably coming from the rear tires throwing water through the seams of the storage compartment. This can be solved by sealing the top and side seams with a good caulk, inside and outside of the box.

Vinyl tile after experiencing several temperature variations from cold to hot

will change size slightly through the years.

Airbag Leveling and Inverter Use in the 2012 Allegro Breeze

After we park our 2012 Breeze 32BR and deploy the air bags to level it, I can feel the coach almost "bouncing" when my husband is walking around inside. Is there anything else we can do to stabilize it?

We always turn off the inverter when the coach is not plugged in as it uses up the battery. Is the switch below in the compartment the only way to turn it off? Is there any place to turn it off inside the living area?

Mary Walker
Payson, Arizona

Dear Mary,
With the lighter weight of the Breeze coach and the air bags being used as the leveling mechanism, there is not a way that I can recommend to better stabilize it that would not create other problems. The only ON-OFF switch for the inverter is on the inverter itself.

"Tiffin, You Build Them Well."

My 1989 Allegro has more than 90,000 miles on it. I traveled all over the USA. Everything still works good and needs no repairs. Even the curtains still look like new. I retired in 1979 and have been on the road more than half the time. Even the outside walls look okay. So I can say, "Tiffin, you build them well. Thanks."

Donald M. Berreth
Mission Viejo, California

Dear Donald,
Thanks for the kind words and the good report on your motorhome. We hope you continue to get many more years of enjoyment from your 1989 Allegro.

Stabilizing the Ford Chassis

I read with interest the article from Ron White in the Summer 2015 (12:3) issue of *Roughing It Smoothly* about stabilizing the 2014 Allegro 34TGA. I would like to stabilize my 2014 31SA. Is there a service

center in the Knoxville area comparable to Henderson's Line-up, Brake, and RV in Grants Pass, Oregon? If not, can the Tiffin Service Center in Red Bay do the job? I am only five hours away.

Ron Mahaley
Rockwood, Tennessee

Dear Ron,
I am not aware of a company in the Knoxville area that specializes in stabilizing the Ford chassis using the same aftermarket equipment that Henderson uses. There is a local company here in Red Bay that can install the Sumo Springs and the Koni shocks. But the key to getting the results you want is probably the whole package that includes the rear sway bar and the rear track bar.

Suggestions Regarding Our 2014 Allegro 31SA

We are satisfied with our 2014 Allegro 31SA, but we do think the water pump should have remained in the utility service bay. Where it is now located on the opposite side of the coach next to the water tank makes it necessary to have two people to winterize the unit: one person to hold the antifreeze container while putting it into the water system and another to turn the faucets on/off.

We agree with the comment in the Winter 2015 issue about the poor location for the switches for the porch lights. Could they be raised to the level of the screen door opening? This would improve access from both outside and inside the coach.

The access is extremely tight on either side of the queen bed when you are making it up. We recommend a north/south bed, put the TV on the wall (opposite the bath), and put the wardrobe, drawers, and vanity in the slide-out.

Tom & Flo Oellerich
Athens, Ohio

Dear Tom & Flo,
Having the pump on the PS of the coach is not a problem in itself. We need to devise a better winterization system which

is something I will take to the engineering department.

To elevate the switch panel to the location you prefer would be a major wiring retrofit. This is a concern that has been mentioned occasionally and we will take a look at a redesign.

The north-south bed would certainly make it easier to make it up. With a N-S queen bed, you would have 18 inches on either side left for access and for bringing in the slide-out. To get adequate closet depth for hanging clothes you need 24 inches depth.

The Chattering Transfer Switch

I read "Serious Tech Talk" in every issue of *Roughing It Smoothly*. Your column is a good source of information and tips about the operation of our motorhome.

We own a 2013 Allegro RED 34QFA.

