

Roughing It Smoothly[®]

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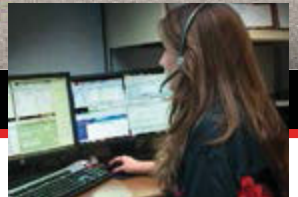


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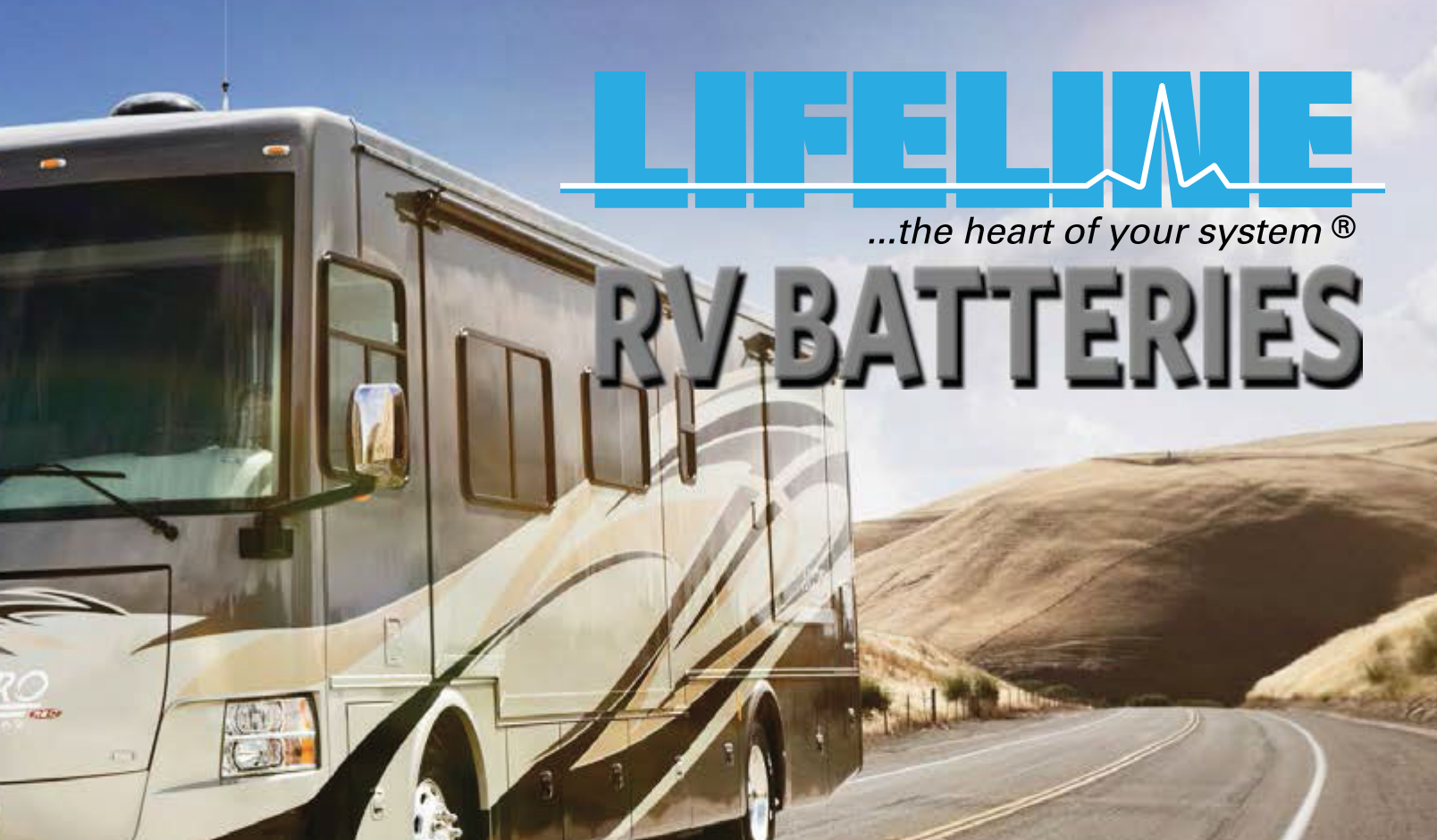
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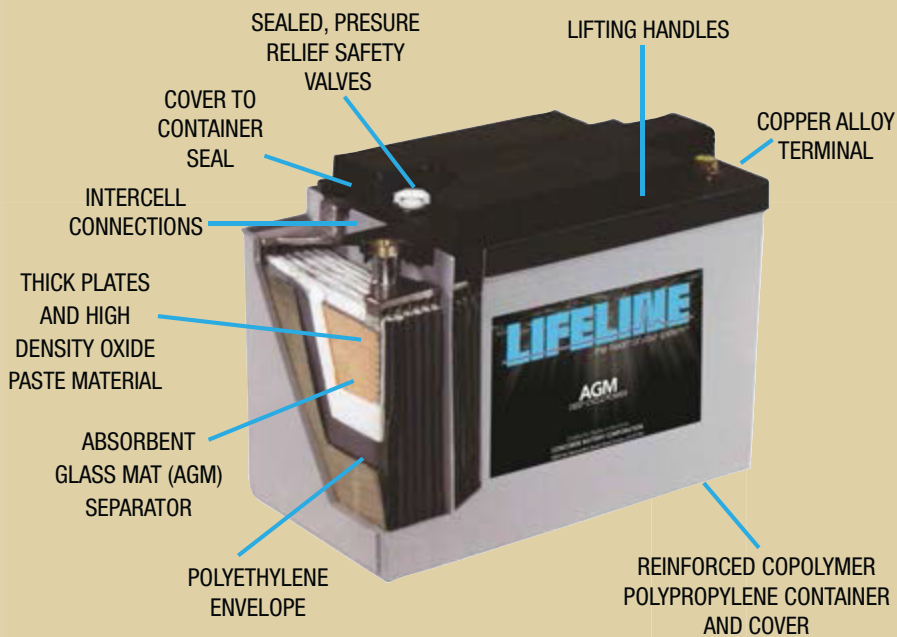


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Owners and RV enthusiasts are enjoying the *Roughing It Smoothly* digital magazine: rismag.org

In January 2018, Tiffin's owner-acclaimed quarterly magazine began its 15th year of publication. In November 2017, we launched and tested the digital magazine our readers can enjoy online the same day we upload the typesetting files to the printer.

You can read all back issues (15 years) of *Roughing It Smoothly* online at rismag.org

Go to the Contents on pages 4-5. Click on the page number for the story you want to read and it will jump directly to that double-page spread. To go back to the Contents page, put "4" in the page selection box at top center of screen. You can enlarge/reduce the type with the +/- symbols at top center of the screen.

The big feature now implemented is the "Search" function. In the upper right corner, clicking on SEARCH will open a column of options on the left side of your screen. Put in a word (such as "Utah" or "trains") or multiple words to find a story. Then click on "Search" at

the bottom of the column. You can search for a particular motorhome floor plan, such as Phaeton 40QTH or 33AA for a featured review or a Q&A in Tech Talk. Search for a travel story to use in planning your next trip to a state or national park, and much more.

The web address (URL) for each advertiser is "hot," meaning that you can click on it and go directly to the website.

This software was originally developed for daily newspapers and we have not succeeded in getting the software to print the pages of the story in the magazine format in which it originally appeared. However, you can double-left-click anywhere on the story to open a reformatted story in manuscript form (it fills an 8.5 x 11 page). This will allow you to print the pictures and the text in an easy-to-read digest. The programmers are working to create a software update to print the pages exactly as they appear in the printed edition of the magazine.

Online readers will receive the magazine three weeks ahead of the approximate date *RIS* appears in mailboxes. Tiffin owners who use mail forwarding services will view the magazine about six weeks before it would normally be delivered.

The digital magazine is presented online in facing pages; it is formatted for laptops, iPads, iPhones, Android OS, and most tablets that are WiFi capable. Some of the digital newspaper features (e.g. Facebook, Twitter, Pinterest, etc.) are applications that we are still developing for *RIS*.

