

Roughing It Smoothly[®]



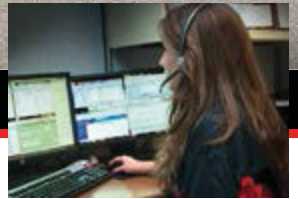
IN THIS ISSUE

- **The Phaeton 40 IH-XSH**
- **Destination: Myrtle Beach**
- **The Henry Ford and Greenfield Village**

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Roughing It Smoothly®

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26

Departments

President's Corner	4	On the Road with Dave & Terri	46
Tiffin Allegro Club News	18	Dealer Profile	48
Tiffin Management Team	22	Northside Family RV	
Wayne Williams: Director of Operations, Tiffin Service Center		News You Can Use	56
Traveling with Your Pets	38	From the Road	58
Owner Profile	42	Serious Tech Talk	72
Bob and Lauri Craig		Cover: The replica of Independence Hall at The Henry Ford	



6

Features

- **Tiffin's Bold Move into Cutting Edge Technology**
A Review of the 2018 Phaeton 40IH-XSH
See page 6
- **It's a Destination: Myrtle Beach**
See page 26
- **The Henry Ford Museum and Greenfield Village**
See page 60



60

Roughing It Smoothly circulation jumps to 85,500 printed and online magazines.

Over 30,000 Tiffin owners are now receiving *Roughing It Smoothly* through the U.S. and Canadian postal service. Over 42,000 have chosen to read *RIS* online at the Tiffin website. Our dealers are distributing 13,500 copies in their showrooms. *Roughing It Smoothly* is in its 14th 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. We do not return color prints or manuscript. You can also send your "From the Road" contribution by email to fredthompson1941@hotmail.com You may attach your images to your email. Images should be at least one megabyte in size. On the subject line of the email, please write FROM THE ROAD.

Advertisers

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Please use the enclosed change of address card in this magazine which is pre-addressed to the publishing office in Monroe, Georgia. You may change your address online by sending an email to riscoa@hotmail.com First, enter your old

address as it appears on your magazine label. 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 RISStechtalk@gmail.com **If you need an immediate answer to a service problem, you should call 256-356-0261.**

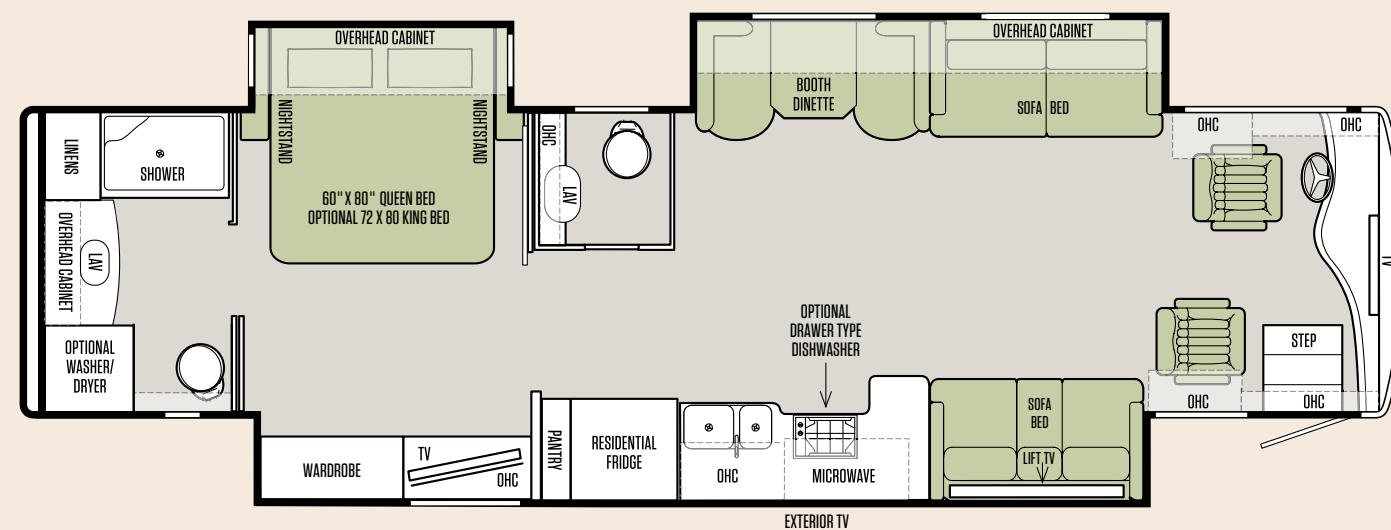
New Subscribers

If you have just purchased a new Tiffin motorhome, your name will be added to our mailing list automatically. If you purchased a pre-owned Tiffin motorhome, send the year, brand, length & floorplan, your name and address, and VIN to *Roughing It Smoothly*, PO Box 1150, Monroe, GA 30655-1150.

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The 2018 Phaeton 37BH is now shipping to dealers.

The 2018 Phaeton 37BH offers a luxurious bath and a half in a 37-foot coach. The entertainment center exceeds any coach on the market in the same price point. The 37BH is available as an all electric motorhome with Aqua-Hot, induction cooktop, and heated floors.



West Virginia: Bigger Than The Map

by Bob Tiffin

Sometimes change results in surprises—and pleasures—you never really expected. That happened for Judy and me when the Allegro Club's summer rally was moved from an earlier planned location to Lewisburg, West Virginia. When you study a map of the U.S., West Virginia looks pretty small. But going to the rally we had on the state fairgrounds at Lewisburg gave Judy and me a chance to tour some West Virginia roads and see how *big* this "small" state is in terms of historic and scenic attractions.

Views from mountain tops down into river valleys and vice versa are simply awe-inspiring. They call it the "Mountain State." Though we had little time to stop and explore, we enjoyed driving and planning the stops we would make when we can come back for a longer visit. West Virginia's wild mountain country, densely-forested wilderness areas, and fast-running rivers truly make it, as John Denver sang, "almost heaven" for hiking, biking, camping, rock climbing, whitewater rafting, boating, and fishing in summer. In fall, we *know* all the hardwoods will become a continually changing scene of many vivid colors. In winter, we learned, ski resorts attract thousands to their slopes for skiing, snowshoeing, and snowboarding.

There are many reasons we'd like to revisit someday in a motorhome with some time to spare. For openers, we found that good RV parks, some of them outstanding, are available near most attractions



Bob Tiffin addresses owners at opening rally

in the state. If you pull a tow vehicle, we'd suggest hooking up your RV in a good park and touring in your tow car.

In addition to all the natural attractions, you'll also find delicious food and entertainment ranging from traditional mountain music to serious theater. The storied Greenbrier, a world class resort in White Sulphur Springs, was only a few miles east of the Allegro Club rally's campground. This magnificent 710-room resort has for over 235 years welcomed guests, including royalty, presidents, and industry's chief executives to its warm mineral springs. Spa visits still are popular but only a small part of what



New River Gorge Bridge

Greenbrier is all about. Indoors, there are 20 restaurants and lounges, plus 36 retail shops and boutiques.

On its 11,000-acre site, Greenbrier offers an executive championship golf course. Also on the grounds is a massive underground bunker originally meant to protect the president, his cabinet, and the United States Congress in the event of attack during the Cold War. Then secret, code named "Project Greek Island," it is now open to visitors.

We found antique stores and most all kinds of shopping, especially in the small towns along both major interstates and the back roads of West Virginia. Owned



Greenbrier Hotel and Resort

by the state, Tamarack is a uniquely designed structure located in Beckley at exit 45 off I-64 that showcases the best of West Virginia's cultural heritage, hand-crafts, fine art, and music. Artisans offer on-site demonstrations as they demonstrate blowing glass, designing and making jewelry, metal creations, and all sorts of native crafts. Music, theater, dance, and storytelling performances often are presented in Tamarack's 178-seat theater.

West Virginia has 36 state parks, including 18 with RV hook-ups, 10 with lodges, and five having resort status; two rails-to-trails for bicyclists and hikers; the Harper's Ferry National Historical Park; two National Scenic Rivers (New River and Bluestone); one National River Recreation Area (Gauley); the 900,000-acre Monongahela National Forest; seven state forests; and five National Scenic Byways.

Since our time was limited, most of our touring was along the Midland Trail National Byway and some off-shoot roads, including U.S. 19 which we followed across the New River Gorge Bridge, 876 feet above the waters below. That *was* an experience! The 3,030-foot-long roadway across the gorge is supported by a steel arch 1,700 feet long, longest in the western hemisphere. The roadway, four lanes with a center divider, is 69.3 feet wide. The bridge is third highest in the U.S. If crossing the bridge in a motorhome seems risky, imagine what it's like on Fayette County Bridge Day, the third Saturday in October, the only day foot traffic is allowed on the bridge. Daredevil para-

chutists happily jump off and float down to the waters below and fearless rappellers dangle over the side on Bridge Day.

The Canyon Rim Visitor Center just north of the bridge displays museum exhibits and a slide show illustrating how the bridge was built. The bridge was completed in 1977.

The Midland Trail Byway follows the Kanawha River eastbound out of Charleston on U.S. 60, then snakes along the New River Gorge. Only some 30 minutes east of Charleston, we stopped to see Kanawha Falls where there's also picnic grounds and fishing. A little farther east, signs marked a trail to Cathedral Falls but we did not stop. From there, the drive climbed high above New River. Numerous overlooks allowed tremendous views of the river, the gorge, and surrounding mountains.

We pulled into Hawk's Nest State Park some 10 miles west of the bridge over the New River gorge just to enjoy the dramat-

ic view it has of the river and sheer limestone cliffs lining it. A tram at Hawk's Nest can take visitors down into the gorge where a marina has paddleboats for rent.

Returning to the Midland Trail Byway after crossing the New River Gorge Bridge, we drove for 50 miles through country dotted with sheep, cattle, and horses before reaching the Allegro Club Rally at the state fairgrounds. We found Lewisburg itself much to our liking with many 18th and 19th century homes. The old part of town is a national historical district.

The Greenbrier Hotel and Resort, only 10 miles east of Lewisburg, is definitely worth visiting. At least 26 U.S. presidents have stayed here, a recommendation few resorts can claim.

Our own brief tour in West Virginia left us anxious to come back and explore the areas we missed. The Mountain State certainly ranks high in our book as a beautiful place to visit! **RIS**



Tamarack



Tiffin's Bold Move into Cutting Edge Technology

A REVIEW OF THE 2018 PHAETON 40 IH-XSH

Text by Fred and Carolyn Thompson
Photography by Constellation Imageworks

When the 2018 Phaeton 40 IH-XSH emerged from the final finish department in late May, Tiffin Motorhomes quietly committed itself to a splurge of new technology that would soon turn heads in the luxury Class A motorhome market. The manufacturing success of the first prototype brought on high-fives throughout the company's Red Bay manufacturing facility.

The subtle changes may not be noticed when RVers first walk through a new 2018 Phaeton, Allegro Bus, or Zephyr and try to absorb and

appreciate the beautiful interiors. But when a savvy sales associate demonstrates the 7.75 × 6-inch wall-mounted primary control panel near the middle of the coach, new shoppers will likely become new owners. The software is designed to treat the entire coach as an *environment*. The motorhome can be programmed with owner preferences through choices made in six major folders and many sub-folders. The most outstanding feature is user-friendliness. Using the software is an intuitive discovery process and it is not intimidating.



The 40 IH's Living & Dining Area

Before we dive into the exciting new technology, let's take a look at the coach itself. The 2018 Phaeton 40IH-XSH and the 2018 Phaeton 44OH have the distinction of being the first two floor plans to be built on a custom-designed, raised-rail PowerGlide chassis. The six inches gained with the raised rails facilitate a level porcelain floor from the firewall to the rear cap. No more step up to enter the rear closet or bath.

DÉCOR: STERLING WOOD: MOCHA

The Sterling interior décor, the Mocha wood stain along with a well-chosen wallpaper, and the light brown solid surface countertops make this coach one of the most attractive we have ever reviewed. The fascia designs show good choices in materials and demonstrate both artistic design and excellent carpentry. We also thought the backsplashes in the galley did a nice job of complementing the colors in the countertops.

WALK-ABOUT SPACE

Because Tiffin's slide-outs are so deep, the interior "walk-about" area is absolutely spacious. The living-dining area measures 21 feet from the dash to the bedroom's sliding door, and

Our lingo: To conserve space, we use acronyms for frequently used words. SSCT = solid surface countertop (similar to Corian). PS = passenger side. DS = driver side. We describe places in the coach using a north-south (N-S) orientation. South is the dash, north is the rear cap. A bed slide-out has an east-west (E-W) orientation.

12'10" across between the slide-out walls. The "walk-about" space is 6'6". We can do our morning stretch routines simultaneously without bumping into each other.

WE ENJOY OUR GUESTS

Having guests over is a great experience in this coach. The Flexsteel sofa-bed seats three. Two can stay overnight on the comfy Flexsteel air-coil queen-size hide-a-bed. Both the driver and passenger chairs can do a 180-degree spin for two more seats in the living room. The recliner with leg lift plus two big comfortable dining chairs brings us to eight. An optional coffee table brings your hospitality rating up another 10 points.

The dining area is pretty neat, too. We love the huge 18 x 73-inch credenza which becomes a buffet when more than four arrive for dinner. We bring along six folding dinner trays in the basement for those occasions. They also come in handy when I need an extra space for editing. When it's just four, our 40 x 25-inch dining table works great. Avoid crowding the dining table by placing the vegetable and salad serving bowls on the credenza. There is even a pop-up electric stick to plug in a warming plate.

TV ENTERTAINMENT

TMH makes sure that every coach it builds can be equipped with maximum entertainment. This coach has four LG televisions as standard equipment: one 55-inch and three 42-inch units. The forward section of the PS slide-out is the entertainment and comfort zone for the 40IH. The vertical cabinet lo-



cated just under the large forward window conceals a 55-inch HDMI television with surround sound. The TV rises from its cabinet at the touch of a button and is framed by the window's valance. The LG entertainment system supports full HD as well as a wide variety of programming including Bluetooth, BluRay discs, DVD video disks, and USB 2.0.

Built into the front sidewall of the slide-out, a cabinet finished with SSCT houses the optional Dimplex electric fireplace. A very comfortable rotating recliner with leg lift (optional) fits into the remaining space under the television. It slides out easily on its base for repositioning anywhere in the living area. Another 42-inch TV is centered over the dash, offering a second station if you are trying to keep up with multiple games during the Fall football season. With two additional 42-inch LG units, you can move your TV entertainment to the bedroom or outside under your awning where a sound bar enhances the music for dining under the stars. A three-month free trial from Sirius-XM is available to try out your favorite music on the Kenwood AM/FM stereo with four overhead speakers. Two USB ports are available to load your own music collection. Rand McNally navigation software (MSRP \$870) can be installed on the Kenwood system.

WORKING ON THE ROAD

Tiffin takes the dinette, adds an 18 × 73-inch credenza, and creates a dining table for four, a computer desk, and a filing cabinet plus two drawers. First appearing on TMH coaches in 2006, the “dinette/computer workstation” (MSRP \$870) quickly became one of Tiffin’s most popular options and was widely copied by competitors. On the south side of the dining table, the workstation features a slide-out tray for your auxiliary keyboard

while your laptop rests atop the credenza. If you use one of the thin Chromebooks, it will slide in and tuck away out of sight. Below the Chromebook, double doors open to a second slide-out tray for your travel printer. A 110v outlet in the wall under the credenza will provide power for both units.

Under the dining table, two doors open to four cubic feet of storage space. On the north side of the dining table, two deep drawers provide storage for office supplies. A filing drawer with rails for hanging folders completes the workstation. We have enjoyed using the workstations on Tiffin coaches over the years. Many of the magazine stories for RIS were written at one of these well-designed business centers.

STORAGE IS IMPORTANT IN THE LIVING AREA

Tiffin’s STORE-IT-ALL ASSURANCE™ states the company’s commitment to provide ample storage in every coach it builds. On the DS forward slide-out, you will find 14.4 cubic feet of storage in deep cabinets. On the PS slide-out over the dinette, the cabinets are designed for dinnerware service and supplies with 7.2 cubic feet of storage.

WINDOWS: BRINGING THE OUTSIDE INSIDE

We really like the enormous windows in the living-dining area of the 40IH. On the DS just above the sofa-bed, we enjoyed a great view of the nearby 12th hole of the golf course adjacent to our RV resort. The windows on the DS have retractable individual awnings (standard equipment). The coach’s windshield is a picture window in itself. At 98 inches wide and 52 inches high (viewable area), it is larger than any window in our brick & stick house. The two windows in the PS slide-out overlooking



our patio are 54 and 56 × 18 inches. On really sunny days we have to deploy the 24-ft. awning.

LEDs FOR THE EVENING

The lighting engineers must have discovered electrical sunlight. Lighting for any activity is superb. There are 33 LEDs in the ceiling of the living-dining area, plus three sconces, two directional lights over the sofa, courtesy lights in the galley toe-kick, and rope lights in the recessed ceiling.

Comparatively, the bedroom is subdued with six ceiling lights and two sconce reading lights. Rope lights in the toe-kick of the two chests of drawers provide dimmed lighting when you are watching TV. The half bath brightens up with just two ceiling LEDs compared with eight in the master bath.

The Galley

If you are serious about your diet and good health, you will insist on a fully appointed and well-designed galley. We had the opportunity in 2015 to meet Al and Betty Boysen in Tampa when they agreed to an owner profile story for RIS. Al retired in 1983 at 58 and Betty followed his example, retiring in 1986, also at 58. In 1987 they sold their home and bought a Class A coach. In December 1989 their full-timing plan was interrupted when Al had severe chest pains while volunteering with Habitat for Humanity. After four bypasses and a full recovery, they stuck to their plan and got back on the road. Over the next 28 years, they owned 12 coaches, including several Tiffins. In 2015 the couple bought a new Allegro Open Road as Al was turning 90.

Betty noted they rarely ate out following Al’s recovery. “I made it my mission every day to prepare healthy meals. You cannot depend on the quality of the food and its preparation when you dine in a restaurant,” she said. “I am very careful of what I buy in a supermarket to use in preparing our meals.” Betty made sure each motorhome had a well-designed galley to make it possible for her to prepare and cook nearly all of their meals. We would all do well to follow their example.

So what makes a well-designed galley? (1) Plenty of countertop space for food preparation. (2) Solid surface countertops that are impervious and can be thoroughly cleaned. (3) A double stainless steel sink with a sprayer to clean and prepare your food for cooking. (4) A residential, full size microwave/convection oven. (5) A cooktop with the technology to provide variable heating from simmer to full 400°. (6) A fridge that offers 0° freezing and 38° standard refrigeration. (7) Two or more 110v outlets for other cooking appliances and tools. (8) Plenty of storage to allow purchasing in bulk.

How does the galley in the 40IH measure up to those standards? The galley is 6'9" wide with an average depth of 33 inches. The island slide provides another SSCT measuring 14 × 28 inches. Four LEDs flood the galley with light. After you subtract the area for the cooktop and the sink, the chef still has seven square feet of counter space. When the sink and cooktop covers are in place, the surface area is over 21 square feet and is easy to clean.



Tiffin selected a top brand, single-lever, high gooseneck faucet with extendable sprayer to service the double stainless steel sink. The left sink is smaller and shallow for vegetable cleaning and dish rinsing. The right one is large and deep for big items.

TMH has used the Sharp Carousel microwave/convection oven for more than a decade. You can bake biscuits, cakes, cookies, casseroles, and roasts in a convection oven. It is energy efficient, reduces cooking time, and bakes more evenly as the turntable rotates. TMH went high-tech three years ago with the introduction of the True Induction double burner cooktop with a stainless steel multi-ply gourmet cookware set. It reduces cooking time, maintains accurate temps, and changes temps on demand per recipe instructions. You may be able to use your current cookware if a magnet will stick to the bottom. Cooking heat can be removed quickly by the exhaust fan directly over the cooktop that is vented to the outside. The galley area is also served by a 3-speed exhaust fan in the ceiling.

Until a few years ago, many owners just could not imagine a dishwasher being an option in a motorhome. Mom cooked and Pop washed the dishes. Camping was an equal opportunity experience. But motorhomes became residences and amenities flourished. As an option, Tiffin has offered the Fisher & Paykel



dishdrawer for many years. In the Phaeton, it is an oft-selected option [MSRP \$1,378].

The bottom slide-out freezer is located in the best possible place in the Maytag refrigerator. In the 20-cubic-foot unit, Maytag allots 4.5 CF to the 0° freezer and 16.5 CF to the 38° fridge. A through-the-door dispenser offers cold water and plenty of ice in addition to a temp monitor for both the freezer and the fridge.

Tiffin located three 110v outlets in the full-height backsplash for favorite appliances. One owner we know always brings her KitchenAid mixer. Blenders and toaster ovens are regulars, and there is plenty of cabinet space to store them.

GALLEY STORAGE

TMH designers keep Bob Tiffin's storage policy thumbtacked to their office bulletin boards — the STORE-IT-ALL ASSURANCE™. Perhaps it applies here more than any other area in the coach. Just above the sink, a double-door 5.25 cubic-foot cabinet sets to the left of the microwave/convection oven. The lower half of the cabinet features a slide-out box-drawer that measures 22" wide × 18.5" long × 5.5 inches deep. To the right of the oven, a 2.75 cubic-foot cabinet also has a slide-out drawer.

The galley's lower cabinetry is equally impressive. Under the sink you will find five cubic feet of storage. Under the dishwasher, TMH designers finessed a large drawer for storing the four special pots and pans required for induction cooking.

On the north end of the galley cabinetry is a stack of three drawers. The top drawer is sectioned and ready for your table cutlery. The next two are sized for kitchen utensils, hot pads, dish towels and the like.

The stack of drawers in the island slide-out is a jaw-dropper. Two drawers are 26 inches long, 8" wide, and 3.5" deep. A third matching drawer is 5.5 inches deep.

The knockout punch for galley storage is the six-foot-high pantry slide-out. Six shelves are each 6.5 inches wide and 27 inches long. Shelf positions are selectable inside the slide-out frame. Each shelf has two metal retaining bars on either side to prevent cans and boxes from tumbling out.

Controlling Your Environment

Tiffin Motorhomes partnered with Spyder Controls Corporation of Alberta, Canada, two years ago to begin a collaborative development of software that focuses on the motorhome as an environment. Six white icons on a black field are located just below the 6 × 3.375-inch interactive display. Each icon represents a primary folder containing several sub-folders. The six primary folders contain set-up information and owner preferences: Home, Lighting, Power, Climate, Slides, and Settings/Diagnostics. Using my finger as the stylus, I selected the Home folder. It provides an initial entry point to the remaining five primary folders.

By touching LIGHTING, the screen opens with options to



control the exterior lights (door, porch, road, and awning) plus 10 light sequences in the main living-galley-dining area. A third sub-folder BED / BATH LIGHTS opens all of the lighting options in the half bath, bedroom, and full bath. The LIGHT MASTER provides a one touch switch to turn OFF all of the lights currently ON in the coach. And reciprocally, to turn the selected lights back ON.

The controls for heating and air conditioning are located in



the lower left quadrant of the HOME folder. Touching either of the three interior zones will bring up a sub-folder that presents the controls for each zone. In this particular instance, the AC for the rear and front zones was ON and set in the AUTO position at 74 degrees. The mid zone AC was turned OFF. As you would have seen on the three previously employed separate Comfort-Aire controls, this single screen presents controls for the HIGH and LOW positions of FAN ONLY as well as the HEAT PUMP and the FURNACE. The “furnace” setting is the Aqua-Hot heating system that warms the coach as well as heating its unlimited supply of hot water. The heating sensors for warming the coach are located in the front and rear, and consequently there is no temp setting for the Aqua-Hot in the display’s MID section. The



temp control setting is located just above the red triangle, and the actual temp is to the right of the section label.

Across the bottom of the CLIMATE folder, you will see Aqua-Hot’s power source: diesel or electricity. In either case, the Aqua-Hot unit heats on demand a transfer fluid that is pumped to six heat exchangers similar to small radiators. Air is quietly blown over the radiators to warm the air evenly throughout the coach. You can choose different temperatures for the bedroom-bath



area and the living room-galley area. If you use the diesel option, the Aqua-Hot system produces warmer air faster and hotter water as well as a continuous, unending flow of hot water when you are in the shower.

If you purchased a Phaeton, Allegro Bus, or Zephyr with the optional heated tile floors, you may select one of five heat levels in the lower left or right of the sub-folder's screen. The bedroom and bath control is on the left and the living room-galley area is on the right. It is not a temp setting, but more simply one of five levels which you find most comfortable. From experience, we can tell you that stepping out on a warm floor on a cold morning is very comforting. The warmth from the floor heat rises, reducing the amount of heat needed from your other sources (Aqua-Hot diesel or electric, the heat pump, and the fireplace). The electrical floor heat uses the 50-amp source in your campsite.