Several owners have written about a chattering noise in the transfer switch. We had that problem and after several trouble shooting attempts, we replaced the entire switch. Since the problem seems to occur with some frequency, my purpose in writing is to tell you that TRC, the manufacturer of the switch, does not sell the circuit board or any other parts separately to make a repair. The entire switch must be replaced. I hope this helps you advise any future owners with switch "chattering" issues.

David Abrecht
Los Osos, California

Dear David,
TRC may have a policy of not selling the circuit board and parts separately, but Tiffin Motorhomes does have the board and

parts that can be purchased separately.

Malfunction of 12v Disconnect Switch in 2010 Phaeton

We purchased a 2010 Phaeton 40QTH in December 2014 and absolutely love this coach. It is our first coach and we plan to travel in it for a long time.

We stored the coach for several short periods in an enclosed storage building. As instructed, we turned off the 12v switch by the entry door. On our second storage, the 12v disconnect switch would not disengage. I called the Tiffin Service Center and was told to check the 12v circuit breaker located in the last compartment on the PS to see if it was tripped. It was tripped, I reset it, and all worked well again.

After another trip, the coach went back

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to the storage building. The 12v disconnect switch would not disengage, but this time the circuit breaker had not tripped. Since I could not turn off the 12v disconnect switch, there was a significant draw on the batteries, enough to prevent me from starting my generator until I had plugged into shore power for 24 hours. Now I am turning off the master kill switch in the house battery compartment when storing the coach even for short periods of time. If you can provide any guidance or recommendations to resolve my issue, I would greatly appreciate it.

Bill & Marita Barwick
Lawton, Oklahoma

Dear Bill & Marita,
In the same compartment where you found the 12-volt circuit breaker, there is a solenoid labeled "12-volt disconnect solenoid." This solenoid needs to be replaced and that should fix your problem.

Excessive Voltage in the 12v System of 2008 Allegro Bus

I own a 2008 Allegro Bus 42QRP on a PowerGlide chassis. In the last few years, I have had issues with the RV Comfort ZC thermostat locking up. I have changed the thermostat and the roof AC units trying to resolve the problem. After trouble shooting with the AC manufacturer, we found that I have excessive AC voltage in my 12v system. I have a constant 26.5 volts in the 12v system. Even with the inverter and the roof-mounted solar panel turned off, the system is still producing the extra AC current. Do you have any idea what is going on here? I just replaced the house batteries with new ones.

Doug Hall
Edmonds, Washington

Dear Doug,
It sounds like your batteries were hooked up incorrectly when you had them replaced. If they are 6-volt they should be hooked up in series with negative and positive being jumped. If they are 12-volt batteries, they should be hooked up in

parallel with all negatives hooked together and all positives hooked together.

Phaeton's Macerator Toilet Shuts Off When Black Tank is 2/3 Full

I enjoy reading "Serious Tech Talk" in every issue of *Roughing It Smoothly*. I have a situation with our 2014 Phaeton 40QBH. As you know, the toilet in the master bath has an electric macerator control. When the monitor on the black tank reaches 2/3 full, it disables the macerator toilet until the black tank is emptied. The toilet in the half bath can be flushed many more times before the black tank monitor registers full. Is there a malfunction in the macerator toilet control monitor or was the system designed this way? This problem has existed since we bought the coach in June 2014.

Lonnie Copps
Bentonville, Arkansas

Dear Lonnie,
The macerator toilets do have a shut-off before the tank gets completely full. The macerator pump forces the sewage into the holding tank. If the tank were to get full, the pump would force the sewage up the vent pipe and you would have sewage on the roof. So, the two-thirds cut-off point is a safety factor.

Tightening the Topper Material Over the Slide-outs

I have a 2007 Allegro Bay FRED 37QDB. I bought it new and have enjoyed it very much. Over the years, the topper material on the slides has developed some slack and is sagging. I need to tighten the material and eliminate the slack. Please explain how to do this. Thank you so much for the years of service and assistance you have provided to Tiffin RV owners.