We designed the expanded digital magazine to better serve both our readers and advertisers. We hope you will enjoy the digital *Roughing It Smoothly*. Please send your suggestions to fred1902@gmail.com.

Magazine Continues to Grow

Over 33,200 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 rismag.org. Our dealers are distributing 14,000 copies in their showrooms. *RIS* has completed its 15th 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 three 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.

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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 RIS techtalk@gmail.com **If you need an immediate answer to a service problem, you should call 256-356-0261.**

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A Love of Classic Cars Turned into a Collection

by Bob Tiffin

In my last column I wrote about falling in love twice in 1959—with Judy whom I married in 1961, and with a 1957 Ford Fairlane 500 Skyliner that I finally purchased 53 years after I first saw it in the dealer's showroom. So many readers told me how much they enjoyed the story that I decided to write about my favorite car and a little bit about how I built a 28-car collection.

I began a full time career immediately after high school working at Tiffin Supply here in Red Bay. Daddy and I opened the store at 5 a.m. Monday through Saturday. We always went home for lunch around 11 and would drive by the Ford place. Mr. Osborn had a 1959 Galaxie 500 Fairlane Town Sedan with a Styletone red and white paint job.

Daddy knew I had been admiring the car every time we passed the dealership. When we got back to the store after lunch, he said, "Bob, go see if Mr. Osborn still has that car for sale." About five minutes later, I confirmed it was still for sale. Daddy got on the phone with Mr. Osborn, negotiated the price, and then gave me a check to go up there and buy it. It had a 292-cubic inch V-8 engine with a 2-barrel carburetor that produced 200



horsepower. I kept it for six years. That started in a big way my love for cars.

One of the first collectible cars I acquired was a 1959 Fairlane 500 Skyliner red over white. I bought it from Jerry Miller in Springdale, Arkansas, in 1988. I enjoyed driving this car for many miles. Its restoration was recently completed by Martin Hveem. I now have three 1957 Skyliners in my collection.

In 1986 I bought a 1940 Ford convertible from Johnny Beck in Napa, California. It has an unusual paint color that Ford called "Mandarin Maroon" which

actually looks burgundy. Three years ago I had Martin Hveem do a full frame off restoration. It won a national award as a Junior in the Antique Automobile Club of America Show last year and a national award again this year as a Senior. I also sent it to an Early V-8 Ford Club meet where it won the Dearborn Award.

When I select cars for my collection, I continue to compare them with what is on the market and decide if I want to keep or sell them. For example, in 1992 I sold five cars at one time at an auction in Auburn, Indiana. That group included a 1938 V-12 Packard Convertible Sedan, a 1939 Ford 4-door Deluxe Convertible Sedan, a 1940 Ford, a 1959 Skyliner red/white, and a 1966 Mustang. All had been restored.

In 2007 I bought a 1957 Skyliner, red with black top and a super-charged engine. Ford only built 13 of them. It was in pieces when I got it. Hveem restored it for me, and I sold it in 2012.

Another interesting collectible was a 1934 Ford V-8 Ford Cabriolet Convertible. I bought and sold it in 1996 and 1997 through the Barrett-Jackson Auction.

Cars built in the 1930s really appeal to me because of their style and their en-

gines. Packards are at the top of my list because many of them had a V-12 Twin Six. In 1932 Packard built 732 cars with the V-12 engine. Most were sedans.

I mentioned "my favorite car" and I guess this has to be it: a 1932 Packard Twin Six Series 906 Sport Phaeton Custom Body in the style of Raymond H. Dietrich.

The car began its life as an original long-wheelbase 7-passenger 1932 Packard Twin Six. Using an actual 1932 Packard Twin Six Series 906 Sport Phaeton created by Dietrich Coachworks in Detroit as a guide—one of only three built in the Series 906, the initial woodwork skeleton was built by Gene Irvine for Bob Achor in 1981.

Over the next five years, Dave Tobin, El Monte, California, beginning at the firewall, stripped away the entire passenger compartment and trunk and installed the wood skeleton chassis built by Gene Irvine in the same fashion as the original 1932 Dietrich series 906 for Bob Achor.


Following exacting standards and continuing to use the 1932 Dietrich original as the guide, Cal Metal made the sheet metal and the aluminum skins for the doors along with a number of original Packard trim items, including the top bows which were from an actual Dietrich Sport Phaeton. The car is fitted with dual side-mount spare tires, a rear mounted trunk rack, and a small trunk within the car's body that is spacious enough for a picnic basket. Among the other amenities are the beautiful Pilot Ray driving lights. Upon completion in 1986, the car was invited to the

1987 Pebble Beach Concours d'Elegance.

I purchased the car in 2005 and took it to Martin Hveem Restoration and Coaches, then located in Red Bluff, California, for a thorough freshening. Dan Most, Napa, California, reupholstered the front leather seats and installed a new Hartz top. The wheels were restored by Collect Car along with new tires.

After the work was completed by Martin Hveem, the car was exhibited in the 2006 Hillsborough Concours d'Elegance where it was presented the Strother Mc-Minn Design Award for the most inspirational design elements for a car of its era. I sold the Sport Phaeton in 2008 at the Barrett-Jackson Auction and soon began regretting my decision. When it came up for sale at the R.M. Auction in Ft. Lauderdale, I bought it again on April 9, 2018. It's now hopefully a "forever car" in my collection.

The V-12 engine runs as smoothly today as it did 80 years ago. I feel sure the Sport Phaeton will be on the invitation list to some of the most prestigious automotive events in the U.S.

As owners of the Tiffin Phaeton have already surmised, the name of our most popular diesel pusher was inspired by the brilliant design and engineering of automobiles in the 1930s. A phaeton was a form of sporty open carriage popular in the late eighteenth and early nineteenth century. Drawn by one or two horses, a phaeton typically featured a very lightly sprung body atop four extravagantly large wheels. 



Cars that are currently in the Packard collection include:

- 1932 Packard Twin Six Series 906 Sport Phaeton Custom Body in the style of Dietrich. (Buster)*
- 1937 Packard 1508 7-passenger sedan (Jack)
- 1938 Packard V-12 1608 Rollston 4-door all weather town car (Chauffeur)
- 1940 Packard 110 Business Coupe (Buttercup)
- 1940 Packard 160 convertible sedan (Maggie)
- 1941 Packard Ivory 2-door convertible coupe (Mabel)
- 1941 Packard 120 2-door club coupe (Steve)

*Names in parentheses were given by Judy Tiffin, rendering a personal touch to the collection.



The Year of the Bus: 2019

A REVIEW OF THE 2019 ALLEGRO BUS 40IP



EVERY FOUR TO FIVE YEARS, ONE OF TIFFIN'S SIX brands gets a major redesign with several new features. In the plant at Red Bay, you will hear people say, "This is the year for the Bus." The cycle reminds me of the 12-year cycle of the Chinese zodiac. The zodiac takes the adherent through 12 years, beginning with the Year of the Rat. The twelfth sign is the Year of the Pig which begins on Feb. 5, 2019. By the way, the Year of the Pig is associated with wealth.

The "Year of the Bus: 2019" really began with the official model year changeover on July 1, 2018. The coordinated planning and engineering in all of the departments began on the 2019 Allegro Bus in mid-2017 as soon as the designers and engineers turned their attention to 2019 after the '18 models began moving down the assembly lines.

Jeff Margush (*RIS* 11:2, p. 32), who is completing his 10th year as the company's industrial designer, shouldered the assignment for a complete redesign of both the front and rear caps for the 2019 Allegro Bus. The redesign also included the entire dashboard and the accompanying side consoles with instrument panels and storage pockets for the driver and passenger. "The complete process takes 12 to 14 months, beginning with initial sketches that top management reviews and approves," Jeff said. "As we finish one project in mid-year for a model changeover, we usually have an overlap of two months in which we are doing the initial work for a significant changeover on another brand for the following year." Although Jeff continues to live in the Elkhart area where he began his career in RV design, his role in the design of Tiffin's coaches brings him to Red Bay for monthly meetings with the marketing and R&D departments.