When you touch POWER on the HOME folder, it will take you to the screen (previous page) that allows you to trace and analyze the source for incoming power and how it is being used.

Formerly located in a cabinet over the driver's chair, the

touch panel for the inverter is now located in the lower left corner of the POWER folder. Touching it will lead to a screen with a series of owner-preferred set-ups for the inverter (not shown).

The first level of the SLIDES folder alerts you to the status of the ignition switch and the park brake. It controls only the two rear slides. The two front slides are controlled by toggle switches mounted at shoulder level in the passenger and driver chairs. The two locations prevent an accidental collision of the incoming slide with the back of the chair. A second sub-folder brings up a screen to control the three exhaust fans and a third one controls the elevator for lifting the 55-inch TV in the PS forward slide-out.

The SETTINGS folder (not shown) offers choices for Celsius and Fahrenheit, screen brightness, resetting the time, and color choices for the screen itself. A major option on the screen is DIAGNOSTICS. If you are having computer, technical, or mechanical problems, a diagnostics report from this folder will give a certified technician a big head start in determining the nature of the problem and isolating it in the coach.

The Master Bedroom

With one wide sliding door, the bedroom opens into the bath creating a spaciousness and flow that is coveted by motorhome owners. For the sake of momentary privacy, the door closes in a second to create the traditionally separate and sacred rooms. The king-size bed with its handsome comforter and decorator pillows is served with very functional end tables, each offering 110v service and two USB charging ports. The Spyder control panels are mounted adjacent to the windows in each of the sidewalls of the bed slide-out, allowing both occupants to control the bedroom's ceiling lights, the sconce reading lights, the 2-speed ceiling fan, the recessed rope lights



The Bath and a Half

The half bath has been called everything from a "necessary" to a "man cave." But whatever you decide to call it, the half bath is perfect for guests—whether they are visiting for a few hours or spending the night. If it's just the two of you, a his & hers is hard to beat. As a water closet, it is well appointed: plenty of knee room and forward space for standing, a magazine/book rack, and a 3-speed exhaust fan. Not handicapped at all by the narrow width of the room, a cleverly designed oblong lav is completely adequate for hand-washing and shaving. The SSCT, single lever water dispenser, and a full-height, ceramic block backsplash, plus a huge medicine cabinet with double mirrors, a drawer, and a large vanity make this a most accommodating half bath.

The rear full bath leaves nothing to be desired. The bath and rear closet have a footprint of 9'4" (E-W) by 7'4" (N-S). As noted earlier, the optional heated tile floors are so nice and the Aqua-Hot produces continuous hot water. The large oval shower head plus a sliding hand-held wand mounted on a vertical pole lets you direct the soothing hot water wherever you wish. A

seat, a recessed shelf, a towel bar, and a skylight with a sliding closure complete the amenities. Just outside the north wall of the shower is an IKEA four-arm towel rack, a ceramic macera-

tor toilet, window, and a conveniently located overhead cabinet.

In the opposite slide-out, Tiffin enhances its premium bath floorplan with double lavatories molded into a solid surface

countertop. The cabinets in the vanity each have over three cubic feet of open storage space plus a stack of three drawers in the center. The backsplash, handmade with individual porcelain tiles, and the single lever chrome faucets and soap dispensers exude style and quality. Two storage cabinets with 20 x 15-inch mirrors are flooded with light from three recessed LEDs. Individual towel rings and four 110v outlets complete the thoughtful design. A 3-speed, reversible exhaust fan with thermostat can remove hot and humid air in minutes. With its color-coded thermostat, it can also serve as an attic fan to pull in fresh air.

You might say the rear of the coach is divided into thirds. The northwest third houses the laundry center, utilizing Splendide's very dependable washer and dryer with all the features you find on residential-sized appliances. A spacious closet occupies the other two-thirds of the back section. Its two sliding doors have 29 x 58-inch beveled mirrors, great for checking out your clothing choices for the day. The closet has an optional safe in the rear wall that is concealed by the hanging clothes.





in the chest-of-drawers' toe-kick, and the outside door light. A "light master" switch allows you to turn off all the lights in the coach that you forgot and left on when you climbed into bed. If you need a totally dark room for sleeping, you can also shut off the lighted control panel.

The Spyder control panel on the southside end table can also open the six folders that were described on the primary control panel, allowing you to make changes throughout the coach without having to get out of bed. Such incredible convenience!

As usual, TMH is very aware of the need for maximum possible storage in the bedroom. Above your pillows in the bedroom slide-out, four cabinet doors open to 13.5 cubic feet of storage space. The mattress platform is hinged and supported by struts, allowing you to raise it with a slight tug to expose another cavity of storage space convenient for storing seasonal and less frequently used clothing or bedding.

The PS bedroom slide-out houses two drawer chests, both finished with solid surface countertops. The taller cabinet under the 42-inch television conceals behind the louvered doors the electronics for the entertainment system and the DirecTV receiver. A clothes hamper on the left and two drawers for clothing complete the unit. In the cabinet to the right, the two large drawers measure 11 × 35 × 8 inches. The cabinet above the window offers 3.7 cubic feet of storage. Notice the courtesy lights in the toe-kick and a close-up of the design of the slide-out's fascia.

The Cockpit

The cabinets surrounding the 42-inch TV above the dash are both cosmetic and functional: cosmetic with respect to the handsome carpentry and functional in providing places for several controls and small storage areas.

Moving clockwise from the first cabinet above the driver's chair, the compartment conceals the control for the Carefree awning, the selector for the antenna/cable, and the ON/OFF switch for the Winegard satellite system. As noted earlier, the Magnum inverter control was moved to the Spyder control panel in the hall. The cabinet is also a good place for map storage.

The second and third cabinets are convenient places for storing small items that are used frequently. To the right of the TV, the fourth cabinet hides the control for Winegard Connect, an option on the 40IH for extending WiFi connections and 4G LTE service.

The fifth cabinet is directly over the en-

try door and is the perfect place for storing your big flashlight. The sixth cabinet over the passenger chair offers 1.25 cubic feet of storage. We use it for storing all of our campground directories and other manuals that we need frequently.

Certainly one of Tiffin's most ergonomically designed cockpits, the curved hoods over the three main combination gauges are its most prominent feature. Using white type against a black background, the center gauge displays the MPH/KPH. The left gauge presents the RPM in the top half, with the fuel, DEF, and battery in the lower half. The right gauge is quartered for front & rear PSI, oil pressure, and coolant temp. The Info Center collects and presents monitoring data for all of the coach's systems in large, easy-to-read type. When necessary, System Alerts in panels on both sides of the Info Center will appear in bright colors with a repeating tone that you can't ignore.

With safety as the key factor in the design, several controls are located in the

steering wheel at thumb reach. Cruise control and the dimmer switch are positioned on the left side of the wheel. On the right side you will find the windshield wiper/wash controls and the ICC switch.

Moving to the left side of the steering column, you will see two banks each with three toggle switches. The first bank has the headlights/parking switch, the fog lights, and the bright/dim switch for the dash display. The second bank has the engine preheat, auxiliary start, and pedal height adjustment.

The controls in the left console under the DS window begin at the front with the parking brake, the Allison transmission gear selector at your fingertips, and the controls for adjusting the outside mirrors. By using the air horn toggle, you move from an automotive strength to a truck strength horn when you press the center of the steering wheel. Next to the air horn toggle, you will see the compression brake, easily accessed when you need it for mountain driving or expedited



speed reduction. The driver is favored with two cup holders, one in the left console and another in the center console drawer under Denso's new HVAC dials. After you get into your campsite, the HWH leveling system provides automatic leveling, although it does have controls for manual adjustments.

In the dash to the right of the steering column, TMH has positioned eight toggle switches easily reached without having to take your eyes off the road. From left-to-right, you will see the STEP CVR, DRIVER FAN, SOLAR SHADE, NIGHT SHADE, GEN START, MAP LIGHT, DOCK LIGHT, and RADIO. Two 6-inch fans mounted in the upper corners of the windshield help with defrosting the large glass expanse

and can also be turned to cool the driver and passenger.


With speakers at ceiling level on the left and right, the AM-FM RADIO-CD PLAYER will keep you entertained while traveling. The radio is SiriusXM-ready with a six month free trial subscription. The optional in-motion satellite (subscription required) can bring in TV programming for the 55-inch television in the PS slide-out.

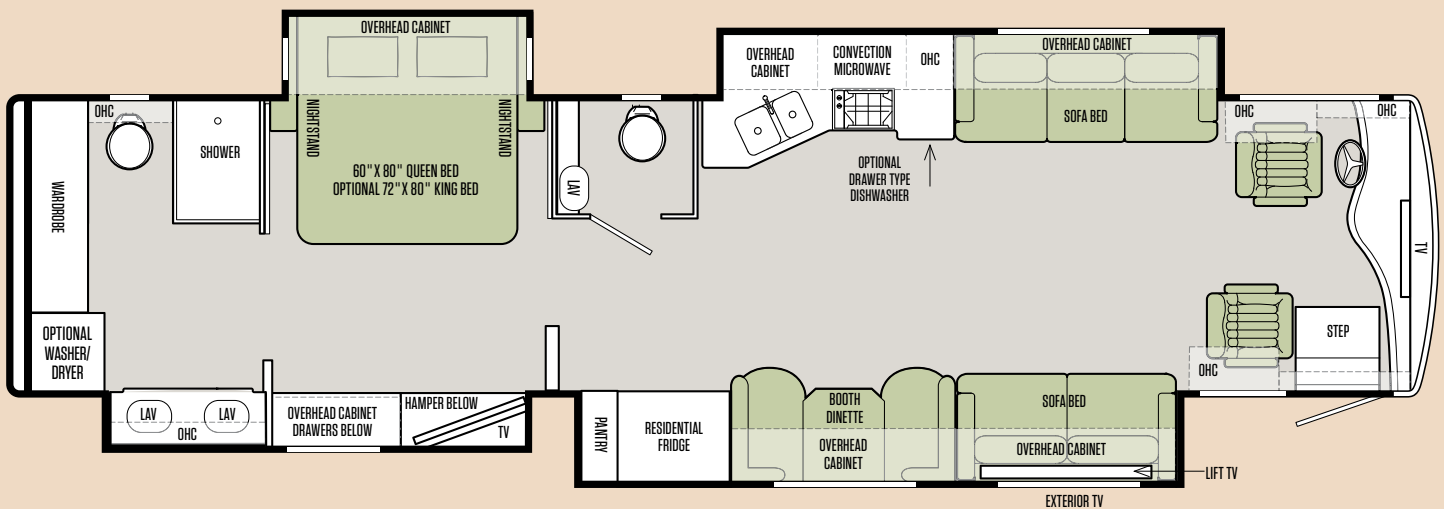
To the right of the radio, the camera monitor with a color display keeps the driver alert to traffic on both sides and the rear of the coach. You can split the monitor display for views of both sides or rear and side at the same time. Denso's new automotive heating and cooling controls are

located just below the monitor. Eight air vents are located at both dash and floor level. As the dash curves toward the stairwell, three outlets for USB and 12v electronic devices are available. On the PS of the dash deck, a slide-out box is handily positioned for storage of receipts, note pads, etc.

The passenger side of the cockpit is integral to the coach's operation. The top of the console at elbow level has toggles for the PASSENGER FAN, STEP COVER, and MAP LIGHT. Built as a part of the console, but facing the stairwell as you enter the coach, a 12-position Spyder panel allows occupants to control the ENTRY LIGHTS, OUTSIDE DOOR LIGHT, PORCH LIGHT, INSIDE MAIN CEILING LIGHTS, CARGO LIGHTS, ROAD LIGHT, and the DOOR AWNING. Two additional switches allow you to turn ON /OFF the 12v battery system and the exit step.

The Basement

While the PowerGlide's new raised rail chassis designed for the Phaeton 40IH and the 44OH initially focused on creating a single-level floor from the dash through the rear bath and closet, it also increased the basement storage by nearly 50 percent! The 2017 40-foot Phaeton floorplans on the Freightliner chassis offer approximately 157 cubic feet of storage. The new 40IH on the PowerGlide chassis offers approximately 232 cubic feet of storage. A photo essay of the basement technology and storage compartments can be found at rismag.com. 



SPECIFICATIONS: Model reviewed 2018 Phaeton 40IH-XSH, Quad Slide

Base MSRP* – \$321,900 MSRP with options added – \$347,965

STANDARD FEATURES

Structural

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

Automotive

PowerGlide with raised rail chassis
Allison 3000 MH six-speed automatic transmission with lock-up (torque converter)
Cummins 380-hp, ISL 8.9L, electronic/turbo-charged diesel with 1,150 lbs.-ft. torque
Air ride (4 air bags)
Aluminum wheels
60° wheel cut
Independent front suspension
Two-stage engine brake
Air brakes with automatic slack adjuster & ABS
Adjustable accelerator and brake pedals
18-inch VIP Smart Wheel
Cruise control
Fog lights
Daytime running lights
Emergency start switch

General Exterior

Fiberglass front & rear caps
Dual fuel flint
Large tinted one-piece windshield
10Kw Onan® manual slide-out generator
Hydraulic automatic leveling jacks
Heated power mirrors with integrated cameras
Three power roof vents with 3-speed fans
Single motor intermittent wipers
Gel-coat fiberglass walls
Full-body paint with protective film on front cap
Deadbolt front entrance door
Double electric step
Dual pane windows
LED lights for entry door & patio
Automatic door awning
Metal wrapped automatic patio awning
Window awning package (2 windows)
Exterior TV with sound bar
Slide-out covers
Custom mud flap
Lockable swing-out basement storage doors with gas shocks; central locking on select compartments
Motion sensor lighting for exterior storage
Remote locking system for entry door
Chrome handles on compartment doors
Flush mounted & painted frame dual pane windows
Roof ladder
Electric hose reel
Electric power cord reel
Docking lights
Back-up camera
Side-view cameras activated by turn signals
Heated water and holding tank compartments
Six 6v auxiliary batteries
2000 watt sine wave inverter with 100 amp converter & transfer switching
Black tank flush system
Water filter
Gravity water fill
Undercoating
110v exterior receptacle
110v / 12v converter
Digital TV antenna
Hadley air horns
Pre-wired for in-motion or automatic satellite dish
Cable-ready TV hookup
Three 15,000 BTU low profile roof A/C systems with heat pumps
A/C condensation drains, power pumped to rear of coach

Driver's Compartment

Power Ultra Leather™ driver and passenger seats with power passenger footrest
Contemporary wraparound dash
Courtesy drawer in step well
Courtesy lights in step well
Dual dash fans
One drawer in DS dash
One 12v dash receptacle
One USB connector to radio for MP3
Single CD player & AM/FM stereo
Sirius-XM satellite-ready radio prep includes receiver and antenna (requires subscription)

Dash overhead 42.5" LG Smart+ TV
Two USB dash receptacles
Computer slide-out tray in PS dash with lock-out rails
Power solar & privacy windshield shades
Driver & passenger solar & privacy shades for side windows
Solid non-opening PS window
Custom infrared repeater system on all TVs
Solar / privacy shades for driver & passenger side windows
Color rear vision monitor system with side-view cameras activated by turn signals
Seatbelts integrated into driver & passenger chairs
Fire extinguisher

Living Area / Dinette

Ultra Leather™ booth dinette/sleeper
12v, 110v, & USB receptacles at dinette
Package A (standard): Ultra Leather DE sofa bed with Lift TV (PS) and Ultra Leather air coil sofa bed (DS)

Kitchen

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

Full Bath

Two medicine cabinets with large mirrors over vanity in full bath
Solid surface vanity top with two lavatories
One cabinet over toilet
Macerator toilet with sprayer
Skylight in shower with LED light in sliding solar cover
Curved molded fiberglass shower with glass surround and door
Rain shower head and hand-held shower wand on flex hose
Power roof vent with 3-speed fan
10-gallon DSI gas/electric water heater
Solid wood custom privacy sliding door

Half Bath

Double medicine cabinet with two mirrored doors
Full surround backsplash
Solid surface vanity top with ceramic lavatory
Ceramic toilet
Power roof vent with 3-speed fan

Bedroom

Ceiling fan
Four OH storage cabinets in bed slide-out
Bed comforter with designer pillows
Sleeping pillows with shams
Queen-size bed with pillow top mattress
Wardrobe with automatic lights
Under bed storage
Night stands with 110v and USB outlets
Ultra Leather upholstered headboard framed with wood molding
Two chests of drawers with solid surface countertops
Entertainment electronics for Living Area concealed with louvered doors in chest
Pre-wired for second satellite receiver
42.5" LG Smart+ television
DirecTV® receiver (subscription required)
DVD player with surround sound for living room
Carbon monoxide and LPG leak detectors

General Interior

7-ft. ceilings
Soft touch vinyl ceilings with trey ceiling in living area

Porcelain tile floor throughout the coach
Treated carpet in slide-outs
High gloss raised-panel hardwood cabinet doors and drawers
Extraordinaire™ AC system
Front overhead TV, PS Lift TV, Bedroom TV
Solid wood cabinet fascias & doors with concealed hinges
Medium alderwood cabinetry
12v disconnect switch
LED lighting
Complete cable wiring (interfacing with surround sound & satellite system)
Home theater surround-sound system with concealed speakers
Electric step well cover
Solar & privacy shades
Tank level monitor system
Smoke detector
Central vacuum cleaner

OPTIONAL FEATURES ON THIS COACH

All electric coach includes induction cooktop and Aqua-Hot hydronic heating (water & air)
Heated tile floors
Solar panel prep
In-motion satellite dish
Prewire for Trav'ler satellite receiver
Winegard ConneCT
One basement slide-out tray
In-dash navigation system
Mobileye Collision Avoidance System
Stacked washer/dryer
Dishwasher, drawer type
Dinette/computer workstation
Package D: Recliner with std. Lift TV (PS); Ultra Leather air coil sofa/bed (DS-std); fireplace (PS)
Memory foam mattress, king
Solar panel prep
Safe located in rear closet
Mocha cabinet finish (NC)

OPTIONAL FEATURES AVAILABLE

Extended cycle batteries
English Chestnut cabinet finish (NC)
Amber glazed cabinets
Toscani Bailey Ultra Leather
2nd basement slide-out tray
Vertical slide opening window (PS)
Package C: Ultra Leather air coil sofa/bed with std. Lift TV (PS); Theater seating (DS)
Ultra Leather U-Shaped Dinette-PS (non-sleeper)
Sleep Number bed, queen
Sleep Number bed, king
Memory foam mattress, queen

MEASUREMENTS

Wheelbase – 266"
Overall length – 41'4"
Overall height w/roof air – 13'2"
Interior height – 84"
Overall width – 101"
Interior width – 96"

WEIGHTS & CAPACITIES

GVWR – 39,600 lb.
Front GAWR – 15,600 lb.
Rear GAWR – 24,000 lb.
GCWR – 49,600 lb.
UVW – 33,620 lb. as tested (will vary depending on options)
CCC – 5,980 lb.
Trailer hitch capacity – 10,000 lb.

POWER TRAIN

Engine – Cummins 380-hp, ISL 8.9 liter, electronic, turbocharged diesel
Torque – 1,150 lb.-ft. at 1,400 rpm
Transmission – Allison 3000MH electronic six speed with two overdrives
Tire Size – 295/80R22.5 Michelin
Alternator – 210 amps

CHASSIS

Frame – PowerGlide chassis

Frame Design – Raised rail
Anti-locking Braking System – Full air brakes with anti-locking braking system (ABS)
Air Suspension (front) – ZF independent front suspension
Air Suspension (rear) – Dana axle with Reyco suspension
Shock Absorbers (front) – Sachs tuned
Shock Absorbers (rear) – Bilstein tuned
Leveling Jacks – HWH hydraulic automatic

CONSTRUCTION

Support – Steel/Aluminum reinforced structure
Front/rear body panels – One-piece fiberglass caps
Body – Laminated roof, sidewalls, and floor

Roof

One-piece, moisture resistant molded fiberglass roof cap provides insulation and strength and prevents water intrusion
AC Condensation Power Drainage System that runs internally through the roof insulation to the inside back wall of the engine compartment, redirecting water underneath the motorhome
5½" formed insulation
Quiet Air Cooling System with return air and foil-wrapped cooling exhaust ducts
Durable, tubular aluminum roof skeleton
Easy-to-clean soft touch vinyl ceiling panel

Sidewalls

Gel-coat fiberglass outside wall panel
High-performance thermal insulation
Durable, yet lightweight, tubular aluminum wall skeleton
Decorative inside wall panel
All sidewalls are approximately 2" thick.

Floor

Porcelain tile floor bonded to three part laminated floor
Three-part laminated floor
High-performance thermal insulation
Durable, tubular floor skeleton
Woven moisture barrier material

ACCOMMODATIONS

Sleeps – 4 adults
Fuel tank – 100 gallons
Freshwater – 100 gallons
Black water – 55 gallons
Grey water – 100 gallons
DEF tank – 10 gallons

MSRP

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

UVW

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

DEALERS

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

PLEASE NOTE

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

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Spring 2017 Rally: Okeechobee, Florida by Sally Moore

Early April 2017 saw a steady stream of beautiful Tiffin coaches making their way to the KOA Campground in Okeechobee for our first 2017 rally. We hosted 300 coaches from across the USA and Canada for a week of fun, fellowship, and comradery. The weather was as close to perfect as one could expect! Cool mornings and sunny afternoons were delightful. North Trail RV from Ft. Myers, Florida, brought several Tiffin coaches to show our owners and made several folks very happy by helping them move into the coach of their dreams. Thank you, Joe Jackson & all of your great staff for being a part of our rally.

Our volunteers came early to help the Tiffin staff get everything ready for the rally. WE LOVE OUR VOLUNTEERS! They



Coaches arriving at the Okeechobee Rally.

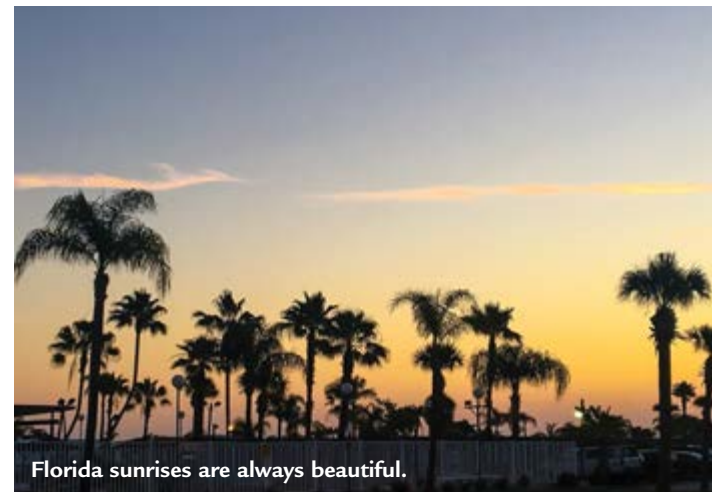
pay to come to the rally and then work hard all week to be sure everyone has a good time just as they do! Our volunteers are fantastic!

As soon as coaches arrived, guests made their way to the Tiffin Store to stock up on the newest Tiffin swag and receive their agendas and welcome bag of gifts. Everyone gathered in the conference center on Monday evening for a delicious meal followed by welcoming remarks by Bob Tiffin, Andy Baer, and Kelly Moore. We appreciate the support of Bob Tiffin and the management from Tiffin Motorhomes for our rallies! Door prizes were awarded and everyone enjoyed a few games of Tiffin Allegro Bingo. We couldn't have bingo night without our official "Bingo Experts," Tom & Pat Webber! Prizes were awarded with much fun and laughter. All veterans were recognized and celebrated during the evening. We salute our veterans and thank you for your service to our nation!

Tuesday morning saw several of our energetic souls out for an early morning power walk to Lake Okeechobee to get the blood flowing before our big country breakfast. We were also

fortunate to have an instructor in Yoga, TaiChi and strength training who lead classes daily. Immediately after breakfast, seminars on RV related topics were held. Great topics that interested all RV owners were covered, such as convection microwave cooking, updating and understanding your navigation system, and deciphering the coach electrical system. Onan generators and Freightliner chassis always have great participation at their seminars. We were very happy to have the Freightliner service trailer available during this rally. A new feature for this rally was attitude adjustment art therapy classes led by Marty Whitney. Ladies LOVED making art projects and these classes were filled to maximum each day. Owners participated in a craft & hobby show Tuesday afternoon. It's always interesting to see the crafts that RVers make while touring the country in their Tiffin coach.

Ice cream was enjoyed by everyone in the new coach display.



Florida sunrises are always beautiful.

Yummy treats on a warm, sunny Floridian afternoon! This was a great opportunity to visit with one another and share travel experiences. Tuesday night we welcomed traditional country western tribute artist superstar, David Church, to the stage after a delicious meal of roast beef and baked chicken. David entertained the group with his rendition of many Hank Williams hit songs as well as several songs that he has written personally. Wednesday morning saw our dedicated walkers out and about very early enjoying the beautiful Lake Okeechobee sunrise again. Interesting seminars were held in the conference center. Everyone gathered at noon for a tailgate buffet of delicious grilled burgers and hot dogs with all the trimmings.