Wayne L. Vincent, Sr.
Polk City, Florida

Dear Wayne,
The topper drum is under pretty high tension. This repair should be made by one of our dealers or a professional ser-

vice center. It is possible that the material has stretched and should be replaced.

Diesel Odor in Cockpit of 2014 Breeze 32BR

I have a 2014 Allegro Breeze 32BR. When I am underway out of the clear blue, diesel odor fills the coach. It happens when there are no trucks in sight, there are no tail winds, and all the windows and vents are closed. The odor comes in about two hour intervals. I think it has something to do with the exhaust regen system. If so, what can be done about it? The coach has 18,000 miles on it.

Thomas J. Lesniak
Wallingford, Connecticut

Dear Thomas,
The problem does sound like it is linked to the regen cycle. When it goes through regen, it uses raw diesel fuel that is sprayed into the exhaust to burn up the carbon. It could have a leak between the turbo and the particulate filter. This is probably where the odor is coming from. I recommend you take it to Connecticut Motorcars and Coaches in Plainville, an authorized PowerGlide service center. Your coach is under warranty for this repair.

Three Suggestions from a 2014 Phaeton Owner

We bought a 2014 Phaeton 36GH last year and we love it. It is our fourth motorhome and definitely the best one we have owned. Here are three suggestions for improvement.

The stairs in the step well could be made so that it is easier to sweep out the sand and dirt. The tread on the stairs runs lengthwise. If the pattern had grooves running both lengthwise and widthwise, it would be much easier to sweep stuff out the door. Also, the door frame is higher than the bottom step, making it difficult to sweep out the bottom step.

The cabinet in the bedroom that contains the electronic equipment has a fan that runs continuously. When the elec-

tronic equipment is off, there should be a switch to turn the fan off. It is difficult to get to sleep sometimes with that fan running. There should be hinges on the cover to that compartment.

The front windshield gets full of smashed bugs after a day of driving. It is hard to clean them off without a ladder. You can extend the generator slide-out and, with a couple steps in the right places, stand on top of it to wash the windshield.

I love your column in *Roughing It Smoothly*.

Mark Dugopolski
Ponchatoula, Louisiana

Dear Mark,
Thanks for the suggestions drawn from the experience you have had with your coach. I would caution our readers about standing on top of the generator to wash the windshield. A person who is nimble and light could probably do it safely. But

the older we get, the less nimble we are. I suggest keeping a wash brush on an extendable rod stored in your storage area to wash the windshield.

"Fresh Cab" Gets Rid of Pests

We saw the article from Ron Messenger, RIS, Spring 2015 (12:2), concerning mice. We use a product called Fresh Cab. It's a rodent repellent made of botanicals that mice, spiders, and bugs find offensive (pleasant odor to humans).

We live on a 160-acre ranch in a rural area surrounded by a national forest. We put a pack in our tractors, 4-wheelers, and our 2010 Phaeton. It comes four packs to the box. I put a pack in the basement slides, in the wet bay, electrical compartments, and the generator compartment. We store the Phaeton in a bus garage and keep Fresh Cab in it year round. I have never had a problem with pests. A four-

pack box can be purchased at most farm stores for less than \$20. We hope someone will find peace of mind from this suggestion. Keep on roughing it smoothly! We love "Serious Tech Talk."

Debbie & Jerry King
Summersville, Missouri

Dear Debbie & Jerry,
Thanks for relating your experience with Fresh Cab. I feel sure our readers will want to try it.

Inverter Seems to Power Only Items on the Passenger Side

I own a 2014 Allegro RED. After getting many of the bugs worked out, it is a great motorhome.

When I turn on the inverter for traveling, the light comes on, but after a few minutes it goes off. The PS still has power indicated by the refrigerator being on. The microwave works and the water pump

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light is on. The DS outlets have no power even when the inverter light is “on.” The Tiffin Service Center checked the inverter and all of the associated parts that may have caused this, but they could find no problem. We left Red Bay, turned on the inverter, and the light went off after about 30 minutes. The refrigerator still had power as well as the other PS outlets.