What's New Inside?

While the floorplan featured in this article is identical to the 2018 Phaeton 40IH, it features options that are introduced for

the first time in the 2019 Allegro Bus. The 2018 Phaeton 44OH and 40IH pioneered the raised rail chassis, creating a level floor from stem to stern. That change meant no step-up over the engine hump for access to the closet or to enter the rear bath or walk-in closet. This year all five of the Allegro Bus floorplans feature the raised rail chassis and the level floor. The raised rails add six inches to the "ceiling" in the basement, producing significantly more storage.

A distinctly contemporary design is used in the valances throughout the coach and particularly in the bedroom's DS headboard, window, and lighting. Full descriptions are found in the respective sections.

The completely new makeover of the cockpit is a major part of the 2019 Allegro Bus story. It brings features to this coach usually found only in \$1 million plus motorhomes.

What's New Outside?

A quick walk around the 40IP will answer that question. Outstanding front and rear caps! Too often, the exuberance of a new design can take it far beyond the tastes of the targeted market. When the physical topography of the caps were mated with the paint patterns, they worked together to create a synergy with great eye appeal.

The white eyebrows over the primary headlights and turn signals give the front cap a personality that will not be overlooked by shoppers visiting one of Tiffin's dealerships. The accentuating colors in the paint pattern integrate perfectly into the overall design. The rear cap will grab the attention of any driver following this Allegro Bus. With the highline topping out at 13 feet and the horizontal lines emphasizing its width, it makes the positive impression that the coach deserves. Mounted in an array of solid colors, the handsome taillight assembly performs with purpose, while it supports the playful lines and colors surrounding the Tiffin logo in the top third of the cap. See page 17.



The Grand Entrance

The entrance steps into the 2019 Allegro Bus deserve a separate sub-title and paragraph. Constructed with solid surface materials, the steps are much deeper, providing a safer footprint. The vertical risers are polished stainless steel that reflect the bright string lights concealed under the front lip of each step. Tiffin's signature storage drawer in the stepwell was retained in the design. The entrance is creative, dramatic, and handsome.



The Drama Continues in the Living Room

The living area in the 40IP is spacious! The measurement from the dash to the bedroom wall by the refrigerator is 20 feet, 9 inches! The width of the room measures 12 feet, 6 inches. The separate functional areas become apparent as you become accustomed to the floorplan.

The conversational area is punctuated by the deep comfort of Villa seating, each piece upholstered with Coffeehouse Ultra-Leather. In cool weather, the optional fireplace (MSRP \$700), with several settings for heat and fan speed, adds traditional color and significant warmth to the ambiance. The seating accommodates seven when you rotate the passenger and driver chairs 180 degrees. The passenger chair and the optional recliner (MSRP \$700) both have leg lifts to add to the comfort level. The recliner will challenge its occupant to stay awake. It has a circular tube base for sliding it easily to the middle of the room

for viewing the big 55-inch Lift TV that rises on command to cover the PS front window. The custom-built ottoman is included in the décor for the obvious reason: propping up your feet. It is also perfect in the middle of the conversation pit for holding a tray full of hors d'oeuvres. The fitted top opens to reveal two cubic feet of storage space.

Villa's 86-inch sofa/bed invites you to sink into its ultra-comfort seating. Using an electric air pump concealed in the



mattress cover, the sofa/bed makes into a queen bed for your overnight guests. Overhead you will notice four double-doors opening into two compartments, each with 8 cubic feet of storage. With seat belts bolted into the floor of the slide-out, three adults can be seated on the sofa when the coach is in motion.

Lighting and Spatial Perception

A poorly lighted room will appear smaller. A brightly lighted room will appear larger. When a realtor comes to show a home, she tells the homeowner to be sure and turn on all the lights before they leave.

In the 2019 Allegro Bus, there is more lighting than ever before. It brightens the coach and makes the interiors so inviting. Just in the living area, there are four LEDs in the entry area, 14 in two recessed trays in the ceiling, 11 in soffits on both sides that also have recessed string lights, six in the PS slide-out, two

directional lights in the slide-out over the sofa/bed, three task lights over the galley, courtesy lights in the galley's toe kick, courtesy lights recessed in the lower cowl- ing of the dashboard, and four sconces on both sides of the two front windows.

The Spyder controls that allow you to set up your preferences are the nicest feature about the coach's lighting system. From the main panel on the wall directly across from the refrigerator, the owner can select any light or any combination of lights for each area in the coach. The intensity of each light can be varied from very high to very low. This is discussed in more detail on page 16 under "Controlling Your Environment."

Entertainment

Tiffin motorhomes are designed *to take you to* entertaining places and also *to provide you with* entertainment. While its primary purpose is usually the former, the 40IP does a great job in accomplishing the latter.

For the 2019 Allegro Bus and Zephyr brands, Tiffin brought in JBL to create a balanced sound system for owners' enjoyment while they are traveling. Harman sound technicians measured with delicate instruments and balanced the sound for each of the two cockpit's environments. The high tech settings are used each time the optional JBL sound system is installed (MSRP \$1,540). The advanced monitors package (see page 16), usually ordered with the JBL sound system, is optional (MSRP \$2,800). One monitor serves the two side and rear cameras and the other offers a wide array of digital services, but is primarily used for navigation and radio reception (XM ready, subscription required). The package includes a separate 8-inch monitor (wall-mounted on a flexible arm) for the passenger to assist with navigation and radio reception.

Unobtrusively concealed in a Broadway-topped cabinet, the 55-inch LG Smart TV is the center of the surround sound entertainment system. Four speakers hidden in the ceiling and a woofer in the cabinet under the dining table bring regular programming, music, and mov-

ies to life with vibrant sound: a NASCAR race, Dvorak's New World Symphony, the Eagles, or George Strait, or you name it! Activated by a small handheld fob, the television rises quietly in front of the coach's largest window. You can choose between a 24 x 54-inch picture of the out-of-doors or a 55-inch television with pro-

while he watches his alma mater play on the big screen. Both are high definition TVs. If you enjoy watching TV in bed, you will love the 42-inch HDTV with sound bar located in the PS slide-out.

On a pleasant evening, take your television entertainment outside with the 48-inch HDTV with sound bar mount-



gramming to take you around the world, both framed with a beautifully designed valance made with elegant fabrics outlined with cherry molding. The contemporary valance fits flush with the adjoining valance facing the dinette.

Except when ready for major entertainment, some owners will prefer to watch the 42-inch television mounted above the dash when they are stretched out on the sofa. It is also in the right location for the chef to watch a cooking program and follow directions for creating the evening entrée. The football enthusiast will appreciate having an alternative screen to follow a second game in the conference

ed in the outside wall of the forward PS slide-out (standard). Your viewing area is protected from sun or rain by the Girard patio awning (standard). The second optional awning (MSRP \$7,000), included on this coach, makes a patio of the entire passenger side of the coach. The lower edges of both awnings feature subtle string lighting controlled by a separate switch. The double awning is a must for tailgating parties.

A Chef's Galley

The stainless steel farmhouse sink has been in demand since it was first introduced last year. The sink's inside

measurements are 28 inches across the front, front to back 17 inches, and depth 9.5 inches. With selected dish pans and drain racks, you will find many ways to put this versatile sink to use. It is really handy when you wash and store fresh produce. The single-lever, high-arc polished chrome faucet has a 12-inch extendable sprayer. Press the dispenser for liquid soap—one less bottle to clutter your countertop. When you need more countertop workspace, you will find the matching covers stored in a rack under the sink.

The galley has three major appliances. The Sharp Carousel microwave/convec-

Tiffin has selected the True Induction® cooktop for its all-electric motorhomes. I could spend several pages *trying* to explain the physics of induction cooking and would not do as good a job as the Wikipedia article on the subject. It is efficient, cooks food faster, does not heat up your galley on summer days (like gas does), and uses the electricity supplied by the campground. The cooktop's temperature can be changed instantly from simmer to 400° and vice versa. Since induction cooktops require cooking vessels with ferro-magnetic bottoms, TMH supplies a starter set with each all-electric motorhome. We discovered that several

slide-out box shelf. An adjustable shelf is located above each of the slide-out box shelves. The cabinet has over eight cubic feet of storage space.