Owners were invited to participate in our "Red, White & Blue-Celebrate America!" site decoration contest. Lots of originality and thought went into this. Tiffin Allegro gift certificates were awarded to the winners. Thanks to everyone who participated!

We were treated to a wonderful concert after dinner on Wednesday evening by Tiffin's sweetheart, Sarah Getto. She gave our Tiffin family a fabulous show of original music and

her personal favorites! Sarah is an incredibly talented young woman and definitely a crowd favorite at our rallies.

On Thursday morning everyone gathered in the conference center for another delicious buffet breakfast followed by a morning of educational seminars.

Ice cream was enjoyed again Thursday afternoon while touring the beautiful Tiffin coaches one last time. North Trail RV was able to make several people's dream come true! Folks gathered after lunch for a "Swap Meet." Owners were invited to bring any of their unwanted junk--I mean treasures! Others made their best deal to take the junk/treasures home with them!!

Thursday evening brought an end to our festivities. After another delicious meal of sirloin steak and chicken cordon bleu, more fantastic Tiffin door prizes, and Red Bay stories by Kelly

Moore, everyone enjoyed entertainment by Dwight Icenhower, four time World Champion Elvis tribute artist. Dwight presented a fantastic show complete with scarves presented to many lucky ladies!

A special round of heartfelt thanks goes out to the hard working service technicians from Tiffin & North Trail RV. They are our unsung heroes who do a remarkable job of visiting each coach during the rally to perform minor repairs/adjustments. Hats off to them!!

Friday morning many Tiffin friends hooked up the tow and headed on to their next destination while several extended their stay in Okeechobee for a few more days. Whatever your plans, travel safely and we hope to see you at a Tiffin rally somewhere in the near future! Happy trails!

Summer 2017 Rally: Lewisburg, West Virginia by Sally Moore

The rolling landscape of southeast West Virginia was the setting for our summer Tiffin Allegro Club Rally in June 2017. This picturesque region of historic Greenbrier County is a lovely area. We were pleased to have 300 coaches for the rally. Many guests were eager to take in the local sights and coaches began arriving almost a week early! Many, many thanks to our willing volunteers who forfeited their sightseeing activities to help owners get parked and set up before the rally. Those beautiful rolling hills posed some hardships in getting 300 coaches leveled, but our parking crew persevered and everyone had a space. After a rainy Monday, the weather settled in to cool mornings and pleasant afternoons. Colton RV Center, North Tonawanda, New York, brought several Tiffin coaches to the rally including the brand

new Wayfarer by Tiffin. Thank you, Colton RV, for being a part of our rally. We appreciate your support and participation! You made several people very happy by helping them move into the coach of their dreams!

As always, we could not host a Tiffin rally without our wonderful volunteers! These folks come early and stay late helping with all the activities involved with the rally. They truly are the face of our Tiffin rallies and we are so indebted to them. These folks are priceless! The harder they work, the happier they are!

In spite of a rainy start, our guests quickly found their way to the RV vendor displays, to the Tiffin parts store, and Tiffin Allegro Club area. At the registration building, more volunteers helped guests with the upcoming rally activities and presented them with a welcome bag of gifts.

To kick off the activities, everyone gathered in the West Virginia Building on Monday evening for a delicious meal followed by welcoming remarks by Bob Tiffin, Nick Palm, and Kelly Moore. We consider it a privilege and honor to be able to rec-



A tribute to our veterans was inspiring.



Assigned sites left everyone with plenty of room.

ognize those who have served our nation. Sarah Getto stirred everyone's hearts when she sang the national anthem. We salute our veterans and first responders! We can never thank you enough for the service you gave. After our veterans' tribute, we had a fun time awarding door prizes and then everyone enjoyed a few games of Tiffin Allegro Bingo. Thank you, Bob & Joanne Brown, for being our Bingo hosts! Prizes were awarded with much fun and laughter.

Tuesday morning saw several of our energetic souls out for an early morning power walk. Immediately after breakfast, seminars on several RV related topics were held. You have made a sizeable investment to own and operate a Tiffin motorhome. Our goal is to help provide you with the most information possible to take care of your coach and receive the maximum enjoyment from it. Some seminars are repeated at each rally so new guests will receive the information. Others are added as presenters are available. At this rally, we were happy to have Nick Lacasse, Director of the Greenbrier Historical Society, lecture about the area

we were visiting. Information from major components and suppliers such as Freightliner, PowerGlide, Onan, convection cooking, and the Tiffin electrical systems are always vital to our rallies. We were very happy to have the Freightliner service trailer available. Everyone loved the attitude adjustment art therapy classes led by Marty Whitney at our first rally this year and Marty had three more wonderful sessions at this rally. Ladies LOVED making art projects and these classes were filled to maximum each day. Pattie Jean Warren also taught a great class on making greeting cards by stamping that everyone enjoyed.

All owners were invited to participate in a craft & hobby show Tuesday afternoon. It's always interesting to see the crafts that RVers make while touring the country in their Tiffin coach.

Volunteers were available inside the Colton RV display with delicious ice cream treats for everyone on Tuesday and Thursday afternoons. This was a great opportunity to visit with one another and share travel experiences.

Tuesday night we welcomed back Tif-

fin's sweetheart, Sarah Getto. Sarah has entertained our guests at several Tiffin rallies and our guests love her! So much talent, poise and beauty! Sarah is a joy and an inspiration to many. We've already been asked when Sarah is coming back!

Wednesday morning saw our dedicated walkers out on a chilly morning. More interesting and informative seminars were held throughout the day in the West Virginia Building and the Underwood Building. Everyone gathered at noon for a tailgate buffet of delicious grilled burgers and hot dogs with all the trimmings.

Many owners participated in our "Summertime Fun" site decoration contest. Lots of originality and thought went into this. Judging gets harder and harder at each rally! Gift certificates were awarded to the winners after dinner on Wednesday evening. Thanks to everyone who participated! The Joseph Sisters were the entertainment after dinner.

On Thursday morning everyone gathered in the West Virginia Building for another delicious buffet breakfast followed by a morning of educational seminars.

Continued on page 80

2018 Tiffin Allegro Club Rally Schedule

Mark your calendars now and make plans to join us at one or more of the following 2018 Tiffin Allegro Club rallies! Our rallies provide you the opportunity for comradery with other Tiffin owners, minor repairs/service by Tiffin Service Techs & factory representatives, meals, entertainment, seminars, and other fun activities. The newest and latest Tiffin coaches will be on display! Each year our rallies sell out (often within minutes on the first day!) so don't delay in getting your registration completed. Give us a call at 256-356-8522 if you have any questions about the following rallies. Registration forms will be available online at Tiffinmotorhomes.com at 11:00 a.m. Central Time on the day the rally opens for sale. Complete the

form and pay online. No registrations are accepted by email, fax, and telephone or in person - registration online at Tiffinmotorhomes.com only.

WINTER RALLY

**Pima County Fairgrounds,
Tucson, Arizona**

Arrive Monday February 19, 2018

Depart Friday February 23, 2018

Registration opens at 11:00 a.m. CDT
October 17, 2017

SUMMER RALLY

**Elkhart County 4-H Fairgrounds,
Goshen, Indiana**

Arrive Monday May 14, 2018

Depart Friday May 18, 2018

Registration opens at 11:00 a.m. CST
January 9, 2018

**FALL FOLIAGE RALLY
Champlain Valley Exposition,
Essex Junction, Vermont**

Arrive Monday October 1, 2018

Depart Friday October 5, 2018

Registration opens at 11:00 a.m. CDT
May 1, 2018

For latest updates on rally and other Tiffin Allegro Club information, visit TiffinSideroads.com and enter your email address in the SUBSCRIBE box. You will promptly receive an email asking that you confirm your subscription. After you click FOLLOW, you will begin hearing from us once or twice per month.

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Wayne Williams

TAKING THE HELM AT TIFFIN SERVICE CENTER

In March of this year, Wayne Williams brought 24 years of experience at Tiffin Motorhomes to his new position as director of operations at the Tiffin Service Center in Red Bay. A Franklin County native, Williams grew up in Belgreen, a small community just 15 minutes east of Red Bay where he graduated from high school in 1990.

Belgreen was too small a community to field a high school football team, but they always found eight to 10 boys who often made the state basketball finals in the 1A Division. Wayne and his teammates went all the way to the championship game played at Auburn University in 1990.

An outdoorsman and an athlete from his childhood, hunting and fishing have served as his hobbies and relaxation for over 30 years. Bass fishing tournaments take place from the spring through the fall and draw sportsmen from all over the South to compete. When asked if he has picked up a few trophies and prize money, a modest smile was the only answer. Tournaments are often sponsored by schools as fund raisers, but they are nonetheless competitive and fun. Deer hunting may claim more enthusiasts than bass fishing and Wayne has taken his share of trophy racks. Hunters in this part of the South also hunt to enjoy a long-cultivated taste for the meat: deer burgers, steaks, and stews.

Wayne's roots in Franklin County are deep. His father, Freddie Williams, operated a general store just across the road from the school which students often



Torino Smith (far right), supervisor for coaches being serviced in owners' absence, discusses a concern with D-Ray Hester, service center foreman, and Wayne Williams.

visited to buy lunch snacks and sodas. His mom, Janet, was a homemaker and gardener. The family worshiped every Sunday at a church perched on a hill overlooking Belgreen.

As fate would have it, Stacy Bragwell, who lived in Russellville, attended the 1990 Belgreen graduation ceremonies, after which a friend introduced her to Wayne. They both had plans to attend college that fall—Wayne enrolled at Shoals Community College in Muscle Shoals to study electro-optics that would have led to a job with Southern Bell. Stacy had her sights set on a degree in nursing.

In the summer of 1991, Wayne's good friend and minister, Jackie Richardson, introduced him to Bob Tiffin. He began his career at TMH installing compartment doors and windows on the production line. The introduction to Stacy a year earlier resulted in an ongoing friendship that blossomed into a proposal. Stacy and Wayne were married in 1992 and made their home in Russellville.

Wayne enjoyed his work at Tiffin Motorhomes and decided not to return to college. "Twenty-six years ago the motorhomes were so much simpler," he recalled. "We didn't even have wiring harnesses. Lex Tiffin in 1997 organized and developed the company's quality control department. He asked me and one other employee to become the first inspectors.

"Over the next 10 years, the department grew to 15 inspectors," he continued. "We developed three inspection points in the production line and made it a policy to fix any defects while the unit was in the line. We also focused on correcting the problem immediately to prevent repeat occurrences."

In 2010 Wayne became the supervisor of the quality control department in Red

Bay and a short time later began supervising and developing new methods for the quality control department in Tiffin's paint plant located six miles away in Belmont, Mississippi.

"Mr. Tiffin has always been very con-

cerned and involved in the construction technology on the production line, and very interested in how we could improve our construction methods to eliminate any quality problems and build better motorhomes," Wayne said. "To study QC



As the story explains, Wayne and Stacy have very busy schedules and so does the rest of the family. From left: Kayla and Trent Brannon, Brooke, Stacy, and Wayne.



D-Ray Hester meets frequently throughout the day with Wayne to discuss ways to improve the service schedule of individual coaches.

problems, he asked me to meet with him regularly. We arrived at 4:30 a.m., turned the lights on, and went over the problems to identify and find solutions. Sometimes we studied situations right on the production line and at other times we met in my office and studied our notes. I went to the production line and met with line supervisors and employees to find every possible way to correct a problem and improve our product. Quality control is always a vigilant job. We wanted—and we still ask for—everyone’s input to improve the way we build motorhomes.”

Wayne’s mission to improve quality and process did not stop with studying the production departments and assembly lines. “I came to the service center after lunch each day to talk with our service technicians,” he continued. “They see our motorhomes after they have been in service for several months or years. Their help in identifying and making recommendations to improve our coaches has and will continue to be invaluable. While this is a service center, it can also serve as a QC lab. Mr. Tiffin and I both make it a point to talk with our owners to get their input about improving our motorhomes.”

One example of a major improvement in process can be found in the wet bays, the name used to describe the basement area where the fresh water, black, and grey tanks are located. “We had been using a composite board for the floor of the

wet bay and treating it with a waterproof coating,” Wayne explained. “Over the long term, the waterproofing sometimes did not do the job and the floor deteriorated. We worked with Cashion Thermoplastics, a local company, to manufacture a new material totally impervious to water and moisture. If an owner is here in Red Bay for service, we check for that problem and correct it if needed. Starting on Feb. 24, 2010, our wet bay flooring material manufactured by Cashion Thermoplastics is warrantied for ten years.

“Another example of Tiffin changing the manufacturing process to correct a problem is our cap rails,” Wayne said. “The rails were cracking and creating leaks. Our research into the defect revealed a problem with the resin that was being used in our fiberglass plant. We selected a different resin and solved the problem.”

A major job change for Wayne took place two years ago. “Bob asked me to move to the Tiffin Service Center to help them develop new management procedures for general operations,” he said. “Many of our owners were experiencing two- and three-week delays in getting their coaches serviced. I worked with the 10 supervisors in the management team to streamline the service process and expedite getting the coaches serviced more quickly.”


When Wade Humphres decided to retire in March, Wayne was tapped to become the director of operations. “We want

to take care of the customers who come to the service center, insure the effectiveness of our work, and reduce the amount of time it takes from arrival to departure,” he said. “With regard to warranty work, my biggest challenge is to be fair with the customer and the company. I have to make decisions on the time frames and pre-conditions for applying warranties and knowing where to draw that line. The job is really not more stressful than quality control. If you treat people with respect, everything seems to work out pretty good.”

Wayne credits the management team of 10 supervisors and the 200 plus technicians and employees in the Service Center and Parts Department with a great positive attitude and desire to deliver the best service possible to the owners of Tiffin motorhomes. “I am privileged to work with D-Ray Hester, service center foreman; Ricky Johnson, parts manager; and Richard Blanton, service center office manager,” Wayne stated.

Stacy and Wayne have two daughters, Kayla and Brooke. Kayla earned an RN degree from the University of North Alabama in Florence. She serves in a nursing position at the Helen Keller Hospital in Sheffield. Kayla is married to Trent Brannon who studied at the University of Alabama-Tuscaloosa for a degree in civil engineering. He is employed by the Alabama Department of Transportation.

Brooke is studying at UNA for a degree in elementary education. Stacy, also an RN, is the nurses manager at J. W. Sommer Rehabilitation Unit on the campus of Shoals Hospital in Muscle Shoals. It is the region’s only acute rehabilitation hospital, with 24-hour nursing care and daily physician visits in a hospital environment.

Wayne and Stacy make their home in Belgreen. They are very active in the work of the Eastside Church of Christ in Russellville, where Wayne serves as an elder. The couple enjoys vacations in the North Carolina mountains and the beaches on the Florida Panhandle. 

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It's a Destination: Myrtle Beach



Don't go to the Grand Strand . . .

unless you can stay for at least a week! With the Inland Waterway on the west and the Atlantic Ocean on the east side, the Strand is 60 miles long and packed with choices that will boggle your brain.

An arc of uninterrupted beaches begins at the Little River, a stone's throw from the North Carolina line, and extends to Winyah Bay at Georgetown. Myrtle Beach could lay claim to being the brightest star in the arc, but it has some strong competition.

Most vacationers visit the Grand Strand for one of two reasons: the *golf courses* or the *beaches*. Of course, there are a few with split personalities who come to enjoy both. The Myrtle Beach area is a prime golf destination with over 100 courses—only Florida is a step or two ahead of the Strand. Some would place *shopping* as the number one reason for a visit. I will tell you where,

and let you explore those districts on your own. I'm not a shopper.

When it comes to ranking its beaches, where can you find 60 continuous miles of wide, clean beaches with easy-to-find access points and parking? Even at high tides, the Strand's beaches can accommodate the crowds. Following the arc from north to south, fifteen communities and parks provide accommodations, restaurants, and shopping experiences. Cherry Grove, Ocean Drive, Crescent, Atlantic, Windy Hill, and Briarcliffe Acres are referred to and marketed as North Myrtle Beach. Myrtle Beach and Myrtle Beach State Park create their own special identity in the mid-section of the Strand, while Surfside, Garden City, Murrells Inlet, Litchfield Beach, Huntington Beach State Park, Pawleys Island, and DeBordieu make up the south end of the Strand. Like I said, the choices will boggle your brain.



Myrtle Beach State Park has nearly a mile of the finest beachfront on the Grand Strand that will never see commercial development.

Golf

First, we'll take a look at the fabled number of golf courses on the Grand Strand. One source lists 115 courses. Several clubs have multiple courses, each designated by the name of a professional golfer/architect. Barefoot Golf Resort's four courses were designed by Hall of Fame players and architects Greg Norman, Davis Love III, Tom Fazio, and Pete Dye. They produced the perfect setting for some of the east coast's top golf layouts. Each one achieved their goal of creating unique, visually striking, and fun-to-play courses. Each Barefoot Resort golf course has been ranked by every major golf publication.

The oldest course, Pine Lakes, is celebrating its 90th birthday this year. Even with all of the competition, Pine Lakes Country Club is still a favorite with residents and regular visitors to Myrtle Beach. The club has surpassed its Roaring Twenties glory with a complete restoration. Designed by Robert White, the first president of the PGA, the course was originally built on natural dunes just a half mile from the ocean. It featured freshwater lakes and rolling fairways. The back nine still adheres to White's original design, while the front nine now provides enhanced experiences that golfers have come to expect from the famed Pine Lakes course.

Pine Lakes Country Club and 21 other challenging yet visually stunning courses located all along the Strand are now part of a select group called the Prime Times Founders Collection. In addition to booking tee times at Pine Lakes, you can plan your



Pine Lakes Country Club

entire golfing vacation at pinelakes.com and reserve tee times at any course in the Founders Collection. The chart provides course reviews with a collaborative rating on a 10-point scale. The ratings range from 7.3 to 9.2. By clicking on the course name, you can instantly visit its website. Tee times and fees for the day are

divided into four sections: Early and Late Morning, Early and Late Evening. Clicking on any section will take you to the club's site and present the available tee times and fees for the time segment on the day you selected. You can plan and set up your entire golfing vacation at this website.

Beaches



The 60 miles of beaches on the Grand Strand run through a collection of communities, especially in North Myrtle Beach. Most of the way the thoroughfare bordering the beach is called Ocean Boulevard. On the east side of the boulevard, many of the homes have the distinct luxury of being beachfront property, and often have been in the same family for decades. Most of the older homes are plain and simple, built soon after WWII.

As the price of beach real estate climbed, many of the older homes became “teardowns” that were replaced by two- and three-story luxury homes. Some have rental shingles to help cover the owners’ mortgage payments, while others were built as rental properties for high-priced summer vacations. Homeown-

While most visitors to the beach come for swimming or suntans, many come for fishing from the pier, the beach, or from a kayak. Pier fishing requires a \$5/day license. Surf and beach fishing require a state license.



ers on the west side of Ocean Boulevard were guaranteed beach access with 30-foot-wide fenced passageways located every two blocks. These once small communities had mom-and-pop restaurants, grocery stores, and service businesses that took care of the late spring, summer, and early fall residents.

When a dozen or so adjacent beachfront “teardowns” were assembled by a realtor, they were sold to corporations for 10-story hotels and condos. The ambience and character of the summer communities changed rapidly as large numbers of people began to pour into the communities of Cherry Grove, Ocean Drive, Crescent, Atlantic, Windy Hill, and Briarcliffe Acres for the six-month season. Some of the mom-and-pop stores hung on for a while but were usually replaced by businesses capable of serving the larger crowds. The fenced access passageways to the beaches are still there and now have small 10-car parking spaces for non-residents. All beaches are open to the public.

Myrtle Beach Central (as I decided to call it) is architecturally marked by 15 high-rise hotels and condominiums. A state website concerned with architecture said simply, “Myrtle Beach has a very large skyline for a city of its size (~32,000 pop.)” The population of Myrtle Beach itself can swell during peak holidays to 200,000, and over a half million when you include the Strand. The 2010 population of the entire Grand Strand was 329,449. You should be aware of two major and very noisy swells in the population: Bike Week, the middle 10-day period in May, and Black Bike Week, a bikefest over the Memorial Day weekend. The 10-day Bike Week attendance was estimated at 200,000 bikers this year. Black Bike Week claimed double that number.



The Boardwalk

After merchants pushed repeatedly for a boardwalk, perhaps strongly influenced by the famed Atlantic City Boardwalk, the Myrtle Beach Boardwalk & Promenade officially opened in May 2010. The \$6.4 million promenade extends 1.2 miles along the oceanfront from the pier at 14th Avenue North to the pier at 2nd Avenue North.

With a raised wooden deck design, the northern third of the boardwalk runs from Pier 14 to Plyler Park, the location of “Hot Summer Nights,” where residents and visitors enjoy twice weekly performances of bagpipes, a Dixieland band, and other groups. Small restaurants, bars, and shops open into the mid-section of the boardwalk where outside seating creates a pleasant atmosphere for milling about and visiting. Plaques mounted in turnouts along the promenade provide interesting historical vignettes of the area. The southern third of the boardwalk, ending at the 2nd Avenue Pier, meanders through an oceanfront park landscaped with hundreds of palmetto trees and flower beds.

Travel & Leisure magazine ranked the Myrtle Beach Boardwalk as the number two boardwalk in the country and *National Geographic* ranked it as number three.

The SkyWheel anchors the north end of the Myrtle Beach Boardwalk & Promenade. When the 187-foot SkyWheel opened on May 20, 2011, it laid claim to being the second tallest Ferris wheel in North America, only 25 feet shorter than the Texas Star in Dallas. The 42 glass-enclosed, temperature-controlled gondolas seat six passengers. The gondolas were designed and fabricated in Switzerland and the steel frame was built in a fab-

rication plant near St. Louis. The wheel is mounted on a deck 20 feet above sea level to protect it from the storm surge of a hurricane. The gondolas can be removed and stored when serious storms are anticipated. The wheel is designed to withstand 135 mph winds. At the top of the wheel, riders are 207 feet above sea level, which means the horizon is 17.6 miles away.



Entertainment, Dining, and Shopping

BROADWAY AT THE BEACH

Located on 350 acres, this attraction is a mini-DisneyWorld that encircles a 23-acre lake with speed boat rides and a daredevil driver. It has three hotels, 20 restaurants, 100 specialty shops; two theaters with 18 screens showing different movies, some on giant screens; two parks with dozens of rides, and two major at-



tractions: Ripley's Aquarium and Wonder Works. Paula Deen's Family Kitchen opened last month serving breakfast, lunch, and dinner. This could be a destination in itself if Broadway at the Beach had a well-landscaped, 100-site RV resort. For a trip planning experience that will keep you busy for an hour, go to their website: broadwayatthebeach.com/map. As you scan the map and want to explore a specialty store, restaurant, theater, or attraction, you can place the cursor over the building on the map and click for more information. Another click will take you to the business' website.

At Broadway, we chose the Ripley's Aquarium (\$22.99 at reservemyrtlebeach.com) for three hours of educational experiences. A thick fiberglass tunnel takes guests to the bottom of the giant aquarium where sharks and hundreds of other species swim a few feet over your head. A vertical wall offers a straight-ahead perspective where a diver creates quite a show feeding the fish. She later posed for our pictures. A manta ray



exhibit is up close and personal with visitors encouraged to touch their backs as they glide by.

Perhaps the jellyfish are the most fascinating exhibit. A group of jellyfish is sometimes called a bloom or a swarm. The term "bloom" is used for a large group of jellyfish that gather in a small area. Jellyfish are "bloomy" by nature of their life cycles, so they appear rather suddenly and often in large numbers. A "swarm" usually implies some kind of active ability to stay together, which a few species such as Aurelia, the moon jelly, demonstrate. The bluish image here shows moon jellies that are approximately six to 12 inches in diameter. Different species of jellyfish can vary from the size of an eraser head to over 120 feet long.

BAREFOOT LANDING

The Village of Barefoot Traders began as a residential development in the 1970s with an upscale shopping area. Located next to the Intracoastal Waterway, it had its own marina. Taken over by a single investor in 1988, it was rebranded Barefoot Landing and grew to 100 stores, restaurants, and attractions.

It is actually located in North Myrtle Beach at 4898 U.S. 17. Today, it boasts 14 restaurants, 54 specialty shops, 6 desert shops, and 11 attractions. Next spring, LuLu's will open a 400-seat restaurant and feature live music daily and become the center of a restaurant district branded as Docksides Village. The attractions are anchored by the Alabama Theatre and Alligator Adventure. With its entertainment branded as "ONE the Show," the Alabama Theatre offers different musical genres on weekdays and major entertainers usually on Saturdays. Some of our personal favorites coming up this fall include the Temptations & the Four Tops, Sept. 23; Drifters/Coasters/Platters, Sept. 30; Glenn Miller Orchestra, Oct. 7; and the Oak Ridge Boys, Oct. 21. November and December are dedicated entirely to The Christmas Show.