I don’t know if this is cause for concern. As long as the refrigerator stays powered up while we are traveling, I can live with the light being out. But I wanted to know if you had ever heard of this problem before.

Jay Grigsby
Brookeland, Texas

Dear Jay,

After several minutes, if no function is selected, the back lighting goes off automatically. This saves power and prevents it from being a nuisance at night if it was out in the open. Once you touch the controls, it will come back on.

Solar Panels for the Allegro RED

My wife and I purchased an Allegro RED two years ago and are very happy with it. We tow a GMC Canyon and have no problems at all. We are averaging 10 mpg. Before the RED, we owned an Allegro Breeze that we kept plugged into a 30-amp circuit in our home. We found with the RED that we cannot keep the 50-amp service on continuously because of the rise in cost for the stand-by electric for the RV. I shut off the power both to the chassis and house batteries. I usually run the engine once a week to charge the batteries.

I am considering solar panels to trickle charge the batteries. I understand I would need two sets of solar panels. Do you consider this a good option? If I added solar, what would be the best size solar panel

to buy for the size and amperage of the batteries? Thanks for taking the time to answer my question.

George Williamson
Wilmington, Delaware

Dear George,

Turning off everything in the motorhome and using just enough power to charge the inverter will make this option economical. Adding a solar panel is a viable option. Using a 120- to 150-watt panel should be sufficient to keep your batteries charged. However, once you evaluate the cost of buying the solar panels and installing them, the cost of electricity will be considerably less than the solar.

Unclear Cable Reception in 2014 Allegro RED

After owning our 2014 Allegro RED 33AA for about 10 months, we discovered that the cable TV inputs do not work properly. We never get clear reception when the incoming cable at a campground is plugged into either of the ports in the plumbing bay. We found there are two loose coax feeds in the electronics cabinet in the bedroom. The enclosed picture reflects the condition of the coax cables as delivered to us by Reines RV. Is there a piece of equipment missing? Why will our TVs not receive direct cable input?

Charles & Jessica Wright
Shermans Dale, Pennsylvania

Dear Charles & Jessica,

Not knowing what you have and have not tried at this point, once you hook up your outside cable, make sure your antenna booster is turned off (green light should be off). Then go to the menu and reprogram the TVs for cable reception. If you still have poor reception, you probably have a faulty connector on the coax you are using to hook up your coach to

the campground source. You should also check the connector behind the booster (the panel that has the green light).

Sewer Odor in 2014 Allegro Breeze 32BR

In the Spring 2015 issue of RIS, you responded to Mary Walker’s problem with black tank odor by suggesting that she remove and replace the vent cap inside the bathroom vanity cabinet.

I have a 2014 Breeze 32BR but my vent cap is almost completely flush with the underside of the countertop. There is not enough room to unscrew it and lift it off before it hits the bottom of the countertop. What should I do?

Ken Manning
LaGrange, Georgia

Dear Ken,

To be sure the odor is coming from the vent cap, take a zip-lock bag, slide it over the vent, and tape the edges tightly to the vertical pipe. If this solves the problem, the vent will have to be cut off, replacing both the male and female parts of the assembly. If taping off the vent does not solve the problem, check on the roof and see if the vent pipe is tightly sealed to prevent gas from going back into the coach.

Replacing the Passenger Window on a Phaeton

We purchased our 42-foot Phaeton in 2013 and traveled many miles in it. My wife enjoys the scenery of this beautiful country from her passenger window, but a large part of the view is blocked by the screen frame and the window latch. Can this assembly be replaced by a solid glass window?

Brach & Marian Johnson
Bismarck, North Dakota

Dear Brach & Marian,

You can replace it with a solid glass window, but you will have to install a complete window frame to do it. This unit (frame and window) can be purchased from the Tiffin Parts and Service Center.

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