To the right of the microwave-convection oven, TMH designers offer a new cabinet design. The entire cabinet pulls out on rails. It has an open side with two shelves facing north. Retaining rods keep the contents from tumbling out. The cabinet's depth is 19 inches, 10.5 inches wide, and 12 inches high.

The storage compartment under the farmhouse sink is an outstanding cabinet design. Upon lifting the center release, the entire compartment slides out for



tion oven is a residential size unit with full controls for convection baking. If you haven't tried a convection oven for baking a chicken or a casserole, you can find instructions on YouTube. Baking biscuits, cookies, or a cake usually requires a 25-degree lower temp setting and a few minutes less baking time.

Almost every Allegro Bus is ordered with the optional Fisher & Paykel Dishdrawer (MSRP \$1,330). Many owners will store their soiled dishes, pots, and pans in the dishdrawer throughout the day and run it at night after dinner.

of our favorite pots and skillets from our home kitchen had ferro-magnetic bases. As you would expect, Amazon carries a wide variety of cookware suitable for induction cooking. The True Induction cooktop is standard equipment. If you are already into induction cooking, you may want to opt for the Wolf cooktop upgrade (MSRP \$2,100). Shop it on the internet to see the different configurations offered by Wolf.

Above the farmhouse sink, you will notice a double-door cabinet. The lower half of each compartment has a large

easy access. The top storage box slides to the rear exposing the storage area under it. The front part of the larger box usually contains the trash can. All the compartments add up to 2.5 cubic feet. The side of the compartment houses a rack for the sink covers.

The large drawer under the dishwasher was designed for cooking vessels and skillets. The island slide-out not only provides more countertop for food prep and perhaps a serving buffet, it also contains three 25-inch deep drawers for all things culinary. The top drawer with a removable

cutting board has slots for table service.

TMH selected a top-of-the-line Maytag fridge-freezer that we really like. Occupying the bottom third, the roll-out freezer extends completely while two open-box containers at the top slide to the rear, making it easy to see what is below without having to move items around. In the 21 cubic foot unit, Maytag allots 4.5 cubic feet to the 0° freezer and 16.5 cubic feet to the 38° fridge. A through-the-door dispenser offers ice and cold water and temp monitors for both the freezer and the fridge, plus an alarm if a door does not close completely. In the refrigerator, a 4-inch deep drawer for meats and cheese

wobble at all. An electro-magnetic lock activated by a pushbutton in the facing above the pantry door prevents the pantry slide-out from opening when the ignition switch is in the ON position.

The Dinette / Computer Workstation

Of all the architectural features in Tiffin motorhomes, this one is probably the most copied by competitors. Obviously, Tiffin owners have selected it thousands of times. It is standard on the Allegro Bus.

The foundation for the workstation is based in the 18 x 73-inch credenza, capped with a Broadway countertop. It conceals the steel frame bolted to the wall that sup-

ported panel doors. Part of that space is occupied by the stereo system's woofer.

When you have guests for dinner, the credenza with its Broadway countertop becomes a buffet for the serving bowls or warming trays (remember the 110v pop-up), preventing the table from becoming crowded. Two folding chairs with matching upholstery are usually stored in the basement. The two chairs for daily use are heavier and very comfortable.

Many owners do not need the computer workstation and opt for the luxurious UltraLeather U-shaped dinette (MSRP \$980, not shown). Each side of the dinette's seating has a deep drawer with approximately two cubic feet of storage. With either dinette choice, there is 7.25 cubic feet of storage in the compartments above the window.

The Master Bedroom

With a long-established tradition of using well-crafted hardwood cabinetry, Tiffin has dialed back on a bedroom encircled with hardwood cabinets in favor of a more contemporary design. The refreshing design offers a large window behind the headboard in the DS slide-out that eliminates the overhead cabinets, while creating a spacious, airy feeling accented by four LED lights in the slide-out's ceiling (standard). A second option in the contemporary design is an emergency egress door (MSRP \$1,680) that is disguised as part of the headboard. This option eliminates the window but retains the overhead cabinets.

The PS bedroom slide-out boasts a Lift TV with sound bar that rises from behind the fireplace, all constructed in a Broadway encasement. The encasement and a window above it are centered between two vertical armoires, each with doors enclosing five shelves. The base of each armoire has two drawers (standard). The optional Power Smart King Bed (MSRP \$1,680) has a retractable platform that lifts the back of the mattress to a reclining position for reading and watching TV. It also slides out 18 inches toward the TV, putting the head of the mattress in easy reach for making up the bed. This option

extends all the way across the bottom of the unit. Two humidity-controlled deep drawers are positioned above the bottom drawer. The remaining shelves can be moved to accommodate your contents. For 2019, Tiffin added a magnetic closure device on the top edge of the doors to ensure they do not come open during travel.

The slide-out pantry next to the fridge is a great piece of engineering. The six shelves are each 27 inches long and 11 inches wide. Four of the shelves and their retaining rods are vertically adjustable. The movement is firm and solid, no

ports the retractable 25.5 x 40-inch dining table. On the south side of the table, a tray slide-out in the credenza supports a laptop or a keyboard. Just below is a second slide-out for a small printer. Since we often work on the magazine in a Tiffin coach, we usually place our "travel" printer on top of the credenza next to the convenient 110v/USB pop-up service. On the north side of the table, there are two drawers for office paraphernalia and a deep filing cabinet drawer with rails for hanging folders. Shelves directly under the table are concealed by two of Tiffin's matching





includes two large drawers under the bed that open toward the fireplace (24w x 19d x 8h). The slide-out design without the Lift TV and fireplace continues to be a popular choice that has been a standard for several years in the Phaeton and Allegro Bus (two adjoining chests with Broadway countertops—one with two large drawers and the other with two smaller drawers, a clothes hamper, a louvered double-door cabinet for the entertainment system, a cabinet over the window, and a 42-inch wall-mounted TV). Both PS slide-out designs are good choices, each focusing on the owner's personal style.

Following the design from the living area, the bedroom's lighting package is outstanding. Each soffit incorporates three LEDs plus the recessed string lights. The two recessed ceiling trays each carry four LEDs plus the delivery and return ducts for the AC/heat pumps. For evening use, there are courtesy lights in the toe kick under the cabinets in the PS slide-out.

The Bath and Half Bath

With a footprint that is 9' 1" wide by 7' 3" deep, it is difficult to imagine why the



bath feels so spacious. I can do cross-over toe-touches with plenty of room. The answer is “good design.”

The double Broadway lavatories are complimented by a backsplash made with wavy subway tiles. Chrome faucets with individual hot and cold water controls extend from the wall. Each mirrored medicine cabinet and lavatory is lighted with two LEDs. The ceiling lighting includes a soffit with two LEDs plus the recessed string lights and three more LEDs placed strategically in the ceiling. Each vanity with double doors encloses more than four cubic feet of storage. A triple drawer stack separates the two vanities. Both sidewalls of the vanity slide-out have towel rings and 110v service. An Ikea 4-rod towel holder is attached to the wall on the right side of the window.

As you will note in the picture, the optional washer/dryer (MSRP \$1,960) is located in the NW corner of the bath. The closet is enclosed with sliding double mirrored doors. The closet measures 63 inches across, 74 inches high, and 22.5 inches deep. It has two motion-sensitive lights.

Rounding the NE corner, the macera-

tor toilet is positioned under a window and an overhead cabinet. The shower is constructed on two sides with Broadway and subway tiles faced by full glass enclosures. Other appointments include a fold-away seat, a soap tray, and shelf for toiletries. Bathers will enjoy a rain shower head and a selectable stream water wand that slides up/down on a vertical pole. A Fantastic 3-speed exhaust fan is centered in the ceiling (not in picture). A skylight with a sliding closure completes the ensemble.