The Alligator Adventure located on 15 acres adjacent to Barefoot Landing features crocodiles and alligators, and many smaller animals from temperate and tropical climates. Many events with the smaller animals are hands-on. Google "alligator adventure" for more information. It is a great show your chil-



Alligator Adventure

dren and grandchildren won't forget, maybe you, too.

During the summer Nick Pike ("America's Got Talent") performs on Sunday through Thursday nights. Every night at seven, jazz saxophonist Don Colton, steel drummers John Mastroberti and Justin Matthews, and guitarist Chris Elswick perform at different locations throughout the Landing. It's not Preservation Hall, but they are pretty good, great variety.

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PIRATES VOYAGE

Located at 8901 N. Kings Highway in Myrtle Beach, Pirates Voyage and Carolina Opry use the same parking area. As we drove into Myrtle Beach on U.S. 501, I lost count of the number of huge billboards, usually three or four per mile, sometimes on both sides of the road, advertising Pirates Voyage, a Dolly Parton Company. I decided to boycott the show on grounds of visual pollution. If a very nice lady at the South Carolina Welcome Center had not convinced us that Pirates Voyage was a fun show that we should see, I would have stuck to my decision.

Tied to some loosely documented history of Blackbeard, Drunken Jack, and other dubious characters who plundered shipping off the Carolinas in the 1700s, Pirates Voyage is a raucous story of sailors and pirates engaged in one sword fight after another, climbing ropes, swinging across the moat, and performing acrobatics that belied their earlier careers as college gymnasts. Guests are seated elbow-to-elbow on long rows of plywood benches with equally long 20-inch wide tables. Servers in costume move along a narrow walkway in front of the tables dishing out each course with



tongs or serving spoons. In a stadium-shaped building, the seating surrounds a cut-away ship immobilized in a large pool deep enough to accommodate diving and disappearing under the stands.

Before the show began, we gathered into a very large room with narrow tables and chairs to watch two pirates get us in

the mood with songs from the era as well as teaching us pirate lingo. On stage, two talented pirates performed juggling and balancing acts that seemed impossible. An evaluation: a “B” for the entertainment and a “C” for the dinner. Would we do it again? Only if we had our grandchildren with us.

CAROLINA OPRY

On a subsequent night we enjoyed “Time Warp,” a two-hour performance in the Calvin Gilmore Theater at The Carolina Opry. The Time Warp show will take you back to the great music of the 60’s,

70’s, and 80’s. It was fun to watch and listen as the songs brought back memories from those years, moving quickly from one artist to the next, very entertaining, with never a slow or boring moment. The musicians are talented and enthusiastic,

and the dancers are excellent. The music of Woodstock brought cultural significance to the performance. We would definitely recommend the show to anyone who wants to relive the music of that period of time.



DINING ON THE GRAND STRAND: OVER 2,000 RESTAURANTS

Running parallel to the growth of hotels and condos, the number of restaurants on the Strand has exceeded 2,000, representing most of the world’s cuisines. Deciding where to eat lunch or have dinner may prove to be your biggest dilemma. A good start at solving that problem is a visit to myrtlebeachscresrtaurants.com. The restaurants are broken down by geographical areas on the Strand and then by cuisines in each of those areas. If you trust reviews, this website offers more than 23,000. We particularly enjoyed Sunday brunch at the Sea Captain’s House, 3002 N. Ocean Boulevard. On a sunny day, we were seated at a table with a picture window view of the beach, although we could have dined on the patio. The Captain has a large parking lot across the street with a crosswalk to the restaurant’s entrance. We were there on Mother’s Day and each lady received a beautiful red rose when she entered. Another restaurant we can recommend is the Wicked Tuna in Murrells Inlet. After dinner, you can enjoy the boardwalk on the edge of the marsh.



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Atalaya

In the Spring 2017 issue of *Roughing It Smoothly*, we visited Huntington Beach State Park and Brookgreen Gardens, which are located on the southern end of the Grand Strand, and discussed Archer M. Huntington and his wife, the sculptor Anna Hyatt Huntington. At the time of our visit in 2015, tours of Atalaya were not being offered. We returned in May of this year and were treated to a very informative tour.

Atalaya, sometimes called Atalaya Castle, is a very unusual home that Huntington designed in his mind, never created an architectural plan, yet verbally related to his builder frequently about how it was to be constructed. The builder employed local labor and completed the house in 1933 after two years of meticulous collaboration with Huntington.

He selected the site for its mild climate and proximity to the ocean, hoping that it would provide a healthful retreat for his wife who suffered from tuberculosis. A noted scholar of Spanish culture and art, Huntington translated several books from Spanish to English. The design of Atalaya reflected his fascination with Moorish and Mediterranean Revival architecture.



The water tower in the center of the courtyard

The living quarters and bedrooms occupy 30 rooms forming three sides of a 200 x 200-foot perimeter. Anna Huntington's studio with a 25-foot skylight opens to a small courtyard where she worked on her sculptures. She designed shutters and wrought iron grills for the windows to protect the home from hurricanes.

Huntington's builder located a 3,000 gallon water tank in a square tower that bisects a covered walkway crossing the large interior courtyard. After spending the winter of 1947, the Huntingtons closed the home. After Archer's death in 1955, Anna moved her studio equipment to a new studio in

Brookgreen Gardens just across U.S. 17, where she continued to accept assignments until a few months before she died in 1973. The 2,500 acre site where Atalaya is located was leased to the state in 1960 and became Huntington Beach State Park.

In 1984 Atalaya Castle was listed on the National Register of Historic Places. Atalaya and Brookgreen Gardens were designated as a National Historic Landmark District in 1992. The annual Atalaya Arts and Crafts Festival is held each year in late September. Go to brookgreen.org for more information.

Myrtle Beach State Park

The city of Myrtle Beach has grown up around the 312-acre park that has remained a maritime forest harboring a 350-site campground. The park also protects an undeveloped one-mile section of pristine beaches and sand dunes that provide a critical nesting habitat for South Carolina's state reptile, the loggerhead sea turtle.

The park has been designated a Heritage Trust Site because the maritime forest has become a feeding ground and resting space for migratory songbirds. The park actually owes its existence to Myrtle Beach Farms whose owners donated the land for the park in 1934. As it did in hundreds of state and federal properties during the Great Depression, the Civilian Conservation Corps built the park's cabins, picnic shelters, and many other utility structures that are still in use today. From 1933 to 1942, the foundations of the South Carolina State Park System were laid by the CCC with the development of its first 17 parks.

Myrtle Beach State Park offers 66 campsites with water, electricity, and sewer hookups. WiFi is available in the campground. All of the sites are back-ins that can serve motorhomes up to 40 feet in length. Rates vary from \$31 to \$52 based on seasonal demand. Call 866-345-7275. You will probably need to make plans several months ahead to reserve a site with full hook-ups.

The park's natural habitats offer hiking trails, a fishing pier, ranger-led hikes and talks, and a small nature education center. You do not need a South Carolina fishing license, but you are charged \$5/day when you fish from the pier. Surf fishing requires a saltwater fishing license.



Camping on the Grand Strand

There are literally thousands of campsites on the Strand and several resort campgrounds that have beach frontage. When I checked one of the large operations for four days in late July, I specified a lot for a 40-ft. Class A coach with four slide-outs. They had four sites, the largest of which was 50 × 33 feet and over 600 ft. from the beach for \$90/night plus tax. Other searches did not turn up anything better. If staying close to Myrtle Beach is important for your vacation plans and activities, you can camp in the woods at Myrtle Beach State Park.

A search over a wider area turned up Willow Tree RV Resort in Longs, South Carolina. Large sites are available in the trees or on the lake. Each site provides paved RV parking with 30- or 50-amp electric, water and sewer hook ups, and a concrete patio, charcoal grill, picnic table, fire ring, and plenty of lawn space between sites. The general facilities offer an outdoor pool and hot tub; volley-

ball, shuffleboard, and horseshoes; fitness room; lakefront beach, swimming, and an adventure challenge track; fishing and

You are only 15 minutes from the beaches in North Myrtle Beach. There are several neat nearby places for lunch. We enjoyed



Willow Tree RV Resort

kayaking in 36- and 15-acre lakes; and a playground. Seasonal activities: Fall and Winter bring live music, dancing, pot-lucks, card games, and more. When you are ready for Myrtle Beach entertainment and dining, you'll have a 30-minute drive.

the great sandwiches, salads, and desserts at the Calabash Deli, 9929 Beach Dr. SW, in Calabash, North Carolina.

Good Friday through Labor Day: \$65 + tax, pull-thru; \$69 + tax, lake front. Fall and Winter: \$55 + tax and \$59 + tax.

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Who Got Here First?

When we visit a place in the U.S. or Canada, for that matter—anywhere, I always wonder, “who was here 500 years ago, a thousand years ago?”

The Waccamaw and Winyah Indians called this area Chicora. Archaeological research has produced pottery, arrowheads, and other artifacts giving up some basic information about their existence and way of life. They were more hunter-gatherers than farmers.

The Spanish made some unsuccessful attempts this far north in the sixteenth century, leaving the area in the control of the indigenous people until the late seventeenth century. English settlements in Virginia and Savannah began to close the gap around the Carolinas in the eighteenth century.



The Pavilion at Myrtle Beach in the 1930s

After import/export trading began with England, pirates began to attack and take whatever they wanted. The inlets and rivers on the Carolina coast provided great hiding places. They also raided the Spanish missions mercilessly.

English colonists formed Prince George Parish and laid out plans for Georgetown, which by 1730 was the state’s third oldest city. Surrounded by rivers and marshlands, Georgetown became the center of America’s rice empire.

Throughout the 1800s, the beaches of Horry County were uninhabited since the area was almost inaccessible. After the Civil War, F.G. Burroughs returned

to his hometown of Conway, South Carolina, and formed a partnership with Benjamin Collins. They initially harvested pine and made turpentine, but soon expanded the company’s commercial interests into consumer goods, riverboats, and the construction of the first railway through the swamps of Horry County to the beaches now known as Myrtle Beach and the Grand Strand.

Burroughs believed the Grand Strand could be developed similarly to northern recreational destinations, such as Coney Island and Atlantic City. Burroughs died in 1897 before he was able to bring the railroad to the Strand. Burroughs’ and Collins’ descendents took over the company, completed the railroad, and built the Seaside Inn in 1901. It was the first

oceanfront hotel in a village they called “New Town.” At that time, oceanfront lots sold for \$25. Buyers got an extra lot free if they built a house worth at least \$500.

Their descendents continued the development with a bathhouse, a pavilion, and small beach houses. By 1907, the little village had become a popular vacation spot. When a contest was held to name the new beach resort, Burroughs’ widow suggested “Myrtle Beach” for its proliferation of wild wax myrtle bushes.

Simeon B. Chapin, a New York stock broker, joined with the Burroughs in 1912 to form the Myrtle Beach Farms Company. Chapin’s financial resources and busi-

ness experience along with the Burroughs’ vast real estate holdings provided for a period of sustained economic growth. In the mid-twenties, an equity company built an upscale resort called Arcady featuring the Strand’s first golf club, the Pine Lakes International Country Club. The Club was the birthplace of *Sports Illustrated*.

In 1934 the Myrtle Beach Farms Company donated 312 acres of beachfront property that became Myrtle Beach State Park. The Intracoastal Waterway was opened in 1936 to pleasure boats and commercial shipping. In 1942 the Army Air Force built a base and landing strip that was used for training coastal patrols during World War II. The Myrtle Beach Pavilion was built in 1949 and became the home of the historic organ and carousel.

Hurricane Hazel struck Myrtle Beach full force in 1954, leaving the town essentially flattened. However, it cleared the way for a housing boom, new hotels, and a new flourish of golf clubs and country clubs that would number over 100.

Housing the South Carolina Hall of Fame, the Myrtle Beach Convention Center was completed in 1970. During that decade, the resident population tripled. The hotel-condo market began its surge in 1976 when Maisons-Sur-Mer was the first high-rise at 290 feet to pierce Myrtle Beach’s skyline. Ten years later four more resort hotels pushed up more than 20 stories and 250 feet—which long-time residents regarded as the stratosphere. In 2004 Margate Tower broke the record at 329 feet and kicked off a three-year building spree (2006–2008) of eight more “skyscrapers,” with the tallest topping out at 278 feet.

Population numbers have continued to climb on the Grand Strand. The Myrtle Beach Metropolitan Statistical Area (Horry and Georgetown counties) in 2010 had a population of 329,449, an increase of 470% over its 1970 population of 69,992. In 2011, U.S. Census statistics showed a growth of 37 percent in the previous decade.

As Paul Harvey used to say in closing his radio commentary, “And now you know the rest of the story.” **RIS**

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Canine Flu Is at Your Doorstep

by Dr. John Pilarczyk

Summer travel has started and many of us are getting our RVs prepared for our journeys. At the same time, we need to prepare our pets for the excursion. Vaccinations should be updated, flea and tick prevention applied, and heartworm medications need to be filled or given.

The University of Florida has recently confirmed the first outbreak of canine influenza in the state. Other confirmed cases have been reported in California. This highly contagious disease needs to be on our radar as we travel the United States. The canine flu virus is easily transmitted within a population of dogs such as those found in shelters, rescue groups, and dog shows.

The majority of dogs have no immunity to canine flu. Coughing dogs spread the virus in a mist just like we humans do when we have the flu. Most dogs affected by flu have symptoms of coughing and nasal discharge that can last for ten days to a month. However, some dogs come down with a fever of 104 degrees or higher and develop pneumonia.

Canine flu is a highly treatable infection and most dogs can recover without complication. The virus can survive on environmental items such as food and water bowls, collar leads, toys, beds, vehicles, and people's hands and clothing for up to 24 hours. It is easily killed by most disinfectant hand soap and the laundering of clothes and bedding.

Prevention is the best medicine. There is a vaccine available

for the canine flu but it is not 100% protective. Just like some human vaccines such as the one given for shingles, if your dog is exposed after receiving the vaccine, the disease will not be a bad breakout and should last for only a short duration.

As you travel and stop at various campgrounds, you must keep your dog away from any coughing dogs. Campgrounds often have dog parks. I advise perusing the scene when you arrive and if you suspect any dog is ill, stay away from the dog park. When visiting in quaint towns, you may come upon establishments that offer your dog water from a water bowl they furnish. I recommend avoiding a shared water bowl. Instead, carry a disposable paper bowl to fill with water from your own water container.

The canine virus has been shown to infect cats, but in my experience the transmission of the virus to a cat occurs only through human contact with an infected dog, then transmitting the virus that is on your hands or clothing to a cat. So far there is no evidence that the canine flu virus infects humans.

This disease is diagnosed through the use of nasal swabs collected from sick dogs. The swabs are sent to a lab where a PCR panel is performed that can identify various respiratory pathogens.

Incubation time from exposure to the virus is under one week. While most will recover in 2-3 weeks, all sick dogs need to be isolated for 2-4 weeks. If you suspect your dog may be coming down with the flu, isolate him and do not touch or handle other dogs for at least 4 weeks. Do not accept any dog from foster homes or shelters if there has been a known outbreak in your area.

The source of the Florida outbreak of canine flu was identified as a dog show in Houston County, Georgia. This new strain of the flu has also been identified in North Carolina, South Carolina, Tennessee, Texas, Kentucky, and Illinois. So be extra careful traveling through those states.

Another note: If you suspect your dog may be coming down with the flu and you need to take him or her to the veterinarian, please call ahead so the staff can make arrangements to prevent other dogs from being exposed. Your dog may have to be placed in an isolated area or come in during off hours when waiting rooms are clear.

Healthy, happy, and safe travels,
John and Kay

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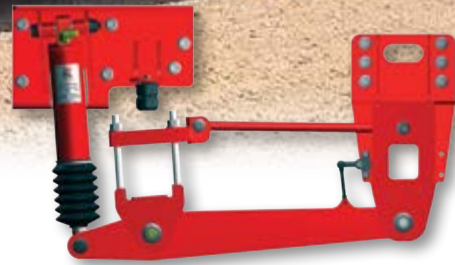
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Editor's Note: For further information on canine influenza, you can refer to page 72 of the October 2016 issue of *Roughing It Smoothly*, where Dr. Pilarczyk gives detailed information about the flu strains affecting dogs and cats, as well as information about the vaccines available.

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Bob and Lauri Craig

SERVICE ABOVE SELF CONTINUES TO BE A LIFETIME COMMITMENT

Two life paths crossed in Canton, New York, in 1969, and then the two travelers took the same path in January 1970. Perhaps like many young couples who meet at college, Bob Craig and Lauri Jackson are polar opposites—he is quiet and deliberative, an outdoorsman; she is effusive, scholarly, an activist.

Bob was born in Pinehurst, North Carolina, living there until his parents moved the family to a lakeside home near Cambridge, New York, a small village of 1,600 northeast of Albany, about a six-mile hike from Vermont. Bob's grandfather, a Presbyterian minister, had recently purchased an 1853 farmhouse north of Albany. It was good for three generations to be close together.

"My mother became the school secretary so I had to be the 'good boy' in school who made his mom proud," Bob joked. "When it was time for college, I went to the State University of New York (SUNY) at Plattsburgh, located on Lake Champlain, about 120 miles north of our home.

"While I was majoring in elementary education, I worked as an assistant residence hall supervisor and decided that I might really enjoy working in student personnel services at a college. After graduation I took a position at Canton Agricultural and Technical College supervising the operation of one of the college's three new residence halls. Canton A&T is a part of SUNY."

Lauri grew up in Rochester, New York, located on the southern shore of Lake Ontario. "My dad was born in Brooklyn, my mom in Winnipeg. Both families moved to Toronto where my parents met," Lauri began. After they were married, Lauri's parents moved first to Buffalo, New York, then to Rochester, New York.

Readers of *Roughing It Smoothly* tell me they look forward to the Owner Profile stories in each issue. This past year I became a member of the RV Fellowship of Rotarians, a 400-member strong group of Rotarians who enjoy an avenue of fellowship based on motorhome travel. Membership opened a new opportunity to meet Tiffin owners who are Rotarians. The Fellowship camped at Stone Mountain Park east of Atlanta in June while members attended the Rotary International Convention held at the Georgia World Congress Center. Bob Craig knocked on the door of our Phaeton on the evening of our arrival at the park to deliver two RVFR shingles for Carolyn and me to wear during the convention. A long conversation ensued and then an interview two days later for the story. Allow me to introduce you to Bob and Lauri Craig.

Lauri was accepted at St. Lawrence University in Canton, New York, a private liberal arts school with an enrollment of 2,500, with plans to study for a dual degree in psychology and sociology. "I worked as a waitress in a local restaurant," she smiled.



"We thought the SUNY kids were 'okay,' but we were probably a little condescending. Soon after my college roommate and I met Bob and his friends, my roommate developed a real crush on him. He was four years older, having come to Canton to work after finishing his degree at Plattsburgh. But that changed when Bob and I started dating. We married in January 1970 during my senior year."

Bob's interest in recreation resulted in plans for a degree in recreation resources offered by Colorado State University in Fort Collins. Lauri secured a position at Larimer County Mental Health in Fort Collins and Loveland to provide an income while Bob worked on his degree.

Bob finished his degree in 1972 and began to search for a position in his new field. "Part of one course included a 30-day visit to a wide variety of new recreation facilities in the southwestern United States," Bob explained. "We camped in Monument Valley and cultivated friendships with Navajos, one of whom was a snake dancer. That was interesting!"

"I applied for positions with the National Park Service, my dream job," he continued, "but veterans who were returning from Vietnam usually received hiring preference. My father-in-law offered me a position at his welding supply business in Rochester, New York, until something opened up in my chosen field of recreation management.

"As I found my niche in the company, the years began to slip by. While there were products to be sold, we were also a service organization," Bob explained. "I operated a sideline specialty for supplying temporary heat for buildings under construction. During Rochester's harsh, cold winters, work often stopped. We enclosed the exterior frames of multi-floor buildings with heavy, transparent plastic sheeting.

"During my 30 years at the welding supply business, the position opened some great opportunities for both of us," Bob continued. Lauri's dad and brother were active in the Rochester Rotary Club and were instrumental in starting Rotary Sunshine Camp, a summer camp for kids with disabilities, located on 150 acres in Rush, New York (see sunshinecampus.org). Bob's dad was a charter member of the Rotary Club in Salem, New York.

"I became a member of the Rochester Rotary Club in 1983 and was thrilled to be a part of Rotary Sunshine Camp's development," he said. "The camp has a climbing wall, an adventure course for disabled kids, and a professionally built treehouse with access ramps for kids in wheelchairs. The facility is also used as a retreat for other children's organizations in the area. Rotary has become a large part of our family. Before women were allowed in Rotary, Lauri and her mom were very involved in the "Women of Rotary" in Rochester. Lauri also served as

chaplain for the Rotary district. Lauri joined the Rotary Club of Geneseo, New York in 2001."

Bob finally was able to use his second college degree in recreational management. "I had the privilege of running the camp for two summers and later serving as president of the Rochester Rotary Club in 1993 /1994. At that time the club had 525 members," he noted. "After serving as president, Lauri and I continued our involvement in district work. When we moved to Syracuse, we became members of the Baldwinsville Rotary Club, and later, the Pearl River Rotary Club. Serving as a Rotarian will always be an important part of our lives."

Bob and Lauri first learned about the RV Fellowship of Ro-



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tarians in 1998. “Several of us joined and went to the 1998 Rotary International Convention in Indianapolis, traveling there in our motorhomes,” Bob related. “So far, Lauri and I have been to five Rotary International Conventions. We are also members of the Hudson Valley Allegro Club which has given us opportunities for local fellowship.”

Following her death in 2006, Lauri’s mom was memorialized with a tree plant-

ed in her honor at Rotary Sunshine Camp. “She was also known at her church as the ‘Welcoming Lady,’” Lauri said. “She was a great inspiration to me as I looked for avenues of service in my life.”

Soon after returning to Rochester from Colorado in 1972, Bob and Lauri started a family. Erin was born in September 1973 and Justin in May 1975. Watching their children grow up, attend college, and develop interesting careers has been a

source of fascination, pleasure, and satisfaction for the Craigs.

While Erin and Justin were growing up, Lauri used her social work training from St. Lawrence University to become a counselor for LifeLine, a 24/7 crisis intervention and poison control service for the Rochester area and surrounding counties. After becoming a senior counselor, Lauri became part of the team that went into schools and universities to help with the growing crisis of teen suicide. At one of the “post vention” meetings with inner city children, Lauri was inspired that the children said they

“could not/would never” consider suicide because their pastor said they might be the next Martin Luther King, Jr., and that they wouldn’t want to hurt their grandmothers and Sunday School teachers. “I was overwhelmed and so encouraged by the wisdom of these children and their commitment to their faith,” Lauri said.

A couple of years later, with the guidance of a woman pastor, Lauri investigated Colgate Rochester Crozer Divinity School as an option to update her undergraduate degree. Two faculty members were highly regarded professors of pastoral counseling.

“I didn’t realize that I would also have to take religion courses as part of the program at CRCDS,” Laurie said. “In spite of my hesitation, I entered the program and completed the requirements for a Masters of Divinity degree after five long, humbling, and inspiring years.”

Lauri graduated in May 1993 while Bob was president of the Rochester Rotary Club. In June they went to the Rotary International Convention in Melbourne, Australia. After they returned Lauri served several churches in the Rochester area after being ordained in December 1993.

In 2003 Lauri was called to a church in Syracuse. She and Bob had assumed her mother’s care in Rochester. “After finding a really great assisted living facility in Syracuse for mother, we were sure the call to Syracuse was the right move,” Lauri said.

After Lauri’s mom passed away in 2006, Justin married and moved to Chicago with his new wife Kristin, and Ryan was born three years later. Erin’s career opportunities in New York theater were blossoming. Ryan got a little sister, Katelyn, in 2011. The motorhome saw regular service between Syracuse and Chicago. Nieces and their husbands lived in the NYC area.

“We were so pleased in 2011 when Justin and his family moved to Westchester County in New York,” Bob said. “Ryan and Katelyn are the ‘lights of our lives.’”

“With so many things happening in just a few years, we wanted to find a new location for a family home that could be the epicenter for our children, grandchildren, and all of the cousins and their



families,” Bob said. “We bought a country home in the tiny village of Pearl River, just six miles west of the Hudson River, a stone’s throw from New Jersey, and 25 miles—as the crow flies—from Manhattan. It was perfect.”

Shortly after moving to Pearl River, Lauri was looking through brochures from local hospitals and businesses and discovered a program called “Bedside Harp” at the Valley Hospital in Ridge-wood, New Jersey. She called about the program and signed up for lessons, despite having never played an instrument since clarinet in high school.

“I began taking lessons to play a therapy harp,” Lauri continued. “After a year, I applied and was accepted into the ‘certification program for harp therapy.’” Bed-side Harp of Bensalem, Pennsylvania, was founded by Edie Elkan, a professional musician who continues to serve as the president (bedsideharp.com). “Bedside Harp is a hospital certified program that serves patients in several hospitals in Pennsylvania and New Jersey. The two-year training program includes five week-long modules/workshops held in Bensalem, 130 hours of playing, an ethics class, reading and reviewing 10 books, and playing by ear 40 songs from 10 different genres of music.

“Our purpose is to assist patients, family, and staff by playing soothing music on our therapy harps while walking bedside to bedside in the hospital,” Lauri explained.

“The goal is to provide a ‘cradle of sound’ to offer hope and healing to all. Harp therapy is a part of a very holistic approach to healing.” Lauri graduated with her first level of certification in 2015

and will graduate with her mastery level on August 6, 2017.

In addition to her harp therapy at Valley Hospital, Lauri is now pastoring a small church in Haworth, New Jersey, about a half hour from their home in Pearl River.

Bob acquired a small lathe to create beautiful pens using rare woods and acrylics. It is a hobby he can take with him in their 2013 Allegro Bus 40QBP. He is also helping a fellow Rotarian in the Pearl River club build personalized

trophies for local athletes and teams.

Putting that Allegro Bus back on the road is never far from his thoughts. “I am planning a trip to the Southwest,” Bob said. “I want to show Lauri our incredible national parks in Utah, Arizona, New Mexico, Nevada, and southern California.”

They won’t be traveling alone. Dog lovers from childhood, they consider their two yellow Labs, Laci, 14, and Leah, 7, as favored children. And yes, Lauri’s harp is also a regular traveling companion. **RIS**

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Tiffin Owners from Georgia and Connecticut



Jack and Dot Alexander

Hometown: Ridgefield, Connecticut
Interviewed: Middletown, Rhode Island

- Dot and Jack purchased their 2012 Phaeton 40 QBH with a Cummins engine and a Freightliner chassis from Alpen Haus in Amsterdam, NY.
- They have been married for 28 years with two children Robin and John (from Jack's previous marriage).
- Both worked and retired from IBM. Jack was a tech manager and Dot a software VP.
- They both love golf. Jack is webmaster for local non-profit web sites. Dot is a member of the Caudatowa Garden Club.
- After retiring they opted for an RV versus buying a lakeshore cottage because they couldn't decide on one place to live for a second property. They both liked back-packing when they were younger. Dot's previous RVs include a Prowler trailer and a Class C conversion van.
- They belong to the Constitution Cruisers, the Connecticut Chapter of FMCA, and have a KOA membership.
- Raffi, a 7-yr-old yellow Lab, always travels with them. Say "road trip" or "camping" and she goes wild.
- They have traveled the western U.S. and love the Utah national parks. Zion is their favorite. Other travels were to the Black Hills and Custer State Park.
- Future travel plans include the polar bear migration in 2018, the Florida Keys, the Canadian Rockies, and Lake Louise.



Don & Jackie Cola

Hometown: Connecticut
Interviewed: Narragansett, Rhode Island

- Don and Jackie purchased a new 2006 Allegro Bus 38DP with a 400-hp Cummins on a Freightliner chassis from Crossroads RV in Middleboro, MA.
- They have been married 54 years and have two sons, one daughter, and 11 grandchildren.
- Jackie worked in an operating room until retiring in 2004. Don was in industrial packaging sales, retiring in 2005.
- Hobbies for Don are biking, decorative knot tying, computing, and keeping up the RV. Jackie enjoys biking, exercising, sewing, knitting, and reading.
- Loving boating, Don and Jackie sold their home in 2005 and lived aboard their 42-ft. Trawler to travel 5,000 miles of America's Great Loop. In 2010 they sold the boat and began RVing fulltime "to see parts of the USA & Canada we couldn't visit by boat."
- They have traveled to every state except Hawaii and every Canadian province. They have been to see the polar bears in Churchill, Manitoba. Their favorite travels are Alaska, NY's 1000 Islands, and the Canadian Rockies. They also visited the national parks and Prudhoe Bay in Alaska.
- Future travels include driving the Skyline Drive and Blue Ridge Parkway. They want to travel America's Great Loop in an RV, and also visit their grandkids in Maine, Maryland, and Mississippi.



Doug & Betty Forbis

Hometown: Georgia
Interviewed: Staunton, Virginia

- Doug and Betty purchased a 2007 40QSP Allegro Bus with a Spartan chassis in 2014 during an FMCA rally in Perry, GA.
- They have been married 13 years and have 5 children, 4 boys and a girl.
- Doug retired from the USAF and then was a trucker for 20 years. Betty is still working for a financial credit union.
- Doug has been RVing for 45 years, and Betty about 20 years. They are still working to become half and full-timers, and now travel about once a month.
- They have traveled to see their children in AL and LA and have enjoyed NASCAR races. They also enjoy state parks and traveling with their camping group. They have been to Vermont, Maine, Mt. Desert Island, and Bar Harbor.
- Doug and Betty have always traveled with dogs. Currently they travel with their 2½- year-old Boston Terrier "Jill" who loves camping and traveling in the RV.
- They belong to FMCA, Good Sam, and a friendly camping group: "The Camping Krew."
- Doug likes to golf and attend NASCAR races. Betty likes knitting, beading, and reading.
- Their favorite places are Maine, Georgia, and Florida while staying at state parks and Corps of Engineers campgrounds. Alaska is #1 on their bucket list.



Editor's Note: Dave has been camping for 52 years in tents to motorhomes. He 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 Estates in Silver Springs, FL for use in the winter months. Dave and Terri are now full-timers, currently living their dream.

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Family RV Group Acquires Northside RV of Lexington

The business histories of recreational vehicle dealerships are usually fascinating stories of struggles to succeed. Two interesting “case studies” (as the Harvard Business School would describe them) began 49 and 38 years ago just 80 miles apart in the cities of Cincinnati, Ohio and Lexington, Kentucky. The older company operated by the Jung family had a family management succession plan. It eventually became Colerain RV. The younger company, Northside RV founded by Gary Ecklar, had an admirable and successful business, but no family succession plan after the Ecklar children chose other careers. Gary respected their choices and decided to convert his equity into more liquid assets that he, his wife Sandy, and their children and grandchildren could put to good use. In making this major change, Gary was also mindful to assure the sale of Northside RV would have a positive outcome for the company’s employees.

When Charlie Jung and his twin sister, Carol, were born (the last two of six siblings), their father was fifty years old. Charlie was only 18 when his father died and Charlie’s older brother took over the operation of the Dodge dealership that had been run by their father. Charlie later joined his brother, Bob, in the business. Unfortunately, in the following years, the Dodge Corporation forced the Jungs to move their dealership to a more upscale neighborhood, causing them to lose most of their established customer base and considerably increasing their expenses. Needless to say, with all the forced changes and the expense of a new facility, the Dodge dealership ultimately failed. Although Bob and Charlie continued to run a small used car lot, they were looking for something better.

In 1968, after seeing their brother-in-law’s mild success selling travel trailers across town, Charlie and Bob decided to open an RV lot on Colerain Avenue. A short time later, as Bob started working a regular 9-5 job, Charlie bought Bob’s share of the business. Charlie closed the used car lot and went all in on RV’s.

“I remember hanging out at the RV lot as a little kid,” Steve Jung recalled. Steve came to Lexington on May 23rd for the interview. Like most of the children whose parents own RV dealerships, Steve and his brother Chuck had plenty of opportunities to work in the family business. “When dad started the business, our older sister was seven, Chuck was five, I was three, another sister was one and another sister was not yet born. I believe that took guts to step into the un-

The New Northside Family RV

Northside Family RV did not need a complete makeover after it was acquired by the Family RV Group. Steve and Chuck Jung saw many assets, great employees, and a good physical plant on which they could build a company with a refreshing new image that focused on “family.”

The Jung brothers saw changes that had to be made in a few key positions. The most difficult change, of course, would be replacing former owner, Gary Ecklar, and his wife, Sandy. Gary and Sandy had agreed to stay for two years to make the transition to new ownership a smooth one. **Joe Steffen**, who had worked with the Jungs at Colerain RV for 12 years, came to Northside in April of last year to serve as the company’s general manager, having served as the sales manager at Colerain’s Cincinnati store.

“*Family*,” Joe emphasized, “is very important in our name. Our parent company is *Family RV Group* and each of our five stores, like Northside *Family RV*, will build that key word into their public image.”

While studying for a marketing degree from Northern Kentucky University, seven miles southeast of Cincinnati, Joe worked for Delta Airlines, which at that time had a major hub in Cincinnati. In 2005, a family friend introduced Joe to Chuck Jung who offered him a position on the sales team. For the next nine years in a row, Joe was “Salesperson of the Year.”

As general manager, Joe oversees the everyday operations of Northside Family RV, which currently employs 64. “I have been with the Jung family for 12 years,” Joe noted. “Their strong moral foundation and their adherence to strong ethical standards are the two main reasons that I want to work here. We will always do things and run this business the ‘right way.’”

While the Colerain location in Cincinnati serves as the pattern for developing the other four locations, the Jungs want each store to have its own flavor. “We are not trying to build cookie cutter stores,” Joe emphasized.

Northside RV decided two years ago to make Tiffin Motorhomes its only diesel offering in the Class A market. In the Class A gas category, Tiffin’s Allegro Open Road competes against Forest River, Winnebago, and Jayco. “Last year this store did \$35 million in motorized and towable,” Joe said. “This year we are on track to do \$40 million.”

Over the two days that I visited Northside, the dealership had six Tiffin diesels in stock: two Allegro Buses, One Allegro RED, and three Phaetons, plus one of Tiffin’s new Class C Wayfarers, also a diesel.

Shawn Williams joined the Family RV Group in early June as general sales manager. Beginning as a sales associate in an automotive dealership, he brings finance experience that began with Beaudry RV in Tucson 12 years ago. After building his sales skills in positions with three RV companies, Shawn became the sales and finance director for Paul Everett RV in Fresno, California, overseeing 10 of their stores in southern California.

“I would never go back to the automotive industry,” he assured. “RVing is an exciting business. In the last 12 years I have met people from all over the world—Europeans, Canadians, Australians, and many more. There is clearly a ‘family owned’ feel to this company. You become part of a family. I hope to bring the

known when you have so many mouths to feed.

“We had a part-time bookkeeper/ title clerk,” Steve continued. “Mom occasionally filled the propane tanks for the sold units so they could be delivered. She would load the kids in the station wagon, pick up the LP tanks, drive them up the street to be filled, and then take them back to my dad so he could prep the units. Two local firemen came on their days off and helped do some of the service work. The office was a mobile trailer. The first brands the business sold were Mallard, Bee Line, Thunderbird, and Starcraft travel trailers.

“Dad also worked for Remington Rand selling big adding machines on a sales route. He did his cold calling around Cincinnati until noon and then worked the remainder of the day at the RV lot, sometimes until late in the evening. Out of our garage at home, Dad sold Bestline cleaning products that featured ZIF, an all-purpose cleaner. We used it for years to wash cars and travel trailers. You can still buy it today on eBay,” he laughed. “Times were lean, but Mom and Dad kept it together any way they could. Dad was determined to succeed no matter how many other jobs he had to work. He had more ambition than anyone I have ever known.”

By 1975 Charlie Jung was seeing a little daylight and was able to move the business to a new location that featured a 100-year-old carriage house. “We still had Dad’s mobile office, too.

culture of the Colerain flagship to this store. We want to introduce new ideas and procedures in sales training. The possibilities here for growth are enormous.”

A Colerain 15-year veteran, **Danny Phillips** is serving the company as service director. Service managers in each of the five locations report to Danny. His first goal is to standardize service procedures between the Indianapolis and Lexington stores.

At Northside Family RV, **Dustin Davis** became the service manager in October of last year. A business and finance manager in college, he joined the company with eight years of experience. He began his career at the Toyota-Chrysler dealership in Dry Ridge, Kentucky. After advancing his career in several positions, including service advisor, technician, and managing retail parts stores, Dustin was recruited by Wade Stepp, president of Family RV Group.

In just nine months, Dustin has organized a department that directs or coordinates half of the employees at Northside Family RV. “I think you could say service and sales have equal rank in our organization,” Dustin said. “Excellent service builds loyalty in our RV owner base and we are building a strong following because of the caring concern we have for our customers and the quality of our work.”

When we entered the service area, we were greeted warmly by *Tamara Maysberry*, who takes preliminary information regarding an owner’s visit and checks for the next available service advisor (SA).

Three service advisors, *Robert Thurman*, *Janey Moore*, and *Kris Mays*, meet incoming RV owners with an enthusiasm and helpful attitude that is impressive. Each has been on the job for one year. Robert was the supervisor of customer

The Northside Family RV management team: Dustin Davis, Steve Jung, Gary Ecklar, Shawn Williams, Laura Steffen, Don Salyer, David Joyce, and Joe Steffen.



We added two service bays to the old carriage house,” Steve said. “The firemen continued to double as our service techs, rotating in and out from their main job at the firehouse.”

Charlie Jung set up a retail parts department for customers who were doing some of their own maintenance. “The old carriage house had no heat or air conditioning,” Steve recalled. “We brought in a big pot-bellied stove to keep the sales area warm. Years later, an oil furnace was added along with air conditioning. I used to look back and wonder how anyone could have spent their hard-earned money with us in our dilapidated old building. Then I realized it was all about the people we had and how we treated our customers. Nobody did it better than we did. Our customers were like our family.

“Then the oil embargo hit in 1979,” Steve said. “A lot of businesses went under. Dad put a second mortgage on the house. With five kids, there was a lot of stress, but he didn’t bring his business problems home. He and Mom put in many long hours and said a lot of prayers.”

“Our faith was always a priority and still is



Chuck, Charlie, and Steve recently did a father-son trip to tour the USS New Jersey.

today. So much so that even through many lean years when money was almost nonexistent, my parents managed to send all five kids, from grade school through high school, to Catholic schools. If you ask my mom, she will tell you that this was one of the hardest yet most satisfying accomplishments in her life.” Chuck finished high school in 1982 and went to Miami University to study for a degree in finance. After graduation in 1986, he went to work for ITT Commercial

service at Hertz’s airport location in Lexington. He wanted a more interesting job. Janey had 24 years in nursing and felt like her career needed a new direction. She joined Northside as a receptionist but became fascinated with the technical side of RVs and set her sights on becoming a service advisor. Kris resigned from a desk job with the state’s Medicaid division to look for something more challenging.

“The temp service sent me to Northside and I knew within a few hours that I wanted a permanent job here,” Kris said. “Robert, Janey, and I are the first of a new generation in this department. We studied and learned the technology of the towables and the motorhomes, which is still an on-going process. If I learned something new today, then I know I did okay.”

Each SA has a private office and focuses the meeting immediately on the repair issues without any distractions or outside noise. “We go over the repair issues in our office and then we move to the motorhome,” Robert said. “We blue tag the points of repair and take pictures of the repairs to be made and of any damaged areas. Then a written record with the pictures is stored in the system. We use the IDS Astra-G2 software,” he continued. “Pictures are often necessary for warranty work.”

The SAs’ records go to the dispatcher, *Jamie Brewer*, who puts jobs in priority for service, generates work orders, estimates the tech hours to do the job, and dispatches jobs to *Dewey Skinner*, shop foreman. He evaluates the parts requests and makes a parts list that goes back to one of the service advisors.

“The SAs submit the parts list to the manufacturers for warranty approval,” Kris said. “If any items are not covered, we present the charges to the owner for approval. We also advise the anticipated time for the repairs. If that date changes due to the availability of parts or scheduling issues, we advise them immediately.”

When the job is completed, the SA does an inspection to verify the repairs have been made satisfactorily, acting in part as the owner’s advocate. The motorhome is set up and cleaned for the owner’s inspection. When the owner arrives, the SA goes over each point on the repair record with the owner to be certain it was completed correctly.

Northside’s warranty department is a very important link in making repairs. Northside has two warranty administrators, **Frances Skinner** and **Casey Ecklar**. Frances has been with the company for 24 years. Casey has been processing the paperwork in the department over the last five years while she completes her bachelor’s degree at the University of Kentucky.

Frances checks for the warranty coverage available for the parts needed to make a repair, bills the claims, and takes care of the technical communications with the manufacturers. “Tiffin is really great to work with when we process warranty claims,” Frances said. “I work regularly with Greg Ginn at Tiffin.”

“Northside currently has five enclosed service bays,” Dustin said. “Eight new service bays (under roof but open air) are being completed this summer and will improve tremendously the number of jobs processed each week. Dewey oversees the work of Mike Waters, a certified master technician and five techs (Anthony Wells, Patrick McAnally, Joe Quire, Clifton Shanks & Shawn Mitchell) who are in RVIA training programs and on schedule to become certified technicians. We plan to hire six to eight more technicians as soon as we find qualified applicants. Dewey brings 30 years of experience to the job, with specialized training in units manufactured by Tiffin, Forest River, Keystone, and HWH.”

The service department is fully qualified to perform repairs on electrical systems, lighting, plumbing, all galley equipment, windows, steps, slide-outs, basement and entry doors, all small motors, AC and heating, water leaks, the functionality of all dash components and windshield wipers, all electronics, tires,

Finance as a floor plan checker. In 1989 Chuck made the decision to join his father in the RV business which now had eight employees.

Steve studied at the University of Cincinnati's business school, earning a degree in marketing and finance in 1989. "I wanted to go into marketing and find a job with a big company like Procter and Gamble," Steve said. "I accepted a position with GE Aircraft Engines, but it wasn't long before I realized the best education in business I had received came through working for Dad every summer. I prepped units, installed awnings and AC units, worked with the sales and parts guys, and did the lot and building maintenance. Working at Colerain RV provided more experience and training than I ever received in college. My dad still offers a wealth of knowledge."

After Chuck had worked at Colerain RV for three years, he called Steve. "We could really make something out of this business!" he said convincingly.

"We were way over-staffed at GE and layoffs were expected," Steve said. "My department manager gave me the option to come in extra early and work limited hours at GE each day, spending the rest of the day at Colerain. After a couple of months, I took a voluntary out at GE and went full time with our company. I enrolled at the university and began work on an MBA at night.

"Chuck, Dad, and I developed a great synergy working together," Steve continued. "I learned so much from Dad. Then one day he asked Chuck and me if we were going to stay in the business long term. Our answer was a resounding, 'YES!'"

In 1996 the Jungs built a new facility and had 12 employees when they opened. "We added two more buildings to our location and acquired two adjacent properties for a total of 15 acres. From 1997 to 2008 we were in a period of continuous growth," Steve said. "We now have 22 service bays with a full downdraft paint booth and body shop."

In 2005 the Jungs started conceiving a plan to create a group of dealerships. "We brought Wade Stepp in as our service manager," Steve noted. "He has knowledge and experience that Chuck and I will never have. My skill set is in sales and customer relations. Chuck is great in managing the overall operations of sales strategy and inventory management.

"Chuck came to me one day and bluntly said, 'What are we going to do when Dad retires?'" Steve related. "We both decided in that conversation that neither one of us wanted to do what Dad had done in his office and that Wade was the right choice to be the company's internal operations manager—our general manager. Dad agreed. He made it his exit plan, began selling Wade some of his stock, and completed his plan in 2010. Wade took the pressure off Dad so he could step down and he afforded Chuck and me

brakes, and steering. They do oil changes and fluid supplements, but do not offer chassis warranty work at this time.

Dustin described the goals of the service department. Some might call it "a five-year plan," but he expects to achieve these goals in a much shorter time frame.

There is a plan in place to (1) continue each person's training and set goals for personal advancement; (2) increase customer service and satisfaction; (3) increase productivity and efficiency through our training programs and implement the established processes.

"In real time with measurements, our goal is the reduction of process time to complete the customer's repairs," Dustin explained. "When I arrived here last year, it was taking four to six weeks on average to perform the work order for a motorhome. We are now averaging very close to three weeks. One of our techs does triage to determine which jobs (or parts of the work order) can be done in our express bay."

As parts manager, **David Joyce** heads up a five-person team that inventories a wide variety of standard RV parts and places orders several times each day for the specific parts not in stock that are required to repair a motorhome or towable. "We try to keep a large inventory of parts on hand to avoid disrupting our owners' vacations and special trips," David said.

Lee Storey places orders for specific parts made by RV manufacturers as well



David Joyce, parts manager; Richard Wells, assistant parts manager; Nick Gast, and Noland Justice manage the parts inventory for service and PDI, as well as the retail store which carries a wide variety of after-market items and consumables.

as generic parts not inventoried but required to finish a job. *Britany Stewart* oversees shipping and receiving, checking the parts in that fulfill repair orders and getting them to the dispatcher. *Noland Justice* is a runner who buys common parts from area stores. *Richard Wells*, a 25-year veteran in the RV business, is the assistant parts manager. Richard and *Nick Gast* take care of the daily retail customers who visit for parts, various supplies, and consumables.

"When we receive a part for a repair job, we take a duplicate of the dispatcher's order form and return it to the dispatcher who informs the service advisor

the ability to continue doing the things we are good at. Both of us love the product and sales side of the business and are not real fond of dealing with lawyers, banks, insurance, licensing, and all the other day-to-day things that get in the way of helping customers and selling product.”

The Junges anticipated the 2008 recession and began selling off their expensive coaches. “None of our RV manufacturers went out of business and we did not have to lay off anyone,” Steve said. “As our customers started keeping their coaches longer, we built up and relied on our service department. We bought inventory at auctions and found good deals for our customers. The pie shrunk but the size of our slice got larger.”

Opportunities for expansion and building a group of stores began to appear. “In 2008, Brandt Trailer Sales, a Dayton, Ohio dealership, reached a credit crisis and could not take trade-ins,” Steve said. “We were already doing the Dayton RV Show and drawing some business from that area. We took over the dealership and reopened it as Midwest RV–Dayton.”

In 2011 Adventure RV in Indianapolis called Chuck. “They wanted to close and sell their parts and RV inventory,” Steve said. “They had a good location with a lot of highway frontage. We leased the property and reopened as Colerain RV.

“After we made the preliminary decision to expand in 2005, we were amazed that dealerships kept contacting us,” Steve continued. “In 2013 a Columbus dealership wanted to bring us in as a partner. The situation did not fit our strategic plan. After we stepped back, the business failed and presented a low barrier for acquisition. Some good staff people wanted to stay; the facility had three service bays and nice offices; we decided to move on the opportunity.”

In 2014 Gary and Sandy Ecklar began to plan for an exit strategy from their 35-year-old enterprise, Northside RV in Lexington, Kentucky. They had been on several dealer incentive trips offered annually by RV manufacturers where they enjoyed socializing with Charlie and Lolly, Steve and Kathy, and Chuck and Vicki Jung. They seemed to have similar business philosophies and a good synergy flowed between the couples. It took about 18 months to put the deal together for Colerain RV to acquire Northside RV.

“This was by far the largest acquisition we had attempted,” Steve noted. “It was going to require us to raise considerable capital to make it happen. We were putting everything on the line to expand. Northside was a great fit for Colerain RV, not only for the reputation and sales numbers they produce but for the proximity to our home base of Cincinnati. Wanting to make this deal work, we approached a private equity organization. They were impressed with our commitment to the business and ultimately funded the acquisition. Now Kidd and Company is our business partner, ready to help grow the business

that the part has arrived,” David said. “If a part is not received in the prescribed amount of time, an electronic spreadsheet shows a red alert. There is a common problem in the RV parts industry with manufacturers taking up to three weeks to get parts to dealers. The automotive industry sets the standard by delivering parts in two to three days!

“Tiffin Motorhomes provides the most prompt parts service of any manufacturer we work with,” David complimented. “They treat every order with a sense of urgency. Tiffin acknowledges our online orders within one hour and often ships the part by the end of the day.”

Many dealerships do a PDI (post-delivery inspection) immediately after a motorhome or towable is delivered by the manufacturer. That timing for a PDI is designed to catch all defects or problems an RV may have when it is received and placed in the dealership’s floorplan. Warranty claims are made at that time.

When an RV unit is received at Northside, it is checked in by a salesperson and Frances Skinner in the warranty department. After a visit to the detailing team (Dana Hisel, Danielle Glover, Scott Whiting, Michael Tevis, Mickolas Brewer, and Johnathan Lumumba), a shined up RV is moved to the sales lot.

When the unit is sold, the real PDI takes place. This time PDI means “pre-delivery inspection” since it is done *prior* to the buyer taking possession. **Shane Smith** heads up the PDI team as the delivery manager. “The seven technicians on this team are trained at the same level as the techs who work in service and repair,” Shane said. With 20 years of experience, *Bill Gast* is the PDI foreman. The seven team members are Anthony Hurt, James Steele, Jordan Fletcher, Matthew Baker, Keith Williams, Alfonzo Attaway, and Robert Hall. Anthony and James are currently enrolled in RVIA training programs to become certified technicians.