The Cockpit and Driving the 40IP

In addition to the ergonomically rede-

sign of the dashboard, Tiffin engineering for 2019 brought to life a digital instrument display that the driver can interactively check and receive realtime information using a large thumbwheel mounted in the console.

First, and a change that our Canadian owners will appreciate, the MPH and KPH display can be changed in a few seconds. Changing that display will change the odometer record, too. The two primary displays are MPH and RPM. Digital displays are shown for engine temp, oil pressure, fuel and DEF, front and rear PSI, gen fuel supply cutoff point, and amps. New displays include compass direction and outside temperature. There are twelve warning icons that appear clearly across the top of the display.

Using the thumbwheel interactively, the driver can run through a pre-trip checklist and pull up current information. Warnings in red are displayed in a message area between the two major dials, such as JACKS DOWN and SHORE POWER CONNECTED. Two trip meters are controlled with the thumbwheel. Two constant displays are “Miles to empty” and “Miles per gallon.”

The console display for the Leveling System has been redesigned and is easy to use. The leveling process is shown with a digital display of three bubbles, as on a carpenter’s level: front, back, and left-to-right. You can select Air Leveling, Hydraulic Leveling, or both.

The optional Mobileye Collision Avoidance System provides warnings for accident prevention (MSRP \$1,540). When the motorhome strays across a white line near the shoulder or a line in





the center of the road, an alarm warns the driver to make a correction. With regard to the distance between the motorhome and the vehicle in front of it, the Mobileye measures that space in seconds. If your speed is 60 mph, you are moving at 88 ft/sec; at 70 mph, then 103.67 ft/sec. The Mobileye goes into a red warning mode when the coach is less than one second behind the vehicle in front. It settles down when you are a full two seconds behind the next vehicle. The warning is relieved when you are 2.5 or more seconds behind. Although occasionally mistaken, the Mobileye knows the speed limit and posts it on the display attached to the dash just to the right of the steering column. All things considered, it is a good safety device that will make you a better driver.

In the interest of space, I did not show the location of every toggle switch on the dash. The new dash made minor changes.

The 40IP is powered by a 450-hp 9.0L Cummins engine. It performs really well when you are jockeying with the big rigs on the interstate. These days I am finding ways to avoid our in-



terstate highways if my navigator (Carolyn) can find good alternatives. Getting there at 70 mph just ain't that important. The quality of the ride is important and I can assure you that Tiffin's PowerGlide chassis with the Allison 3000 six-speed transmission and the 450-hp Cummins power plant do a fine job.

Controlling Your Environment

Tiffin Motorhomes partnered with Spyder Controls Corporation of Alberta, Canada, three years ago to begin a collaborative development of software that focuses on the entire coach as an *environment*. The motorhome can be programmed with owner preferences through choices made in eight major folders and many sub-folders. The most outstanding feature is user-friendliness. Using the software is an intuitive discovery process and is not intimidating.

Eight white icons on a blue-grey field are located just below the 6×10-inch interactive display. Each icon represents a primary folder containing several sub-folders. The eight primary folders contain set-up information and owner preferences: Home, Main/Lighting, Power, Climate, Slides, Shades, Mechanical, and Settings/Diagnostics. Using my finger as the stylus, I selected the Home folder. It provides an initial entry point to reach three of the eight primary folders:

The **HOME** folder is the default screen for Spyder environment control system. You can *quickly* turn on the lights for center ceiling, mid-bath, and bedroom, raise/lower the galley shade, turn the water pump ON/OFF, select the heating fuel (diesel or electric), and check the levels of the tanks for the fresh water, diesel, grey & black tanks.

By touching the rectangular block for the **LIGHTING PAGE**, the screen opens to the **MAIN** folder with switches to control



the exterior lights (door, porch, road, awning, under coach, and slide box) plus 10 light sequences in the living-galley-dining area. If the switch has a double triangle \blacktriangle , the brightness of that light can be changed with a squeeze movement with the thumb and forefinger. A third sub-folder presents the lighting options for the half bath, full bath, and bedroom, plus the ceiling fan. 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. Lights with the dimmer symbol (Andy: add symbol) can be dimmed or brightened.

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 full screen **CLIMATE** folder that presents the controls for each zone. There are three



The new rear cap for the 2019 Allegro Bus.

zones for AC: front, mid, and rear. For cooling each zone, touch AC, AUTO, and set the temperature using the red and blue triangles to raise and lower the temp settings. If you wish to only circulate air in the coach, touch the fan icon and then the HIGH or LOW speed choices. When the outside temps are above 36 degrees, you can use the heat pump to warm the coach. Touch HEAT PUMP, AUTO, and set the temp.

The FURN (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. Consequently, there is no temp setting for the Aqua-Hot in the display's MID section. Touch FURN, AUTO, and set the temperature.

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. The Aqua-Hot system also



heats the water. Diesel will produce hotter water as well as a continuous, unending flow of hot water when you are in the shower.

If you purchased the optional heated tile floors (MSRP \$4,900), 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 other sources (Aqua-Hot diesel or electric, the heat pump, and the fireplace). Since the floor is electrically heated, you are using the 50-amp source in your campsite.

The **POWER** folder (a battery icon), third from left, presents a schematic of the incoming power from the 50-amp shore power or the generator. The EMS, emergency management system, in the middle shows each item in the coach that is drawing power, the charge to the chassis and house batteries, and the source of power. The schematic also shows the status of the inverter, bulk charging, Magnum's automatic generator start system, and a click point to take you to the AGS settings. If the shore power offers only 30-amp service, the schematic registers that amount of electrical input and displays the limited number of items in use.

The fourth icon from left brings up the Climate folder. It was discussed initially in connection with the Home folder since tapping the lower left quadrant of that screen brings up the Cli-

mate controls. The icon gives you the option to go directly to the Climate folder.

The fifth icon from left launches the **SLIDES** folder. From this screen, you can extend and retract the two bedroom slide-outs. A small screen in the upper right corner reminds the operator that with red/green lights that the ignition, park brake, and bed lift must be activated first before operating the slide-outs.

The third icon from right activates the **SHADES** folder, an intuitively designed screen with touch switches to activate day and night shades. In the center of the screen, Day Masters and Night Masters will selectively activate all of the cockpit shades (driver and passenger side windows and the windshield) with one touch. Likewise, all of the day and night main shades (living, galley, and dining) are activated with one touch. Individual day/night shade switches for the cockpit are located on the left side of the screen, and on the right side of the screen for the main day/night shade switches.

Two cogs, the second icon from right, appropriately represent the **MECHANICAL** folder. On the left side, the three ceiling exhaust fans are controlled from small sub-screens with separate switches for the fan motor and cover. The center section has sub-screens for the bedroom's two-speed ceiling fan and the locks for the entry door and bays. The right section of the main screen has switches for the front TV lift and the bed lift.

The first icon on the right opens a **SETTINGS** screen, allowing the owner to customize several features in the Spyder





controls. The temperature units can be expressed in Celsius or Fahrenheit. The brightness of the screens can be reduced or increased by percentage points. Three sub-folders—Screen Settings, Switch Settings, and Diagnostics—offer many preferences which you can set one time and forget.

SCREEN SETTINGS offer four choices in setting up the operation of the 6 × 10 primary Spyder control screen. (1) Following use, Power Saving turns off the screen backlighting after



the number of minutes that you specify. (2) When enabled, the screen will return to the Default Page after a specified time of inactivity. The owner selects the default page and the specified time. (3) The Color Scheme allows the owner to choose one of three colors and the shade of the selected color. (4) Under Ribbon Options, the owner can choose an icon or text to identify each of the eight primary folders positioned along the base of the screen.

On the **SWITCH SETTINGS** display, the second sub-folder, the owner can set or change the pin code for the entry door panel. The doorbell and two key fobs can be enabled.

Finally, the **DIAGNOSTICS**, the third sub-folder, opens an array of data that will assist an RV technician in identifying and correcting problems.