The PDI and prep usually takes three to seven days, depending on whether it is a new or used unit, a motorhome or towable. All systems and components are thoroughly checked out, plus they do a driving test. “When a new owner takes delivery of an RV at Northside, everything is in good working order,” Shane emphasized. “The lead technician on a PDI will also educate and train the new owner in operating and maintaining the unit. We are hands-on during the training and ask the owner to actually do everything that we have explained. They can hook up and stay a day or two here or camp nearby where we can easily handle their questions.”

Northside Family RV has ten sales associates, each of whom views his job as a service to families and individuals who come to explore their interests in RVing. Of course, many customers who come to Northside are veteran RVers who are ready for an upgrade or even downsizing.

Don Salyer, sales manager, grew up in a small Kentucky town named for his family. In 1981 Don and his wife, Shireen, left Salyersville and headed for Nashville where he planned to convince a record company to give her an audition. He succeeded in getting her a contract and Shireen cut a record for MCA. With a renewed hubris, Don answered an ad for a salesman at Nashville Easy Living RV.

“I convinced the owner I could sell RVs after telling him my story,” Don said. “I started selling travel trailers that afternoon and have been selling them ever since. Camping is a ‘lifestyle’ now. Back then, camping was just camping. Forty years ago all of my clients were 50+. Now we are selling to all ages. My daddy raced stock cars and we lived in a motorhome. Our ‘lifestyle’ was following #88 around the country to the next race.

“I want my sales team to *enjoy* coming to work,” Don continued. “Our customers come here expecting to have fun when they buy an RV and helping them have fun is our job. My job is to help our sales people in any way I can when they are working with a client. If you can figure out the customer’s objection



together to new locations in new states.”

For those who might be considering a similar arrangement, Steve pointed out the positives and negatives. *Positives:* available funds for growth; an exit plan for the company’s founder and key owners; new expertise from Kidd and Co; defined corporate structure. *Negatives:* we are no longer the sole owners. Operationally, Steve, Chuck, and Wade have the latitude to run the business and make the day to day business decisions. There is no micromanaging. They now have a CFO and HR and IT departments to do the payroll and benefits for all five dealerships. The acquisition of Northside RV was completed in January 2016, and the two companies are running smoothly.

In 2016 Colerain RV was named by *RV Business* as one of the Top 50 Dealers in the United States. The company has rebranded the five dealerships, emphasizing family owned, family operated, and family oriented. In keeping with that plan, Gary Ecklar’s company is now known as Northside Family RV. The parent organization is Family RV Group. In addition to Wade Stepp and Chuck and Steve Jung serving in executive positions, the Family RV Group established several key positions with specific responsibilities for the five stores to standardize sales and service procedures.

The Northside Family RV sales team, now with 11 members, is excited with the new developments and strengths created by the Family RV Group. *From left:* BJ Standish, Rennie Thornberry, Jason Grim, Tom McCallister, Jamie Griffin, Michelle Griffin, and Bob Reynolds. *Not shown:* Matt Henahan, Mark Sharp, Brian Curtis, and Don Salyer.

to buying a unit, and then solve that problem, you can usually make the sale. Our Tiffin manufacturer’s rep, Frank Wyzywany, does an excellent job training our people. But I think the best training a sales person can get is to go camping as often as possible and use the equipment. We are looking forward to Shawn bringing organization to our sales process.”

While I could not interview every sales person, following are insights that reveal a mutual commitment to making sure every client has a good experience.

Rennie Thornberry sold tow trucks for 28 years, units that approached \$900,000 each. “After a bout with cancer in 2009, I took a leave of absence. When I was ready to start back to work, I knocked on the door here and was interviewed by Gary and Don,” Rennie said. “We hit it off and I started the next day. I have done well selling Phaetons. Just like my tow truck customers, motorhome buyers want to know how these Class A coaches are put together. I study Tiffin coaches continuously to be able to demonstrate and provide accurate answers.”

Jamie Griffin began his career in RV sales 15 years ago with the dealership across the street from Northside. “I was very interested in what I was seeing and learning about Northside. I called Gary Ecklar one day and said, ‘I would like to work for you.’ He said, ‘Let’s have lunch.’ We clicked and I have been working here for 13 years,” Jamie explained. Jamie’s wife, Michelle, had also been working for Bluegrass RV as a receptionist. After a maternity leave, she took a sales

ECKLAR DEVELOPS STRONG COMPANY IN 37 YEARS
After graduating high school and taking some business classes in college, Gary ran his father's mobile home transit business. He delivered and set up mobile homes for area dealers. In 1979, Gary opened a mobile home parts store and began doing service and repairs on mobile homes in the area. Five years later he moved to a new location on New Circle Road. He then added RV parts to his inventory and started selling and servicing RV's. His first brands were Shasta towables and Jamboree motorhomes.

Gary bought a lot on North Broadway, a main Lexington thoroughfare, that included a two-story facility built in 1950 for the Dawson Bridge Company. He acquired contiguous parcels until he amassed 12 acres. With service bays in the back of the Dawson building and plenty of room for repair parts as well as a retail store for RV parts and consumables, Gary added a second building for the sales department.

Sales continued to grow, especially as he acquired franchises for well-advertised Class A brands, including Fleetwood, Gulfstream, and Holiday Rambler as well as towables built by Keystone and Forest River.

When Gary's leading Class A brand went bankrupt in 2008, Northside RV became a Tiffin dealer. "When you become a Tiffin dealer, you have to think differently," he pointed out. "They play on a true, level playing field. Every dealer pays the same wholesale price. Fleetwood's prices varied constantly. They always had a different 'deal' working.

Gary Ecklar and Steve Jung have worked to create a seamless transition of ownership and build new strengths into Northside Family RV.



position with a company doing kitchen and bathroom remodels.

Michelle Griffin joined the sales team at Northside last year. "Jamie and I are both avid campers," she began. "Sitting at a desk is boring. We do a lot of RV shows, especially at the Kentucky Horse Park. We sell several units each year while doing tailgating parties at UK games and in Northside's camping club, Kentucky Road Cats."

"We have a BBQ cabin on wheels that we take to the Horse Park and other rallies," Jamie continued. "We have been doing a catering business out of the cabin for 10 years. Selling RVs is really fun when you can mix your business with your lifestyle."

Matt Henahan, internet sales manager, began his career at Northside 12 years ago when the company did not have a website. He saw the benefits, launched the Northside RV website 10 years ago, and has developed the company's strong marketing presence on the internet.

"Up to 90 percent of our customers have been on the Northside RV website before they visit our Lexington store," Matt said. "We also push our inventory on RVTrader.com, RVT.com, and RVusa.com. We are using paid search words to help track the responses we receive by email and phone calls, which helps us to know where to spend our advertising dollars."

Northside Family RV is leading the state in single site RV sales. While the Family RV Group has developed a consolidated website for the other four stores in the group, Northside will maintain a separate site because of the high marketing recognition that Matt has developed. He is moving 30 to 35 units per month.

"We photoshoot every motorhome when it goes into our inventory, sometimes as many as 100 images per unit," Matt continued. "We get more leads from the Northside website than the combined leads generated for the other four stores on the consolidated Colerain website. We are on track to do \$40 million in sales this year."

Jason Grim began his career at Northside in 2011. "I'm from eastern Kentucky where coal mines used to be the major employer," Jason began. "I did my college work at the University of Kentucky where I majored in business and played football and basketball. After I had worked for 10 years in auto financing, a mutual friend introduced me to Gary Ecklar.

"RV sales is a job that I love. It is a joy to help people find the recreational vehicle they want for full-timing or just for short vacations or long weekends. I want to help people make the right decision so they can shed the stress, relax, and have fun," Jason said. "Sometimes I think, 'I'm getting paid to do this and it's really fun!'"

Jason spends his time working accounts on RVT.com. "The customer (buyer) posts the kind of RV he is looking for on the RVT.com website," Jason began. "It puts the customer in control. The dealer answers the ad, describing what he has available in his inventory. There is no pressure on the customer. If he has a trade-in, I send a detailed form to describe the trade."

Matt and Jason are both empowered to negotiate the price of the unit they are selling as well as the trade-in. Many RVT.com customers bring their own financing, but Matt and Jason are prepared to assist with financing as well. Northside employs drivers to deliver the unit to the customer and pick up the trade-in.

"I sell 20 to 25 units per month," Jason said. "My business is all about building relationships and trust. Referrals and repeat business have been terrific. After making an offer, I follow up in three to four days by phone, then in 30 days. I never pressure a customer because I want them to operate at their own pace. I always call back if there is a question or any kind of issue to resolve."

When the sale is complete, Northside Family RV has a team to assist the buy-

“We bought into Bob Tiffin’s *customer care philosophy*: Don’t worry about who is going to pay for a repair. Take care of the customer first. Tiffin Motorhomes almost has a cult-like following. Their customer care is the best I have ever seen in any industry,” Gary emphasized. “Tiffin awards dealerships only to dealers who can provide good service. You always tell a customer the truth and then do what you say you will do. Tiffin awards a franchise to a dealership based in part on the company’s reputation for taking care of their customers.”

During the recession from 2008 to 2011, Gary bought repos and almost new motorhomes for 60 cents on the dollar. “We did really well during the recession,” he said. “Northside RV became the top dealer in our market with 60 percent share. We picked up a lot of business from dealerships that had to close.

“I started out as a service company,” he noted. “So I learned parts and service first, and built a very loyal customer base. Then it was a very smooth transition into selling motorhomes because we already knew how to service them.

“When I was pretty sure my children were not interested in taking over this business, I began thinking about how Sandy and I would make our exit,” he explained. “We had known Charlie Jung for years as well as his sons Chuck and Steve. We knew they were good people. I wanted any sale of Northside to be tied to making sure our employees were taken care of really well. We had 50 employees when we sold the company in January 2016. Ninety percent stayed on and the workforce has grown to 70.

“Colerain has the same business philosophy as I do about treating customers and employees fairly,” Gary stated. “When change shook the tree a little during the acquisition, they treated everyone fairly. Northside employees got more vacation time and better hourly rates to bring them right up to par with Colerain’s employees.”

Gary agreed to stay on for two years to help the transition go smoothly with several new managers in place. “I enjoy helping with the big sales at the Kentucky Horse Park. I get to solve problems, teach, and plan events.”

Gary and Sandy’s two sons went into other businesses. Casey, their daughter, is working in the warranty claims department while she completes her degree in special needs education at the University of Kentucky.

“Sandy and I live on a farm in Harrison County,” Gary said. “We were in the horse business and we won a lot of races. But for me, it was a hobby more than a business. Sandy did our book-keeping and payroll. She is working two days a week while we complete the transition. We are looking forward to our retirement and spending time with our children and three grandchildren. We have a house in Orlando, a condo in Myrtle Beach, and a home on Kentucky Lake.” **RIS**

er with financing and insurance. **Todd Addler** and **Laura Steffen** each bring 20+ years of F&I experience from the auto industry. They can offer financing from Bank of America, USBank, Huntington National Bank, Commonwealth Credit Union, Community Credit Union, and GE Credit Union.

“We work to find the right terms for each buyer,” Laura said. “The longer the term of the loan, the better the rate, which is a flip-flop from car financing.”

“When buyers are in the \$150,000 and up range, the banks want a financial statement, bank statements, tax returns, and business tax returns,” Todd pointed out.

Laura was a finance major at Northern Kentucky University. She accepted a position with a bank after graduation and then changed to a position in F&I in the auto industry. She has been providing F&I services at Northside for the past 18 months.

Todd started his career in auto sales and later moved to positions in finance and used car sales management. “Most people who are buying a car are doing so because the car is a necessity,” Todd noted. “Sometimes the transactions with the F&I person are not under the best of circumstances. Ninety-five percent of RV buyers are here because they want to be here. They are looking forward to a new and pleasant experience, can hardly wait to go camping, and are much more friendly and pleasant to work with.”

Todd and Laura add to the positive experience by informing the new owners about the Family Advantage Group. There are fringe benefits when you buy an RV at Northside Family RV. Buyers get 30 days of free camping at Thousand Trails campgrounds, 21 days of free camping at Adventure Out, and two free seminars: (1) How to winterize and de-winterize your RV, and (2) A maintenance class to set up a plan for keeping your RV in top condition.

Northside Family RV realizes how important camping and outdoor experiences are to family life, building generational bonds, and teaching appreciation for the incredible beauty of this country. **RIS**

Plans are underway to upgrade Northside’s five all-weather service bays and add eight covered bays enclosed on three sides that can be used at least 10 months of the year. The service and PDI departments expect to add six to eight new technicians this year.



Recalls for 2016–2017

NHTSA # 15V-880, Transport Canada #2016-035 Coach Step Double & Triple Electric Entry Steps

Tiffin Motorhomes has decided that a defect, which relates to motor vehicle safety, could exist on the following models of motorhomes: **2007-2010 Allegro Bays, 2008-2015 Allegro Open Roads and REDs, 2008-2015 Allegro Buses, 2008-2015 Phaetons.** The specific motorhomes contain Coach Step Electric Double or Triple entry steps that were manufactured between May 25, 2007 and December 18, 2014 by Lippert Components, Inc. On certain motorhomes equipped with these Coach Step electric entry steps, an internal bolt on the steps that attaches the fan gear assembly to the steps could fracture. This results in the fan gear disengaging from the steps, which could cause the steps to stop in an unexpected position and appear to be loose or unstable. If the steps become unstable, it could cause a person to fall, resulting in injury.

Please contact Lippert Components, Inc (LCI) at 574-537-8900 or customerservice@lci1.com to arrange for repair.

NHTSA # 16V-397, Transport Canada # 2016-305 ZF/Bosch Steering Gear Recall

Tiffin Motorhomes has decided that a defect, which relates to motor vehicle safety, could exist on the following models of motorhomes: **2015-2016 Allegro Buses, and 2014-2016 Phaetons.** The specific units affected were built on Tiffin Motorhome's PowerGlide Chassis. Tiffin Motorhomes was notified by ZF North America of the possibility that some steering gear boxes mounted on the front axle were built using the wrong spacer. If the wrong spacer was installed in a steering gear box, the insufficient height can result in too much play. This could lead to the connection wearing out, which could lead to a loss of connection between the steering wheel and front axle wheels. A loss of connection while driving may cause a sudden loss of steering control, increasing the risk of a vehicle crash.

NHTSA # 16V-532, Transport Canada # 2016-389, Tiffin Recall # TIF-100 Breaking of Windshield Wiper Arms

Tiffin Motorhomes has decided that a defect, which relates to motor vehicle safety, could exist

on the following models of motorhomes: **2007-2011 Allegro Open Roads & REDs, 2007-2010 Allegro Bays, 2010-2011 Allegro Breezes, 2007-2011 Allegro Buses, 2007-2011 Phaetons and 2007-2011 Zephyrs.** These motorhomes are equipped with windshield wiper arms that could break causing the wiper arms and blades to fall off. If the wiper arms were to break, this would reduce the driver's visibility in rainy conditions and could increase the possibility of a crash. Tiffin Motorhomes will be supplying owners with a new set of wiper arms to replace the defective ones.

NHTSA # 16V-692, Tiffin #TIF-104 Incorrect Weight Capacity Sticker on Allegro Open Road Hitch

Tiffin Motorhomes has decided that a defect, which relates to motor vehicle safety, exists on the following models of motorhomes: **2015 – 2017 Allegro Open Roads.** These motorhomes have a sticker attached to the tow hitch that lists an incorrect weight capacity for the hitch. The incorrect label states a gross trailer capacity of 10,000 LB with a max tongue weight of 1,000 LB. The correct label should state a gross trailer capacity of 5,000 LB with a max tongue weight of 500 LB. If the hitch is loaded to the capacity on the original sticker, this could lead to a failure of the hitch. Failure of the hitch could result in the loss of the tow vehicle which could result in a crash. Tiffin Motorhomes is sending out a correct weight capacity sticker to be attached to the hitch of your motorhome.

NHTSA # 17V-113, Tiffin #TIF-105 Incorrect Weight Capacity Sticker on Allegro Open Road Hitch

NOTE: This is an expansion of 16V-692, TIF-104, issued to include additional **2017 Allegro Open Road** Motorhomes.

NHTSA # 17V-163, Tiffin # TIF-106, Phaeton Exhaust Modification 2010-2012 on PowerGlide Chassis ONLY

Tiffin Motorhomes has decided that a defect, which relates to motor vehicle safety, exists on the following models of motorhomes: **2010 - 2012 Phaeton's** that are built with 2010 EPA-Certified engines on a PowerGlide Chassis. It has been found that the exhaust pipe

is mounted too close to the underside of the floor. A heat shield and insulation that was previously installed on these coaches may fail and allow excessive heat to contact the floor of the coach which can result in a fire. Tiffin Motorhomes will remove the existing *side inlet* DPF exhaust configuration, and install a new *end inlet* DPF exhaust configuration on these coaches to provide greater clearance between the exhaust tube and the floor. This repair will be made at no cost to you. This repair will take approximately 12 hours to complete. NOTE: This is an expansion of 15V-612.

NHTSA Recall # 17V-200, Tiffin Recall # TIF-107 2011-2016 Allegro Open Road Rail Attachment for Tow Hitch

Tiffin Motorhomes has decided that a defect, which relates to motor vehicle safety, exists on the following models of motorhomes: **2011-2016 Allegro Open Roads.** These motorhomes have incorrectly sized holes at the attachment point in the frame rail for the tow hitch. Under certain loading conditions the hitch and/or the tow vehicle could become detached from the motorhome. Failure of the hitch could result in the loss of the tow vehicle, which could result in a crash causing injury or damage to property. Tiffin Motorhomes will provide frame rail extension liner brackets that will correct the size of the bolt holes.

NHTSA Recall # 17V-232, Tiffin Recall # TIF-108 2017 Allegro Breeze Central Steering Ball Joints

Tiffin Motorhomes has decided that a defect, which relates to motor vehicle safety, exists on the following models of motorhomes: **2017 Allegro Breeze** Motorhomes. Tiffin Motorhomes has been notified that some Independent Front Suspension (IFS) modules manufactured by Reyco Granning and installed on these models of motorhomes could contain loose ball joints. If loose ball joints are not detected, they may eventually separate from their mating part, which could result in a loss of steering control. This increases the possibility of a motor vehicle crash. Specific involved motorhomes will need to be inspected to determine if the IFS modules contain loose ball joints. If loose ball joints are found they will be repaired.

Luxury Rest on the Road

Ahhhh . . . the sights and sounds of the open road—indulging in the freedom to travel at your own pace—to go your own way on your own schedule. Such is the joy of the RV lifestyle, but even the most enthusiastic RVer gets tired after a long day, and there's nothing like having an oasis tucked into your home on wheels where you can rest and recharge for the next day's adventures.

The quality of your mattress is something most people don't think about until it's time to go to bed, or more specifically, time to wake up. And an uncomfortable mattress that doesn't provide good support and pressure relief can make that precious and much needed rest less than rejuvenating.

Providing the best rest is BedInABox.com's specialty. "We have taken our expertise in creating wonderful sleep for your bedroom at home and applied it to your motorhome," says Melissa Thomas, chief marketing officer for BIAB. "Getting proper rest on the road is important for safe and enjoyable travel, so we have developed special sizes of some of our most popular mattresses so you can create your own roving retreat."

RV sizes (listed as short queen) are currently available in four models with a selection of prices, feels, and designs. The PacBed Original™ is lower priced with a firm feel and a smooth knit cover. The Tranquility and the Serenity are more

luxurious and use performance fabrics. The Silk Symphony, part of the Multi-Comfort series, is flippable and offers a softer, pillow top feel on one side and a very firm, smooth feel on the other.

If you crave a more comfortable mattress on the road, BedInABox's RV mattresses are crafted from carefully sourced, American-made materials. Premium, CertiPUR-US®-endorsed foam is independently tested to meet strenuous standards for healthfulness and durability. High performance fabrics allow for breathability, in addition to temperature- and moisture-controlled sleep.

Each mattress is backed with a 20-year warranty and a 120-day zero-risk trial. As a family-owned company in business over a decade, BedInABox.com wants to make sure customers are supremely satisfied with their purchase.

Mattresses are delivered compressed and boxed so it is easy to navigate tight places when installing them. It's easy to order on-line at www.BedInABox.com. Just look for the short queen size when searching your selection under the mattress tab. Other sizes are also available by special order. Or you can call 1-800-588-5720 to talk with one of our sleep specialists.

The road may be rough, but your sleep doesn't have to be. With the cradling comfort and exceptional support of our memory foam mattresses, you will sleep better than ever, right out of the box.



Be a
ROAD WARRIOR
not a
Road Worrier.



SAFE T PLUS
Steering Control

SAFE T PLUS
True Precision Steering
conquers common hazards:

- Road Wandering
- Side Winds
- Passing Semi-Trucks
- Over-steering
- Front-tire blowouts



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motorhomes
& tow vehicles.
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Our 1999 Allegro Bay

Stan and I RVed for 27 years, and the last six (until 2015) were spent living full time in our 1999 Allegro Bay. We belonged to Thousand Trails and Coast-to-Coast. We had a major repair done in Red Bay that was taken care of in one week and done perfectly. We no longer have our Allegro Bay, so you may cancel the *Roughing It Smoothly* magazine you are sending to us.

Stan & Glen Tweten, Arvada, Colorado

Glacier National Park

We enjoyed Glacier National Park very much. The sheep were visiting the Visitor's Station parking lot at the higher elevation right along with us humans arriving in vehicles. They were lick-

ing the blacktop where oil and anti-freeze had dripped from cars. The rangers came out to run them off frequently, but the sheep returned as soon as the rangers left. Intelligent animals—they were fun to watch.

Joe Leiphart, Brogue, Pennsylvania

Two Allegros and 49 States

I retired in 1984 after a 32-year career in mental health. My motorhome of choice was always the Allegro – two of them. We visited Red Bay to have any work done. We built a small campground and golf course near Weidman, Michigan. We spent many winters in Florida and Arizona, returning to Michigan for the summers. Thirty years and 49 states later, Hawaii beckons! My son and I plan to visit Hawaii in September, completing my quest to visit all 50 states. I sold my 2001 Allegro last year. It was our dream way to travel.

Duane Chapman, Mt. Pleasant, Michigan

Exploring the Tonto National Forest

We traveled in our 2011 Phaeton from our home in Mission, South Dakota, to Arizona's largest national forest. The Tonto National Forest east and north of Phoenix covers over 2.8 million acres. We spent many days exploring aboard our Polaris 4x4. Finding a shady spot to enjoy our picnic lunch always made the day complete.

Tom & Bev Milligan, Mission, South Dakota

Continued on page 80

- Improves ride comfort
- Reduces and stabilizes sway
- Increases driver control
- World's only leak-proof air spring
- Proudly made in the U.S.A.

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YOU RECALL. AND MOMENTS
YOU'LL NEVER FORGET.**



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The alleged libel and cause of a lawsuit that went to trial in the summer of 1919 in Mount Clemens, Michigan, may have been the impetus that started one of the finest museums in the United States:

The Henry Ford and Greenfield Village

INNOVATIONS AND INVENTIONS THAT CHANGED OUR LIVES

Text and photography
by Fred Thompson

Among other sociopolitical positions he espoused, Henry Ford was an outspoken pacifist. He strongly opposed President Woodrow Wilson's orders in 1916 to send troops to put a stop to Pancho Villa's forays along the Mexican border. The *Chicago Tribune* praised Ford when he improved the working conditions for his employees and more than doubled their wages to \$5 per day in January 1914. But the hawkish editor, Col. Robert R. McCormick, attacked Ford for his pacifism with a vicious headline: "Henry Ford Is an Anarchist." In the editorial, McCormick labeled one of the country's most powerful men an "ignorant idealist . . . and an anarchist enemy of the nation." Ford sued the newspaper for libel and \$1 million in damages.

The *Tribune's* lawyers' strategy was to refute the alleged libel by demonstrating the "indisputable truth of Ford's ignorance." That he had only completed the seventh grade at a rural Michigan school was well known. Ford's lawyers anticipated the strategy and gave him a crash course in American history. When the *Tribune's* attorney put Ford on the stand, he failed to answer several high school level history questions. In the PBS documentary *Henry Ford*, John Stadenmaier observed, ". . . he was revealed to be pathetically inarticulate and ill-informed. The stuff he didn't know was amazing to people."

While *The New York Times* and the *New*

York Post during the trial blasted Ford's lack of knowledge of general history, the jury and the public took a different view. After 10 hours of deliberation, the jury found in favor of Ford, ordering the *Tribune* to pay all costs, and awarding Ford only six cents in damages. Years later an author evaluated the real results of the trial: "Despite incurring the scorn of the intelligentsia, Ford's bumbling testimony seemed to endear him even more to the millions of Americans for whom he was the quintessential 'man-of-the-people.'"

In a later interview, Ford said, "History is more or less bunk. It's tradition. We don't want tradition. We want to live in the present and the only history that is worth a tinker's dam is the history we make today."

"When I went to our American history books to learn how our forefathers harrowed the land, I discovered that the historians knew nothing about harrows. Yet our country had depended more on harrows than on guns and speeches. I thought that a history that excluded harrows and all the rest of daily life is bunk and I think so yet," Ford was quoted in another story.

On the way back to Dearborn from the trial, Ford told his private secretary, Ernest Liebold, "I'm going to start up a museum and give people a true picture of the development of the country. That's the only history that is worth observing. We'll show the people what actually existed in years



gone by, and we'll show the actual development of American industry from the earliest days." *

If Robert McCormick could have read a biography of Ford's life from 1863 to 1916, he likely would not have tried to discredit the intellectual brilliance of the man Westinghouse hired to repair its steam engines, the man who rose to become the chief engineer at Edison Illuminating Company, the man whose research was endorsed by Thomas Edison, the man who designed and built automobiles the average family could afford, and dominated auto sales in the U.S. for over two decades.

While growing up on his parents' 91-acre farm in the Greenfield Township near Detroit, Ford attended a rural school for seven years. His teacher apparently did not spend much time on American history but his intense interest in learning how things worked was encouraged by his mother. When he was 13, his father gave him a pocket watch that he took apart and put back together several times. Neighbors and friends brought their watches for Ford to repair after word of his skill spread. He detested the drudgery of farm work, but enjoyed working on the farm equipment.

In 1879 at the age of 16, he left home and became an apprentice in a Detroit machine shop. The oldest of five children, Ford returned home to help his parents on the farm where he became skilled at operating and repairing a Westinghouse portable steam engine. When Henry was just 20 years old, Westinghouse hired him to repair, service, and train farmers to use their steam engines.

Ford married Clara Jane Bryant in 1888 and earned a living farming and running a saw mill. In 1891 Ford was hired for an engineering position with the Edison Illuminating Company, a 28-year-old farmer, machinist, steam en-

gine operator/repairman—but no college engineering degree. Two years later he was promoted to chief engineer!

While Ford was working on steam engines for Westinghouse, he became familiar with the work being done to develop the gasoline combustion engine, a much more efficient way to create and use energy in smaller applications. He began working independently to develop a self-propelled vehicle with a gas engine. In June 1896 he test-drove the Ford Quadricycle and continued to seek ways to improve it. When Henry was introduced to Thomas Edison later that year, Edison was impressed with Ford's work and endorsed more experimentation with gas-powered vehicles. Ford redesigned the Quadricycle and built a second model in 1898, attracting an investor. He resigned from the Edison Illuminating Company and formed the Detroit Automobile Company in August 1899. Not pleased with the results, he shut the company down in January 1901.

After trying and failing two more times and building racing cars to attract capital, Ford formed a partnership with Alexander Malcomson, a wealthy coal dealer. Ford began designing what he hoped would be an inexpensive automobile that would appeal to the masses. The two men leased a factory and contracted with John and Horace Dodge's machine shop to supply parts. Sales were slow and the Dodge brothers demanded to be paid for the first batch of parts. Malcomson brought the Dodges in as stockholders and found six more investors. Ford Motor Company was incorporated on June 16, 1903 with only \$28,000 in capital.

Ford hired famed race car driver Barney Oldfield to drive Ford's newly designed race car on frozen Lake St. Clair. Oldfield set a new land speed record of 91.3 mph and then took the car on a U.S.-wide tour to publicize the brand.

Above: The original architectural design for the Henry Ford Museum was presented to Mr. Ford in 1927 by the Robert O. Derrick, Inc. firm. *Below:* A recent photograph of The Henry Ford shows how closely the final buildings adhered to the Derrick design.

* Miller, Jeanine H., Judith E. Endelman, Donna R. Braden, and Nancy V. Bryk. *Telling America's Story: A History of The Henry Ford*. Virginia Beach, Virginia: The Donning Company Publishers, 2010. Many of the facts used in this story are confirmed in this book available at the gift shop in The Henry Ford.

Ford rented a wooden building on Mack Avenue that measured 50 x 250 feet for his assembly room. Dr. Ernst Pfenning, a Chicago dentist, placed the first order for a Model A on July 15, 1903. Selling for \$850, the vehicle was built and delivered in one week. Its 8-hp, 2-cylinder engine, mounted under the seat, had a top speed of 30 mph. In Henry Ford's first 15 weeks of operation, he showed a profit of \$36,957. In the first year of operation, the company built 1,000 Model A vehicles, setting a pace of 20 units per week. Ford sold 1,750 Model A's. His investors were very pleased.

The following year a new assembly plant was built at the corner of Piquette Avenue and Beaubien Street. Priced at \$2,000, the Model B was introduced in 1904, a luxurious touring car by comparison to the Model A. An inline 4-cylinder front-mounted engine and radiator produced 24-hp.

Henry Ford was directly involved in design and manufacturing. As he continued to build several models in relatively small numbers, an overview of the production reflects Ford's experimentation of what combinations really worked. Engine sizes and amenities varied with each new model introduced. He seemed to be focusing on a car for the masses. Almost incidentally, Ford in 1906 overtook the collective sales of Oldsmobile, Buick, and Cadillac to become the Number One automaker in the U.S.

Models A, B, C, F, K, N, R, and S accounted for approximately 20,000 cars in the company's first five years. The Model K, manufactured from



1919 Ford Model T Sedan
6.6 million cars were registered in the U.S. in 1919. Nearly half of them were Model T's.

HISTORIC MECHANICAL ENGINEERING LANDMARK

Model T Ford, 1908-1927

The Model T Ford transformed the world, reordering the nature of cities and countryside, work and leisure. . . . Introduced in 1908, the Model T claimed some notable engineering features, including vanadium steel forgings and high ground clearance. Its larger significance lay in its being the first reliable mass-produced automobile. Henry Ford adopted and extended assembly-line techniques to reduce the car's price by nearly 60 percent while improving its quality. . . .

ASME

Four Presidential Limousines



1939 Lincoln Convertible
in service 1939-1950



1950 Lincoln Bubbletop
in service 1950-1967



1961 Lincoln with removable hardtop
in service 1961-1977

The car in which John F. Kennedy was assassinated.



1972 Lincoln
in service 1972-1992

1906–08, introduced his first 6-cylinder engine with 40 hp. With two options for standard touring or roadster bodywork, it sold only 900 units for \$2,500 to \$3,000. The company considered its effort to compete with Oldsmobile and Buick a failure.

Manufactured in the same years, the Model N with a 4-cylinder, 15-hp engine sold over 7,000 units at \$500 each. A front-mounted engine with a driveshaft to the rear wheels, the Model N was rugged, basic transportation without much luxury. It showed signs of what was coming with the Model T in 1908.

Ford began producing the Model T on October 1, 1908 at the Piquette Avenue plant. Its 4-cylinder, 177-cubic inch engine produced 20-hp. The transmission had a two-speed epicyclic gear train, known as a planetary gear. The entire engine and transmission were enclosed. The four cylinders were cast in a solid block. The suspension used two semi-elliptic springs. The Model T was easy and cheap to repair, simple to drive, and cost only \$825. Ford sold more Model T's in six months than had been sold since the company began five years earlier.

The Highland Park plant opened in 1910 to increase daily production. In 1913 the company introduced moving assembly line belts, creating huge increases in production. Sales soared past 250,000 in 1914, the year Ford moved the minimum wage to \$5/day. Manufacturing efficiencies lowered the cost of production and Ford lowered its prices each year to give it a strong edge over the competi-

Notable Cars in the Ford Collection



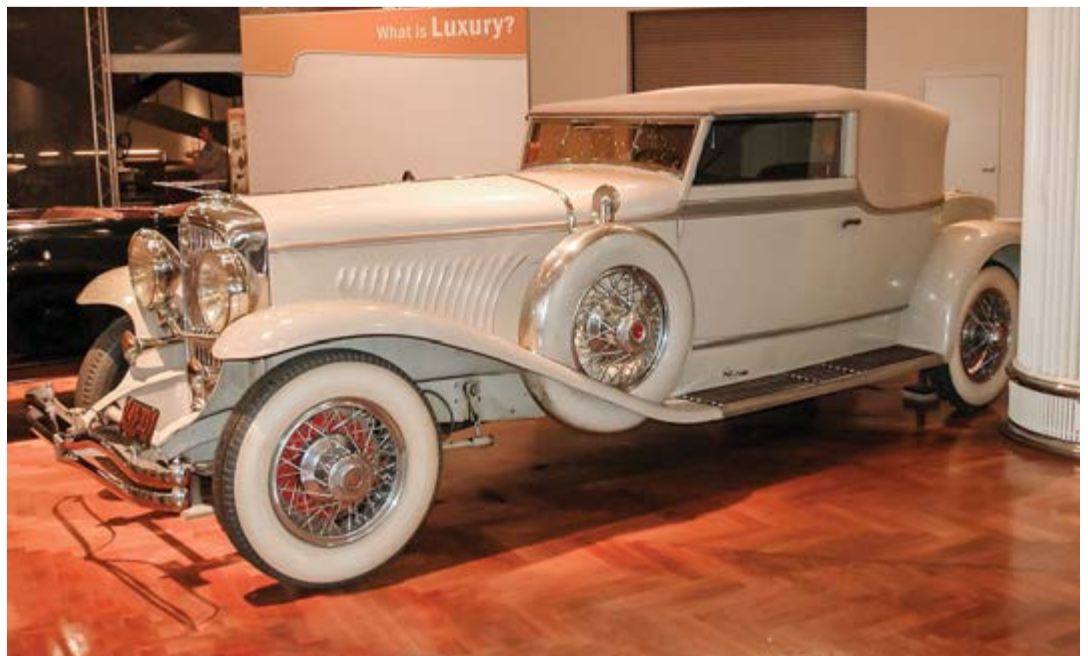
1904 Packard Model L
Touring Car



1954 Ford Thunderbird
Convertible



1958 Edsel Citation
Hardtop



1931 Duesenberg Model J
The Model J was designed to compete with the most luxurious and powerful cars in the world. Introduced in 1928 and available with a supercharger after 1932, the Model J was sold until 1937.

tion. The price for the basic Model T touring car dropped to \$360 in 1916. A year later there were a half million Model T's on America's roads. In 1918 Henry Ford claimed 50 percent market saturation. When the Model T's 19-year run ended on May 26, 1927, Ford had sold 15,007,034 of what had become the "people's car."

Sales tapered off in 1926 to the point that Ford finally admitted it was time to design a new car. He worked on a daily basis with the company's engineering department to design a new engine, chassis, and exterior that would draw the American public back into the fold. Seven months after the Model T was pulled from the production lines, Ford introduced the new Model A, with a tip of the hat to the name of the company's very first car manufactured in 1903.

The "black only" Henry Ford dictum was rescinded and the redesigned Model A hit the market on December 2, 1927, eventually offering nine body styles and several colors. The 4-cylinder, 200.5 cubic-inch engine had 40-hp, a 3-speed manual transmission, and rear-wheel drive. It was initially priced from \$460 to \$600. With all options, the Town Car priced out at \$1,400. By February 4, 1929, Ford had sold one million Model A's; two million by July 24, 1929; and three million by March 1930. When Ford ceased production in March 1932, 4,858,644 Model A's had been sold, another great success story. After the Model A, Ford went to annual model year changes to compete with the other manufacturers.



The Allegheny 1601 Locomotive

The Chesapeake & Ohio bought 10 Class H-8 locomotives (2-6-6-6) from the Lima Locomotive Company. These were delivered in December 1941. Two H-8s (one pulling, one pushing) moved a 140-car coal train up the mountain from the Hinton, West

Virginia terminal. At the top of the mountain, the pusher unhooked and went back to Hinton. The puller took the train on to Clifton Forge, Virginia, where it was unloaded, and then brought the 140 empties back to Hinton.



1 1780 - A colonial kitchen



2 1830 - A fireplace oven



3 1880 - A wood-fired cookstove



4 1930 - An all-electric kitchen

Four Kitchens: 150 Years of Advancement

Henry Ford turned the leadership of the corporation over to his only son, Edsel, in 1918, a year before the 14-week trial in Mount Clemens, Michigan. Although he kept a watchful eye on how his son was running *his* company, he focused his time on assembling enormous and complete collections that reflected how American lives had been changed over the past 150 years. He was fascinated with how various inventions had altered the daily routines in households; new tools and machinery had changed farming; and steam power had changed manufacturing.

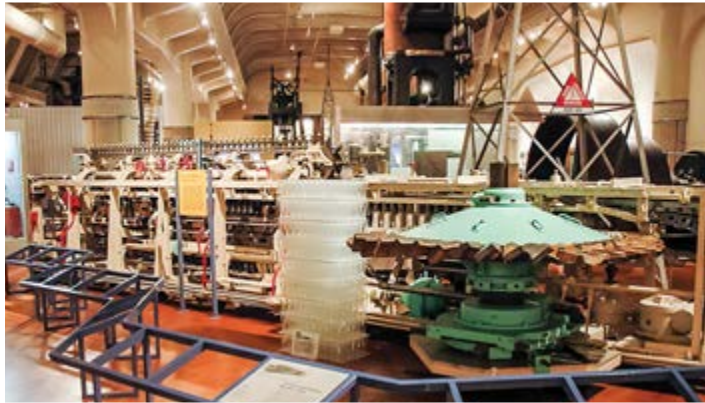
Even though he had won a libel judgment against Robert McCormick and the attorneys who tried to embarrass him, Ford probably could not forget the sharp epithets of “ignorant idealist” and “the man is a joke” cast at him by the intellectually elite press. Although none of his critics could ever match his achievements, he wanted to offer to the world a museum that explained the foundations for the progress of our modern civilization. Ford wanted to prove that we have a proud history that is built on these foundations.

Before he was 50, Henry Ford had the resources to collect anything he found in the way of tools and machinery that explained America’s industrial progress. In addition to his own persistent scavenging, Ford hired men to search for artifacts that illustrated and explained the country’s industrial progress and the corresponding improvements to our way of life.



The iconic DC-3

Introduced in 1936 and manufactured until 1950, the DC-3 was a workhorse in commercial and military aviation for half a century.



1928 Corning Glass Ribbon Machine

This machine revolutionized light bulb production when it was introduced in the 1920s. It makes a ribbon of molten glass and blows it into moving molds, making 600 to 700 glass casings a minute. It reduced the price of bulbs and put glass blowers out of work.



**Stationary Steam Engine
1855**

A steam engine with decorative cast iron arches? It’s a puzzle yet to be solved. It may have been the owner’s desire to have the most impressive steam engine in Philadelphia. Some historians have speculated that the Gothic arches and crosses represent the almost god-like power that steam engines possessed.

Ford's knowledge of the rigors of farm life and the equipment used in farming during the nineteenth century were expanded by his experience on his father's farm. By 1912 his interest in farm equipment had already spurred a collection that filled a large warehouse with early steam engines and threshing machines.

By 1920 Ford had hired men who understood his interests. He asked his old friend Jim Bishop, an expert in early electrical equipment, to buy "at least one of every device ever made to generate, conduct, control, and use electricity." Ford constructed in 1944 a scaled down version of the Detroit power plant where he had worked as chief engineer in the 1890s with his co-workers Jim Bishop and George Cato. They assisted with the project and participated in the plant's November dedication ceremony in Greenfield Village.

Ford collected items that belonged to or were used by the icons of American history, exercising his belief that being in the presence of those things helped form a vivid connection with men like Abraham Lincoln, Thomas Edison, Noah Webster, Rosa Parks, and John F. Kennedy.

Throughout the 1920s, Ford and his agents continued to fill warehouses with collections in hundreds of categories. William W. Taylor combed estate sales and auctions throughout New England to find antiques, tools, carriages, and machinery. As word spread about Ford's almost inexhaustible demand for artifacts, letters poured



Ford's Highland Park Plant Engine-Generator

This engine-generator built in 1912 was used at Ford's Highland Park Plant from 1912 to 1930. Nine of these innovative combination gas-steam engines powered generators that produced 54,000 horsepower. The gas engine and the steam engine were mounted on either side of a 4,000-kW DC generator. The gas engine, being more efficient than the steam driven engine, but less regular in speed, provided economy and power. The steam engine provided regulation and reliability. At the time they were installed, they were regarded as a highly innovative and economical means of supplying industrial power. ♦ The illustration in the middle shows the Highland Park power plant.

Water Turbine and Electric Generator

This huge water turbine and the generator was installed in 1903 by the Washington Water Power Company in Spokane. It operated continuously until 1990. It was built to supply power to the silver mines 100 miles away in Idaho.

into his office offering thousands of items for sale. His secretaries read every letter and brought possible acquisitions to Ford's attention.

Ford asked Herbert Morton, a plant engineer in England, to find steam engines and other equipment that represented the earliest successes in the Industrial Revolution. Morton found the oldest surviving steam engine, a Newcomen atmospheric engine that had been used in a mine in Lancashire. When Ford could not acquire Robert Stephenson's 1829 Rocket used on the Liverpool and Manchester Railway that was already in a London museum, he commissioned a working replica to be built by the original manufacturer.

Edward Cutler was working with a small drafting group in 1922 in the old Tractor Building where Henry Ford spent considerable time working on his restoration projects. The drafting group worked on modifications for the Model T. Aware of Cutler's art degree from the Cincinnati Art Academy, the director of the drafting group recommended him for creating a design for the windmill Ford wanted to build on the family homestead. Ford and Cutler drove through the countryside to find a windmill similar to Ford's recollection of the one on his father's farm. Cutler had the ability to sketch quickly what they were seeing and then modify the drawing with Ford's recollections. It was the beginning of a 20-year relationship that culminated in the completion of Greenfield Village. Cutler became Ford's architect for antique buildings and the reconstruction and preservation director for structures that were acquired for inclusion in the soon-to-be-built Greenfield Village.

Cutler traveled with Ford to review sites for the construction of a village where history would live on a daily basis. After the site selection was made in 1927, Ford began buying structures in earnest. Before these buildings could be dismantled and transported to the developing village, Cutler carefully measured every room and detail. As the building came down, every part was numbered and

Tired of the Old Tank Monitor Issues? Here is the Solution!!



Tank Sender



714 Display



709 Display

- ❖ All SeeLevel models have been designed for retrofit, the existing wiring in your coach can be used to install the system.
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sketched for accurate reconstruction and preservation. After Ford purchased a building, his instruction to Cutler would be, “Measure it up and bring it in.”

The costs of acquiring and moving a building were carefully tracked by Cutler. Out of concern for the growing expense of creating Greenfield Village, he wrote in his journal, later published as *Reminiscences*, “Costs never stopped him from doing anything he wanted in the Village. Whenever I would bring it up, he would always say, ‘Did I ever speak to you about cost around here? Did I ever talk to you about something costing too much?’”

And so it went as Henry Ford and Edward Cutler continued to fill 81 acres with beautifully restored buildings that expanded the story of The Henry Ford.

As Henry Ford worked almost feverishly to acquire buildings and structures from both the mainstream and side roads of America’s 150-year past, Edward Cutler with his carpentry and masonry crews carefully took them apart and reassembled them on a site that would soon be named Greenfield Village. The homes, laboratories, and shops of inventors and innovators as well as a church and courthouse were meticulously restored on their new sites.

The 64-year-old industrialist was working concurrently with the Robert O. Derrick architectural firm to design a building larger than seven football fields with high ceilings and wide open spaces that could display even the largest locomotive ever built

Greenfield Village



The Weiser Railroad

Ronald N. Weiser, a member of The Henry Ford Board of Trustees, gave the steam engine and the passenger cars to Greenfield Village.



Edison Homestead

The home of Thomas Edison’s grandparents



Luther Burbank Garden Office


He was called “the plant wizard,” but insisted there was no magic in his work, just science.

in the U.S. Its long, wide, interconnected corridors would allow visitors to naturally transition from one collection to another.

Driven by his belief that the genius of the American

people was not being taught in classrooms or textbooks, Henry Ford, with his friend and mentor, Thomas Edison, at his side, dedicated The Edison Institute on October 21, 1929, with over 250 luminar-

ies in attendance that included John D. Rockefeller, Will Rogers, George Eastman, Marie Curie, and Orville Wright. Originally planned as a private facility for educational purposes, the Institute was

opened to the general public as the Henry Ford Museum and Greenfield Village four years later on June 22, 1933. Sixty years later the museum was iconically rebranded The Henry Ford. 



Thomas Edison's Menlo Park Office and Library

The office and library were in ruins when Edward Cutler began work to move it. The restoration was an achievement that pleased Ford and Edison.



Scotch Settlement School

Henry Ford and his friend Edsel Rudiman sat next to each other in school. They created their own alphabet so they could send secret notes during class. When desks from that period were installed in the reconstructed school building, Ford sat in his desk and carved his initials into the desktop, just as he had done nearly 60 years earlier.



The Martha-Mary Chapel (1929)

The chapel is a tribute to Henry Ford's mother and mother-in-law, Mary Litogot Ford and Martha Bench Bryant.

The Logan County Courthouse

Right: Between 1840 and 1847, Abraham Lincoln tried cases in this court house that was located in Postville (now Lincoln), Illinois. He worked a circuit that brought him here once or twice a year.

Noah Webster's Study

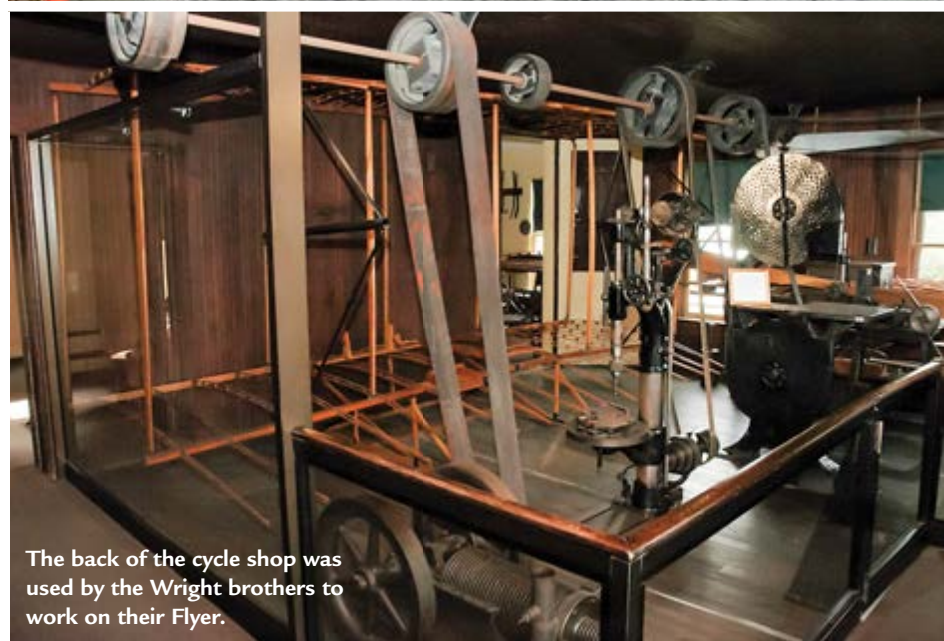
Far right: Noah Webster lived in this home with his wife and two daughters in New Haven, Connecticut, when he published his acclaimed American Dictionary of the English Language in 1828.

The Wright Cycle Shop

The Dayton, Ohio, shop is considered the "birthplace of aviation" by many historians. It is the original building where Wilbur and Orville Wright did a significant amount of the design and structural fabrication of the Wright Flyer. While developing the Flyer, the brothers continued to earn a steady income from building, selling, and repairing bicycles.

George Washington Carver Cabin

The outside of the cabin was modeled after the Missouri slave cabin where George Washington Carver was born. Known for his achievements in agricultural chemistry, Carver searched for ways that southern farmers could transition from a cotton-based economy to farms that successfully grew a variety of crops.



The back of the cycle shop was used by the Wright brothers to work on their Flyer.



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Inman's Answers

As the editor of "Serious Tech Talk," Danny Inman, a 43-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 . . .

Pipe Fittings for Hot Water Line in Allegro 36LA

I own a 2017 Allegro 36LA purchased in September 2016. A friend has the same floorplan in a 2015 Allegro. We both have noticed the same anomaly in the hot water heater's plumbing. The heater is located in the left rear DS of the coach and un-

der the bathroom sink. When the hot water is turned on in the bathroom sink, it travels all the way to the galley first and then all the way back to the bathroom. We solved the problem by installing a "T" fitting in the two lines that run behind the toilet, making the hot water arrive almost instantly instead of what seems like minutes. We can't understand why Tiffin plumbed it the way they did.

Jim Church, Murrieta, California

Dear Jim,

You have made a good suggestion and we will have our plumbing engineering department look into making this change.

Drain Venting Issue in 2015 Allegro Bus

In response to my drain venting issue in our 2015 Allegro Bus (see 14:2, page 72), I had the hose checked for blockage, etc., by a service tech and it was okay. I then inspected the drain area under the sink and decided to pull the dishwasher drain hose loose with water in the sink. It immediately drained quickly, telling me that it was air locked.