The Spyder control at bedside has six icons that make it almost as functional as the larger 6 × 10-inch wall-mounted display in the coach's mid-section. The larger switches control the ceiling fan and the lights in the bedroom, rear bath, and entry door light. However, the Lighting folder icon will bring up all lighting switches. Add the bed lift and the genset switches and you have it.

At the entry door, the Spyder panel positions primary switches to activate exterior and interior lights in the immediate area, plus the door awning, entry shade, and locks for the entry door and bays. The six icons at the bottom of the panel reconfigure the whole panel to serve each specific area. The 12-volt battery system and exterior step have ON-OFF switches at the base of the black frame.



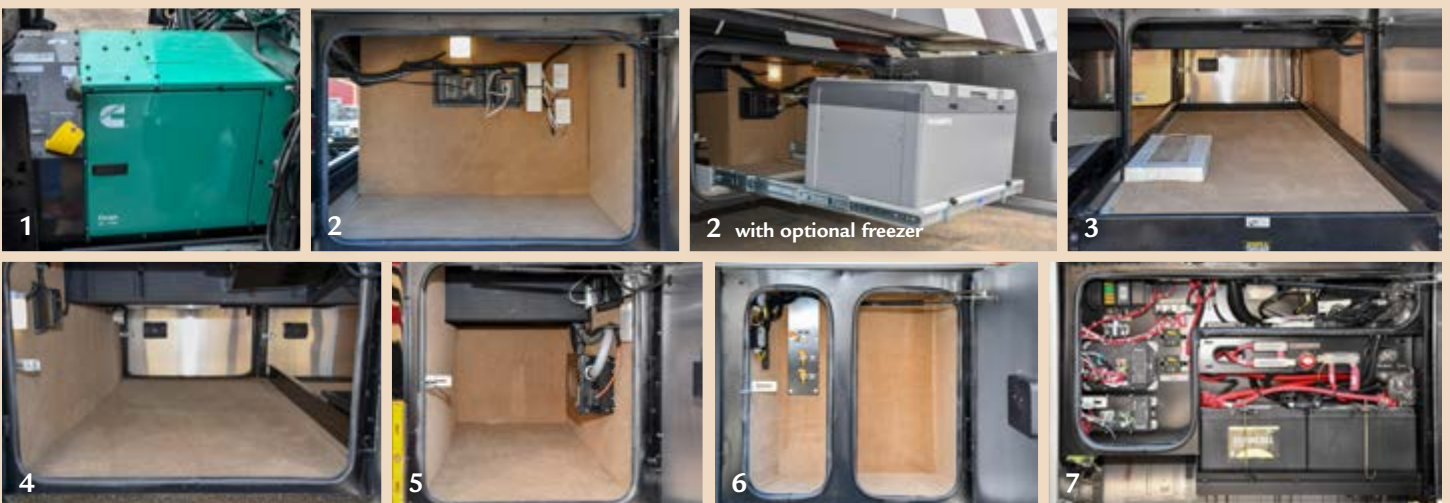


The lighting, ceiling fan, and water pump in the master bath are controlled by the Spyder screen at far left. The “Panel Lights” switch will darken all panels in the coach to remove the amount of light they create at night.

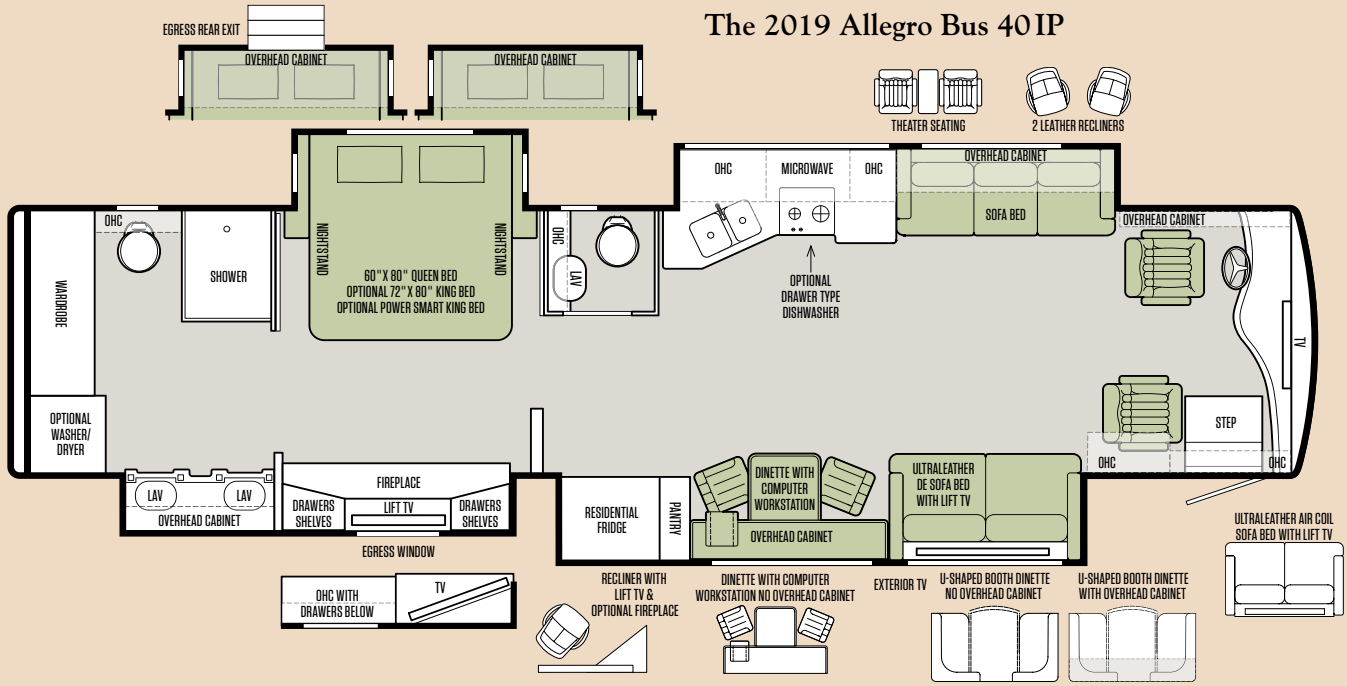
On the wall, just to the left of the farmhouse sink, a non-programmable Spyder panel takes care of task lights over the galley; plus the entry and front accent lights; and the ceiling lights for DS, PS, and main (center). The switches for the water pump, vent lid and fan are also on this panel.

Mounted between the two large windows on the PS wall, an 10-switch panel is conveniently placed to control the DS & PS ceiling lights, the lights located in the ceilings of both slide-outs, the sconce and front courtesy lights, plus the galley shade, living room shades, the night shade master, and the TV lift. **RIS**

Basement, passenger side



The 2019 Allegro Bus 40IP



Basement, driver side



SPECIFICATIONS: Model tested 2019 Allegro Bus 40IP, Quad Slide Base MSRP* – \$407,400 MSRP as tested with options – \$442,589

STANDARD FEATURES

Structural

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

Automotive

PowerGlide7 chassis
Allison 3000 MH six-speed automatic transmission with lock-up (torque converter)
Cummins 450-hp, ISL 9.0L, electronic/turbocharged diesel with 1,250 lbs.-ft. torque
Air ride (4 air bags)
Aluminum wheels
Independent front suspension
ABS brakes & two-stage compression engine brake
Adjustable fuel and brake pedals
VIP Smart Wheel
Side-mounted cooling package
Cruise control
Fog lights
Daytime running lights
Emergency start switch

General Exterior

Fiberglass front & rear caps
Dual fuel fills
Large tinted one-piece windshield
10Kw Onan® generator, manual slide-out
Auto generator start
50-amp service
50-amp power cord reel
Three low-profile roof 15,000 BTU ACs with heat pumps
A/C condensation drains to rear of coach
Heated chrome mirrors with integrated cameras, remote mirror adjustments
Back-up camera in rear cap
Three power roof vents with 3-speed fans
Single motor intermittent wipers
Exterior TV with sound bar
Gel-coat fiberglass walls
Keyless remote system for entry and basement storage doors
Full-body paint with protective film on front cap
Double electric step
Dual pane tinted windows
Exterior patio and door LED lights
Exterior LED light on driver side
Girard™ powered door awning
Girard™ powered patio awning
Girard™ window awning package (3 windows)
Slide-out covers
Custom mud flap
Swing-out exterior storage doors with gas shocks
Pass-through basement storage
Basement cargo lights
Motion sensor lighting for basement storage
Remote locking system for entry door
Deadbolt on front entrance door
Chrome handles on compartment doors
Flush mounted dual pane windows
Docking lights
Heated water and holding tank compartments
SeeLevel monitor pad in utility bay
Exterior rinse hose with soap dispenser & paper towel holder
Six house batteries
Pure sine wave inverter with 120-amp converter & transfer switching
Black holding tank flush system
Water filter
Gravity water fill
Undercoating
110v exterior receptacle
110v / 12v converter
Digital TV antenna
Concealed air horns
Exterior ground effect lights
Low profile in-motion satellite dish with DISH network receiver (subscription required)
Cable TV ready hookup
Combination air leveling system with HWH hydraulic leveling jacks
Prep for Winegard Trav'ler7 satellite
Outdoor wall-mounted Spyder control panel
Prep for solar panel
Prep for Winegard Connect7

Driver's Compartment
Power driver and passenger seats in UltraLeather™ with passenger footrest
Contemporary wraparound dash
Drawer in stepwell
Power stepwell cover
Driver side power window
Courtesy lights in stepwell
Lighted switches
Dual dash fans

Two drawers in dash
Cup holders on driver & passenger side
12x disconnect switch
AM/FM radio/stereo with 7-inch monitor
XM satellite-ready radio includes receiver and antenna (requires subscription)
In-dash navigation system
Front overhead TV
Two USB dash receptacles
Passenger console with 9 toggle switches & USB receptacles
Driver console houses gear shift, leveling system, mirror controls, engine brake, air horn master switch, toggles for windshield shades, dial knob for selecting options in electronic dash
Power solar & privacy windshield shades
Solar & privacy shades for DS & PS side windows
Solid non-opening PS window
Custom infrared repeater system on all TVs
Color rear vision monitor system with side-view cameras activated by turn signals
Seatbelts integrated into driver & passenger chairs
Fire extinguisher

Living Area / Dinette

Package A (standard):
UltraLeather Air Coil hide-a-bed sofa (DS)
UltraLeather DE sofa & Lift TV (PS)
Mid-section 55" LG Smart+ color TV, surround sound
Dinette with computer workstation

Galley

Polished solid surface countertops with sink covers
Farmhouse stainless steel sink
Built-in soap dispenser
Expand-an-Island
2-burner induction cooktop
Permanently mounted folding solid surface cooktop cover
Single lever sink faucet with built-in sprayer
Built-in soap dispenser
Stainless steel convection/microwave oven with exterior vent
Large 6-shelf slide-out pantry
LED task lights above countertop
2.5-inch deep lighted toe kick
Galley backsplash
Stainless steel residential refrigerator with ice & water dispenser in door
Slide-out cabinet under double sink with compartments for sink covers & trash can
Power roof vent with 3-speed fan

Full Bath

Two medicine cabinets with large mirrors over vanity
Solid surface vanity top with sculpted double lavatory
Four LED recessed lights over vanity
Full backsplash
2.5-inch toe kick with recessed lighting
One cabinet over toilet
Macerator toilet
Solid surface shower walls with subway brick tile inset
Rainmaker shower head
Shower wand with flex hose mounted on adjustable vertical slide
Fold-down seat in shower
Skylight over shower with LED light in sliding solar cover
Aqua-Hot continuous hot water
Power roof vent with 3-speed fan in full bath
Cabinet pre-wired & plumbed for washer/dryer
63-inch wide closet w/sliding mirrored doors
Safe in rear wall of closet

Half Bath

One medicine cabinet over lavatory with one side cabinet
Four vanity lights
Broadway vanity top with ceramic farmhouse-style sink, with subway tile backsplash
Toilet with sprayer
Power roof vent with 3-speed fan

Bedroom

Contemporary headboard with window
PS slide-out A:
Two floor-to-ceiling armoires with door-enclosed shelves positioned on both sides of lift TV and fireplace
PS slide-out B:
Two chests with Broadway tops. Two large drawers, two smaller drawers, clothes hamper, louvered cabinet for entertainment system (see picture)

Exit window with solar & privacy shades in PS slide-out; cabinet above window
Bed comforter with designer pillows
Sleeping pillows with shams
King-size bed with memory foam mattress
Under bed storage
Night stands with 110v and USB outlets & solid surface countertops
Side windows in bed slide-out with solar & privacy shades
Carbon monoxide and LPG leak detectors
Entertainment system concealed in single-door armoire
42" LG Smart+ television
DirecTV® receiver (subscription required)
Pre-wired for second satellite receiver
DVD player with surround sound for living room

General Interior

7-ft. ceilings
Solid cherry cabinets, fascias, & doors with concealed hinges
Soft touch vinyl ceilings with lighted soffit ceiling in living area and bedroom
Porcelain tile floor throughout the coach (excluding slide-outs)
High gloss hardwood cabinet doors and drawers
Hydronic heating system
Extraordinaire™ AC system
6 x 10-inch Spyder touch monitor for complete environmental control
Energy management system
Multiplex wiring system
LED lighting throughout coach
Complete cable wiring (interfacing with surround sound & satellite receiver)
Home theater with surround sound speakers in ceiling
Powered solar & privacy shades in living area
SeeLevel tank monitor in Spyder control panel
Carbon monoxide and smoke detectors
Central vacuum cleaner with VacPan

OPTIONAL FEATURES ON THIS COACH

Sunlit Sand full body paint (NC)
Faux interior décor (NC)
Glazed Honey Natural Cherry Wood including cabinet, solid doors, cabinet doors, drawer fronts, and fascias
Second Girard awning
Mobileye Collision Avoidance System
Dishwasher
One powered slide-out storage tray
One PS recliner
External lights under slide-out
LR fireplace
Heated tile floor
JBL sound system
Advanced monitor system
Exterior roof ladder
Extended cycle batteries
Two solar panels
Stacked washer/dryer
Winegard Connect
Power Smart Mattress with Memory Foam – King

OTHER OPTIONAL FEATURES AVAILABLE FOR THIS COACH

One or two storage compartment slide-out trays (not powered)
Second powered storage tray
Vertical slide opening window – PS
Silkworm UltraLeather
Interiors: Bukhara, Posh, or Sand Castle
Other Cherry Wood choices: Cherry, Natural Cherry, Glazed Canyon Cherry, Glazed Cherry Wood, Glazed White Chocolate (bath)
Luster Sheen cabinet finish (only with glazed cabinets)
UltraLeather U-shaped dinette-PS
Sub-woofer in dash
Wolf cooktop upgrade
Theater seating – DS
Two recliners – DS
UltraLeather DE sofa w/Lift TV – PS
UltraLeather air coil sofa w/ Lift TV – PS
One recliner & fireplace w/Lift TV – PS
Memory Foam mattress – Queen (60" x 80")
Memory Foam mattress – King (72" x 80")
Power Smart mattress with Memory Foam – Queen (60" x 80")
Any of the seven other paint colors: Cinderwood, Smokey Teal, Crimson, Desert Sunset, Waterfall, Maroon Coral, White Mahogany

MEASUREMENTS

Wheelbase – 276"
Overall length – 41'
Overall height w/roof air – 13' 3"
Interior height – 83"
Overall width – 101"
Interior width – 96"

WEIGHTS & CAPACITIES

GVWR – 41,000 lb.
Front GAWR – 17,000 lb.
Rear GAWR – 24,000 lb.
GCWR – 56,000 lb.
UVW – 36,950 lb. as tested
CCC – 4,050 lb.
Trailer hitch capacity – 15,000 lb.