With that in mind, I removed the pipes from the HepvO valve down past where the dishwasher connected to the drain pipe and rebuilt those pieces with a sink drain trap vent installed. The sink now drains very well. The vent was a \$3 part. The other parts totaled less than \$20. With a little plumbing knowledge, anyone can do this if they have the dexterity to work in tight places. Just take the removed pieces to any hardware store to use as a model to build the replacement with new parts that include a trap vent.

Terry Cobb, The Villages, Florida

Dear Terry,

Thank you so much for diagnosing the problem and coming up with a workable solution. We appreciate you sharing your solution to help others. Tiffin engineering has made changes very similar to your suggestions and we believe the problem has been alleviated completely.

Another Solution to the Drain Venting Issue in the Allegro Bus

I read with interest the letter sent by Terry Cobb concerning slow kitchen sink drainage in his 2015 Allegro Bus 37AP (14:2). I had a similar problem in my 2014 37AP which persisted from our initial new purchase until February 2017. Despite taking the coach back to the dealer, an independent RV service center, and to the Tiffin Service Center in Red Bay, the problem went unsolved.

At Red Bay, they replaced the HepvO because it was filled with sludge; for a couple of months the drain flow was better. However, when the issue recurred, I decided to tackle the problem, thinking the HepvO was plugged again. (We are always very careful to clean the remains from our dishes before rinsing them in the sink.) Although the HepvO had some sludge build up,

the underlying cause was the incorrect installation of the valve. It is critical that it is positioned properly in the correct up-and-down, vertical orientation. This can be determined by making sure the writing on the side of the HepvO is NOT upside down and the ribs of the HepvO are on the bottom. If this orientation is not correct, the valve will not function properly and sludge will build up and reduce the flow. You may find during the installation you cannot fully tighten the valve and at the same time maintain the correct orientation. However, backing off a half turn or less to maintain the vertical orientation is usually not a problem since these threaded connections are self-sealing, especially if you use Teflon tape. Since making this repair, our sink still drains very well after 12 weeks of daily use. I suspect the HepvO was not installed correctly at the factory and perpetuated by subsequent service events. I hope this information is helpful to 37AP owners experiencing galley sink drainage problems and to service centers that are asked to correct the problem.

Gary Killian, Las Cruces, New Mexico

Dear Gary,

Thanks to you and Terry Cobb we have brought your solutions to the attention of Tiffin's plumbing department. Fortunately,

they had already incorporated some of the suggestions that the two of you made. Our approach was a little different, but hopefully has solved the problem.

Overflow Tube Location in 2014 Allegro 31SA

In the Spring 2017 issue (14:2), you were asked about the overflow tube in the 31SA. You explained where the drain tube is located, but not the overflow pipe. In our 2014 Allegro 31SA, it is in a horrible place above the fresh water tank. The overflow tube runs above the floor to an outlet where the door is on the outside.

James & Sandra Griffin, Aragon, Georgia

Dear James & Sandra,

Thanks for bringing this to my attention. I described the location of the drain valve by mistake. The overflow valve exits at the door where the potable water fill is located.

Repairing the Control Module for Electric Jacks on 2007 Allegro

In RIS, 14:2, David and Jas Hothi asked about electric jacks that would not retract. We had the same problem. The control pad would not light up, would not do anything! I replaced the con-

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trol pad and still nothing worked. Then I removed the control module or computer which is located in the outside storage area. When you are facing the entry door, it is the first compartment on the left. I sent the module and control pad to M&M RV Electronics, 205 N. Main St., Ohio City, Ohio 45874. (419) 965-3014.

The control modules are obsolete. M&M updates and repairs them for \$250. When they returned the module, I hooked it all back up and have had no problems since. I hope this helps.

Joel Case
Florence, Oregon

Dear Joel,
Thank you very much. This will be helpful to many owners and is a lot less expensive than buying and installing a new system.

Two Problems with a 2012 Allegro 32CA

While we appreciate the support provided by Tiffin and our dealer, LaMesa RV of Tucson, we still have two unresolved problems. When the sun is shining directly on the passenger side wall, the entrance door expands and sticks to the point that my wife cannot open the door. I have to muscle the door to open it. Just after we purchased the motorhome, we were in an RV park and the door was left open in the direct sun. It expanded and prevented it from closing. It was necessary for a technician from LaMesa to come to the park and make a major adjustment. Since that episode, we have not had the problem with the door not closing. If the door is closed when the outside wall heats up, it will be extremely difficult to open. LaMesa said they did not think there was anything more they could do to correct the problem.

Our second issue is a plumbing problem we have had since the motorhome was new. When we are connected to city water, the fresh water tank will fill and overflow. This situation does not happen all of the time. But when it does occur, it is a little embarrassing to explain the water problem to the RV park management.

The valve that changes the incoming line from city supply to tank fill has been replaced twice, but the problem still occurs.

Chuck Boehme
Spokane, Washington

Dear Chuck,
Heat expansion from the sun has been a long-standing problem. However, the door can be adjusted so it will work both ways: when the temperature is cool and when it is hot from the direct sun. The best time to adjust it is during the time when direct sunlight is on it.

In regard to your water tank overflow, since you have changed the incoming valve twice, it sounds like it is the check valve on the water pump that is not working properly. If you will change the water pump, that should take care of the problem.

Slide-Out Problem on 2012 Allegro 35QBA

We purchased this unit new in May 2012. After a few trips over the summer, we started having issues with the galley slide-out. One side began to deploy faster than the other side. The TMH service tech recommended having the two slide-out motors replaced.

Our dealer's service center replaced the motors and they were good for a few trips. The problem started again. It will go in and out, but ends up in a crooked position either way. We have to go out about 3 inches, stop, retract 1 inch, then out 3 and retract 1. We have to do this dance every time we want to extend the slide completely. Then we do the same routine to get the slide-out fully retracted. If we don't get it fully out or in, then the slide gets so crooked (one side ahead of the other about 12 inches) that it will stop. Can you help us correct this problem?

Luke Stanton
Binghamton, New York

Dear Luke,
The alignment of the Swintek electric slides are something we have to correct fairly often. The following routine will

re-synchronize the two motors. Run the slide out five inches and then bring it back, holding down the retract button until you do not hear any sound in the mechanism. Do this three times. Then fully deploy the slide, holding the extend switch down until it completely stops; then retract it completely until you do not hear any sound in the mechanism. Do this three times. This routine should re-align the slide-out motors. If this does not correct the problem, you will have to take it to a qualified service center.

Updating JVC Navigation Software

We have a 2011 Phaeton with JVC navigation software that needs to be updated. In the last issue of RIS, I read your directions for updating Kenwood software. Is there a similar solution for updating the JVC navigation software?

Kenneth Olson
Manahawkin, New Jersey

Dear Kenneth,
Go to JVC.com and search for "navigation software update." You will need the model number of your navigation unit to download the correct update.

Adding Two Batteries to Improve Dry Camping Experience

We do a lot of dry camping in New York during March & April and October & November in our 2004 Allegro Bay 37DB. I would like to add two more batteries to the two existing coach batteries. Is this possible and would it create any problems?

Ned Fenton
Salamanca, New York

Dear Ned,
I think your biggest problem will be in finding a location to install the batteries. If you use wet cell batteries, they must be located in a well-ventilated area. Make sure you have the proper connections for 6v or 12v arrangements, and that you have matching lengths for the cables that go between the positive and negative poles on the batteries.

Installing a CB Radio in a 2015 Allegro 34TGA

I installed a Cobra 29LX CB in this unit and prepared to calibrate SWR to the factory antenna and cable. Didn't work. It would peg the meter. I called Tiffin service and was told my CB will not work with Tiffin's roof antenna. I was told to purchase a Firestik, no ground, plain antenna, unscrew the existing antenna, screw on the new Firestik and then all would be okay. It still won't calibrate. Then I temporarily hooked up the CB directly to the Firestik and its cable and it worked fine. How do I get my CB to work with the factory antenna and cable, or the Firestik antenna and factory cable?

Jim Prisk
Ebensburg, Pennsylvania

Dear Jim,
You may have a short in the coax wire some-

where between the antenna mount and the end of the coax under the dash. If this is the case, the coax cable must be replaced.

Using Shore Power to Charge Batteries on 2011 Zephyr

The house batteries in my 2011 Zephyr do not seem to charge when I use 20-amp shore power conveniently available in my shop. Should they charge on 20 amps? I do have 50 amps available, but it's inconvenient to extend the cable to the coach.

Joe Leiphart
Brogue, Pennsylvania

Dear Joe,
The 2011 Zephyr should have a Magnum inverter that allows you to adapt down to 20-amp service and still maintain all of the charging functions available. You may have an aftermarket power supply monitor that is protecting your electrical

systems from sub-standard power sources. If not, the best way to check this is to look at the battery voltage on your monitor. If you have anything above 12.5 volts, you should be receiving a charge into the battery. If not, start the generator. After 45 seconds, the transfer switch should go over to genset power and the voltage on the meter should go above 12.5 volts indicating the charge. If it goes up with the genset but not with shore power, that means something is preventing the shore power from getting to the change-over box and you will have to trace it down.

Gas Fill Location in Allegro's Rear Cap Is Inconvenient

Most of the new convenience stores across the U.S. sell gas and diesel fuel. Their pumping islands are usually located perpendicular to the store itself.



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With the gas fill location in the rear cap of my 2016 Allegro 36LA, I find it nearly impossible to fuel my coach at a convenience store, especially when I am towing my car. A side fill location in the Allegro would make it less of a problem to use this kind of popular convenience store filling station. We mark Flying J's on all of our maps. Unfortunately, they are not located everywhere and Pilot does not have RV lanes for gas coaches. Suggestion: Get those RV-friendly gas stations to put two RV lanes of gas pumps back near the diesel lanes! Cars, SUVs, and trucks with trailers and gas coaches towing cars would be grateful!

Carolyn & John Ach
Beavercreek, Ohio

Dear Carolyn & John,
The location of the filler neck is for the consistency of manufacturing. It can be the same in every Allegro coach because it is directly above the gas tank (Ford dictates the location of the tank, but not the filler neck). If we located it near the middle of the coach, we would have to come up with variable routing based on the location of the slide-outs and other factors.

Motorhome Steps on 2007 Allegro 32CA

After our motorhome's steps have not been activated for a half day by simply opening the door, they won't come down. They make no sign of an attempted movement or engagement when the door is opened. At this point, I have to climb up into the motorhome, start the engine, and open/close the door—at which time the steps begin to operate again. After the engine is turned off, the steps will continue to operate normally for about a half day—at which time the stated problem starts all over again. Any help to correct this will be appreciated.

Terry Epperson
Glen Ellen, California

Dear Terry,
First, you must exercise extreme caution

when working on the steps. They are very powerful and could badly injure your hand or other extremity when retracting. The steps can be activated without warning when working with live power. The problem sounds like a loose connection or a corroded wire. The problem should be found around the control box for the steps. The first thing to check is the ground from the control box to the chassis. The next possibility is the power feed coming into the control box. If everything looks good, check your voltage on the power coming into the control box. Since it is working intermittently, it is unlikely it will be necessary to replace the control box.

Maxing the Pressure in an On-Board Air Compressor

I have a 2012 Allegro Bus. The on-board air compressor seems to be unable to pump up my RV tires. I can easily inflate regular car tires with it. But I cannot get the air compressor to exceed 85 psi when inflating the RV's tires. However, the same compressor seems to get the air suspension bladders up to 110-120 psi. Is there a governor on the customer air nozzle? What am I missing here?

Del Henninger
Temecula, California

Dear Del,
There is no regulator on the customer air supply. However, the air supply line has a small diameter and is further restricted by fittings. It will take a long time to compress the volume of air required to push the tire pressure over 90 psi.

Jack "Slippage" Shakes the Coach

We just purchased a 2017 Allegro RED 37PA. It's great! Every few hours, the jacks do something that shakes the coach. The coach doesn't seem to be settling. No leakage on the jacks is apparent. It seems like the jacks could be equalizing pressure as we move about inside the coach, but that seems silly. Perhaps air in a line escapes. Doubtful as the "bump"

is not mushy; it is very "specific." Any ideas? (We're the couple you helped find a shorter couch. We have had this coach for three months.)

Charley & Judy Huffman
Rockledge, Florida

Dear Charley & Judy,
We think the problem can probably be traced to a very minute leak in one of the jack solenoids which allows the fluid to return to the storage canister. The best way to trace it is to extend the jacks all the way down as if you were leveling the motorhome. With a magic marker, place a straight mark about a quarter inch down on the shiny shaft where it goes into the storage housing. Then, after a few popping noises or overnight, check to see if any of the marks have disappeared. If one or more of them have moved, then the solenoid servicing that jack will need to be replaced.

Hood Release Latch Too Tight on 2017 Allegro 36UA

I just ordered a 2017 Allegro 36UA (no build date yet). I am concerned with the difficulty in opening the engine hood. The space between the grill panels to access the release latch is so tight even my wife with smaller hands had difficulty reaching the latch. I could not get my hands in there without hurting my hand, nor could our salesman. Maybe I am missing something, but it seems like a poor design that could easily be remedied by making the release latch more into an "L" shape. Can you check this out and let me know if I am doing something wrong or is it a poor design.

Gary Oberg
Atoka, Tennessee

Dear Gary,
We looked at several units on the line. In each case, there was enough room for two different size hands to slip through the grill and push the vertical bar to the right to release the latch. Maybe the grill was seated a little too low when it was mounted. If you notice the problem in your new

coach, check to see if the grill position could be elevated slightly with an adjustment in the mounting.

Water in Bottom of 2012 Allegro's Refrigerator

I have a 2012 Allegro Open Road. Water regularly pools in the bottom of the refrigerator under the vegetable drawers. It looks like the fridge fins freeze up also. I'm not sure if the water comes from the fins thawing. Have you seen this problem before? What should we do to correct it?

Mavis Padgett
Livermore, California

Dear Mavis,
There is a drain line on your refrigerator that is likely stopped up. The unit will have to be pulled out to gain access to the rear where you will see the drain line going into the drain pan. It has a rubber tip on the end. Remove the rubber tip and throw it away.

Difficulty Closing Entry Door on 2017 Allegro 32SA

You helped us order our 2017 Allegro 32SA in June 2016. We took delivery in October 2016 from Bankston Motorhomes. We love the coach, but we have a major problem. We have to slam the entry door very hard to close it. We never know if the door is properly closed and latched. What should we do? It's a big liability.

Terry Weinshank
Stuart, Florida

Dear Terry,
There are several adjustments on the entry door. You should take it in to your dealer to correct the problem. If the dealer's technician is uncertain about how to fix the door, ask him to call Tiffin's tech support.

Filling the Fuel Tank on 2014 Phaeton 36GH

I have to put down the front jacks on my 2014 Phaeton in order to put in a full tank of fuel. Without jacking it up, we can only put in three-quarters of a tank

before it runs out the fill spout. Our dealer, RV World of Georgia, would not even try to correct the problem. Can the Tiffin Service Center correct this problem?

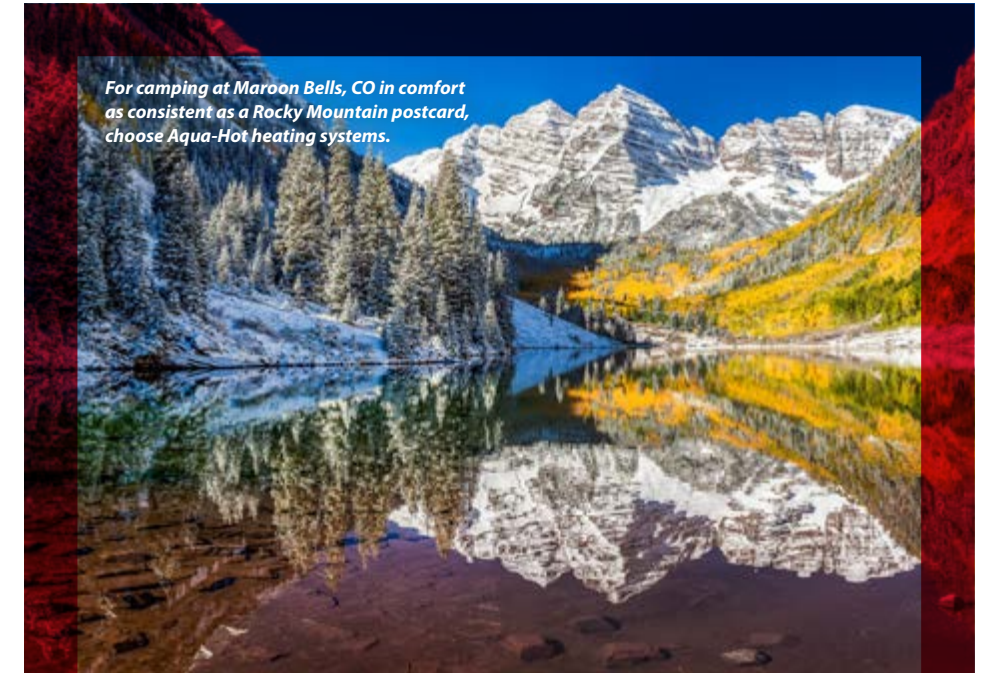
C. T. Barinowski
Appley, Georgia

Dear C.T.,
Since the tanks are installed by Freight-

liner Chassis, this may be a problem only Freightliner can correct. We will be glad to look at it and see if there is anything we can do.

Dash Cracks at Defrost Vents in 2008 Allegro

We have a 2008 Allegro 30DA that we pur-



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chased in 2014 with only 5,700 miles on the odometer and 24 hours on the generator. We have put about 15,000 miles on the coach over the last three winters. When we returned home to Missouri in April, I noticed cracks in the dash at the defrost vents. Upon close inspection, the fiberglass looks like it is being ripped apart; the tears are irregular. What could be causing the problem and is there anything I can do to fix it? I do not want to just replace the dash without finding the source of the stress that is causing the tears.

Robert Christensen
Florissant, Missouri

Dear Robert,
It would be difficult to offer a valid opinion about what caused it without looking at it closely. However, the injection molded plastic will probably have to be removed to discover and correct the cause. It could be plastic fatigue and not stress.

**LEDs in Ceiling Flash When Owner
Lights Furnace**

Our 2015 Allegro RED 37PA does something very odd! When I attempt to light either one of the furnaces or the water heater, all the LED lights in the ceiling flash off and on rapidly. Are the piezoelectric igniters causing interference? It seems to happen only when the propane has been turned off at the tank for a while.

Edd Alexander
Sand Springs, Oklahoma

Dear Edd,
LED lights are very low voltage and subject to electrical interference such as from the igniters on the cooktops, water heaters, and furnaces. If you do not consider it a problem, there is no danger or safety concern.

**Loose Camera Connection in DS Mirror
of 2015 Allegro**

Since I have owned this coach, I have had a problem with the camera connection in the DS mirror. John Niederhauser at RV Specialists in Apache Junction, Arizona,

worked on it but could not find the problem. The camera in the DS mirror goes on and off. At the same time the dash monitor is flickering on and off. How is the camera system connected to the monitor? Where do I look to find a loose connection?

Richard Providence
Phoenix, Arizona

Dear Richard,
Most of the time this problem can be traced to the connection box located behind the camera monitor. A lead from each camera comes to the box along with a wire from each of the two turn signals. This box is located under the dash behind the monitor itself. Check all of the wires for a tight connection.

**Left Turn Signal Activates Flickering in
Dash Monitor**

When I use the left turn signal on our 2015 Allegro 36LA, the dash monitor starts flickering. A friend with the very same coach is having the same problem. Can you suggest where we should start looking to correct the problem? Thanks.

Gary O'Connell
Hurricane, Utah

Dear Gary,
The first thing to try is checking for a loose connection at the back of the monitor or in the camera in the mirror head. If this does not correct the problem, it will probably be in the camera itself. The best fix is to buy a new camera. Finding someone to repair the camera is unlikely and would cost considerably more than purchasing a new camera.

Move the Engine Brake to a Foot Position

For much safer driving, I wish motorhome manufacturers would put a foot-operated engine brake switch on a footrest by the driver's left foot. I have installed a few in motorhomes I have owned. The engine brake switch on the console can be forgotten and left in the ON position. When you need to use the engine brake, you can keep both hands on the wheel, your eyes

on the road, and the left foot has nothing to do but press the foot switch that is normally open.

James Gregg
Florence, Oregon

Dear James,
That is a great idea. Years ago there were some chassis manufacturers that offered the foot-operated engine brake, similar to the foot-operated dimmer switch for your headlights. The two-stage toggle is more sophisticated in its operation. You can leave it in the high or low position and activate it when you touch the brake. When you touch the accelerator, it deactivates the engine brake.

**Home Theater System in 2007
Phaeton 36QSH**

I have a 2007 Phaeton 36QSH with a home theater system that doesn't work. It utilizes a Panasonic SH-HT 440. It has an AM/FM radio, a CD/DVD player, and it provides the audio system for the motorhome. I don't care about the radio, but I would like to have a CD/DVD player and sound system that works. It has the old component plug-ins and not the newer HDMI. I took it to a repair shop and the tech told me it would cost more to fix it than it is worth. The LED display shows an amplifier error. I was told I would have to replace all the speakers if I change the receiver. The speakers have different ratings: subwoofer 6, center 6, front 3, and surround 4. The technician said as long as I don't crank up the sound, the ratings on the speakers do not make any difference. Would I have to buy a receiver and DVD player separately? What do you recommend to upgrade the coach's existing home theater system? Do you know what it would cost to put in a new system?

David Heng
Marshalltown, Iowa

Dear David,
A replacement home theater system can still be purchased at Best Buy that uses component cable hookups. Even though

you will have to buy a complete system, you can still use your existing speakers and the wiring. Be sure to mark your speaker wires before you disconnect them from the old system. If the only system you can find has HDMI cables, you can purchase adaptors that will connect your RCA component cables to an HDMI unit.

Maintaining Leveling Jacks

I own a 2010 Phaeton 36QSH. The leveling jacks extend and retract very slowly and sometimes do not retract to the upper stop. I want to check the hydraulic fluid but I do not know what type of fluid to add or the location of the reservoir. Thanks for your help with this and any suggestions regarding other reasons the jacks are hanging up and slow.

George Williams
Pinetop, Arizona

Dear George,
The reservoir, connected to the pump motor, is located in the storage compartment behind the PS front wheel. The reservoir is on the back side behind the pump motor. It is difficult to reach. You can use hydraulic transmission fluid such as Dextron 3 or equivalent.

**Replacing the Fridge on 1996
Allegro Bus**

I have a 39-foot 1996 Allegro Bus with a side entry door. It has a Dometic refrigerator RM7030 that needs to be replaced. Is the side door large enough to get it out? Can I replace it with a Dometic RM1350? The RM1350 is three inches taller. Is there room to enlarge the refrigerator location for the new model?

Harold Osborn
Inola, Oklahoma

Dear Harold,
The side entry door is not an option for removing the refrigerator. Your best bet is to remove the driver's window or possibly the window behind the sofa. There is room to enlarge the hole above the refrigerator to accommodate the new one.

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The new coach display was a busy area, and the Colton RV sales staff was able to make several people's dream come true during the rally! Folks gathered here after lunch for a "swap meet". Many brought items that needed to find a new home! Others made their best deal to take those items home with them!! This is always a fun activity at our rallies.

Thursday evening brought an end to

our festivities. After another delicious meal, more fantastic Tiffin door prizes and Red Bay stories by Kelly Moore, everyone enjoyed entertainment by the number one ranked Frankie Valli and the Four Seasons tribute artist, "Let's Hang On". This group of men backed by a live band brought down the house! They did a great job singing the songs we all love and remember.

We simply cannot say enough about the hard-working service technicians from Tiffin & Colton RV. They are our unsung heroes and do a remarkable job of visiting each coach during the rally to perform minor repairs/adjustments. Kudos to them!! The occasional rain shower slowed them down, but they persevered until every coach was visited.

Friday morning many Tiffin friends hooked up their tow and headed on to their next destination while several extended their stay in Lewisburg for a few more days. Many stayed to visit the beautiful Greenbrier Resort. Whatever your plans, travel safely and we hope to see you at a Tiffin rally somewhere in the near future! The schedule for our upcoming rallies in 2018 is shown on page 20. You can also see it at TiffinSideroads.com. These rallies will sell out so make note of the on-sale date & time so you don't get left out. Happy trails!

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FROM THE ROAD *Continued from page 58*

Dear Mr. Tiffin,

Thank you for building my 1994 Allegro motorhome. I enjoyed using it very much. I had to sell it as I am now in assisted living. Please remove my name from your mailing list. Thank you.

Agnes P. Green, Villa Rica, Georgia

Fishing in California

We are enjoying traveling in California this year in our 2016 Allegro 37PA and finding great places to fish. June Lake Loop, near Mammoth, is in the eastern Sierra Nevada Mountains. This lake has world class trout fishing. We enjoy *Roughing It Smoothly*. Please keep us on your mailing list.

Tony Galindo, Chino Hill, CA

Are You Moving Soon?

Please use the tearaway post-card at page 16 to give us your new address.



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