POWER TRAIN

Engine – Cummins 450-hp, ISL 9.0 liter, electronic, turbocharged diesel
Torque – 1,250 lb.-ft. at 1,400 rpm
Transmission – Allison 3000MH electronic six speed with two overdrives
Tire Size – 315/80R22.5 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: Air Leveling System in combination with HWH hydraulic automatic jacks

CONSTRUCTION

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

ACCOMMODATIONS

Sleeps – 4 adults
Fuel tank – 150 gallons
Freshwater – 100 gallons
Black water – 55 gallons
Grey water – 100 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 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.

the Look of the Future

...in the RVs of today!

Tiffin Motorhomes and HWH Corporation,
decades long relationship in the RV Industry.

Coincidence?

Engineering done right!



Tiffin Motorhomes Feature:

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HWH[®] BI-AXIS[®] Hydraulic Leveling Systems

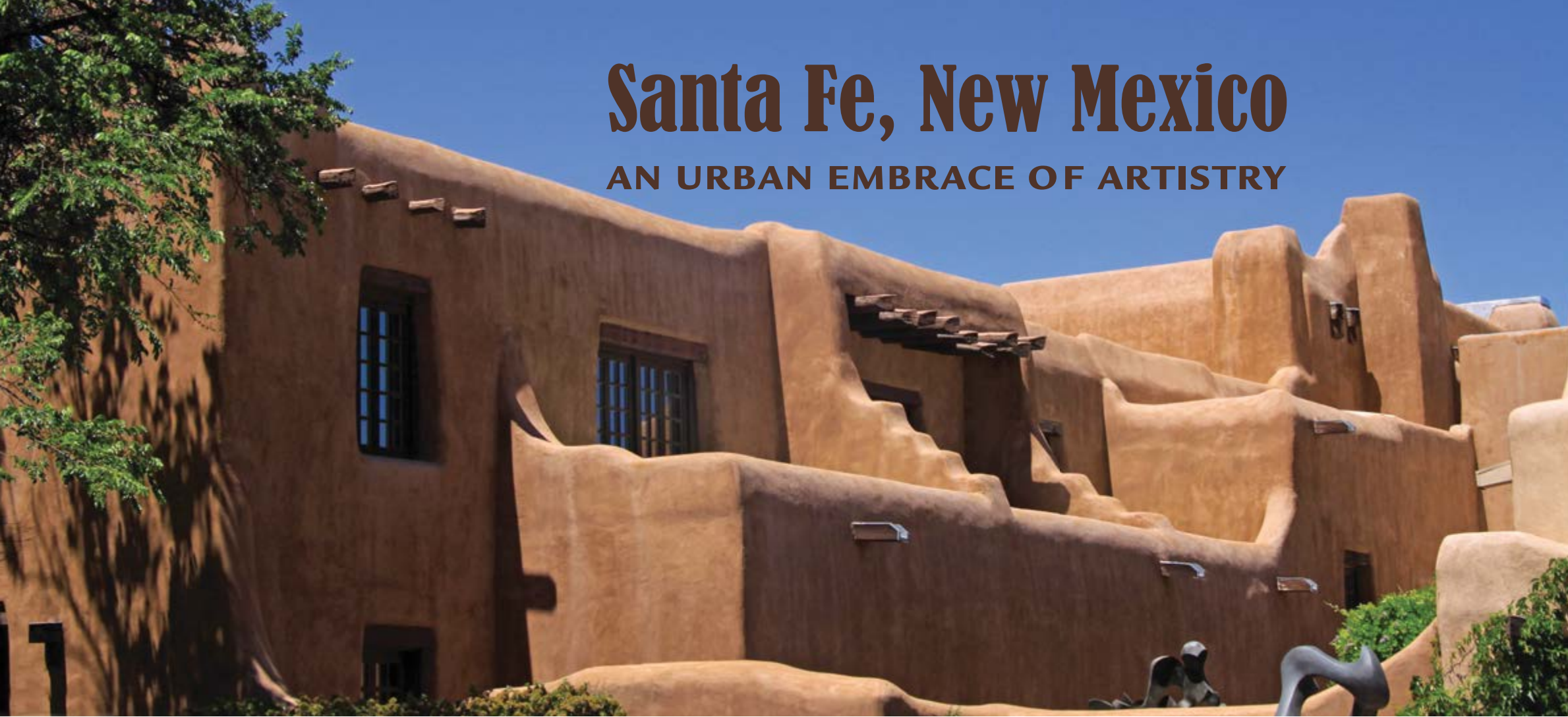


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Santa Fe, New Mexico

AN URBAN EMBRACE OF ARTISTRY



Santa Fe wears its history on its sleeve. A century ago this small city dared to risk its economic foundation on beauty created by a melding of cultures. It created a cornucopia of artistic, musical, culinary and performance arts, and made its history as palpable as its present.

Along with the 1912 passage of New Mexico's statehood, archeologists and artists worked together to pass architectural ordinances that made Puebloan Indian, Spanish Colonial, and Mexican Territorial architecture the styles that would make Santa Fe visually distinctive from other cities. There is a fluidity to the rounded, stair-stepped walls. Shadows lengthen, move, and shorten below vigas (small ceiling logs) that project through thick adobe walls. Small ornamental windows are circular, diamond, or other shapes. Brick, stone, and metal may be used as long as, to quote an audacious city code, "they are in harmony with historical buildings." As for paint colors for buildings, to paraphrase Henry Ford, "You can have any color you want, as long as it's tan." Window and door trims are often turquoise or blue, a Southwest Indian color symbolizing a

welcoming or protective energy. Structures are to be "wall dominated," so any peaked roofs must be hidden by surrounding walls. Building walls often are layered from the street to the rear, simulating the beautifully layered ridges of the nearby Sangre de Cristo Mountains. New construction may have metal interior supports in the walls, but the exterior is most often stucco. The thick adobe-style walls of many homes and businesses are also thermally effective, as they moderate temperature swings from day to night and season to season.

In spite of a population of 70,000 augmented by 1 million annual visitors, narrow streets are as they were a century ago, and old adobe houses crowd them. Many streets are one-way to avoid traffic tangles. Downtown parking is easy: The big lot at the west rear of St. Francis of Assisi Cathedral is walking dis-

tance to everything, and downtown is mostly level. Wear some light-duty walking shoes and don't be surprised if you get a bit winded from the city's 7,000-ft. elevation. Public transportation is excellent, frequent, and hits all the highlights in Santa Fe's plate-of-spaghetti street layout. Use your vehicle navigation system or Maps on your iPhone, since finding a printed map that has an overall view *and* calls out Santa Fe's important visitor attractions is challenging. Relax. Keep a vacation frame of mind.

We'll start with an overview of Santa Fe districts you'll want to explore. We'll move on to how Santa Fe grew from post-Ice Age nomads to a vibrant fine arts mecca. We'll finish with a summary of specific places for you to visit.

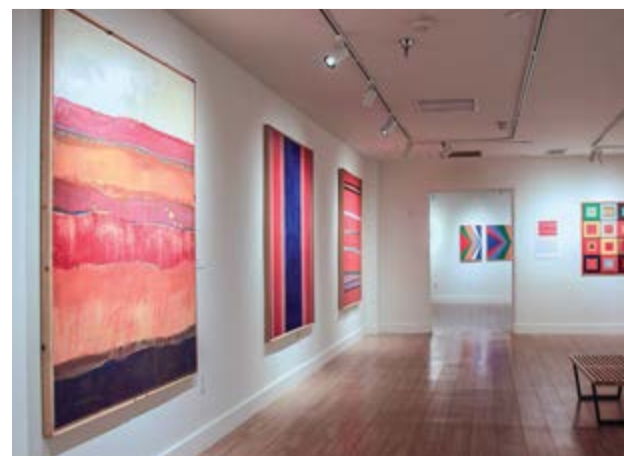
Santa Fe's Clusters of Attractions

The Historic Downtown District is beautiful and brimful of all the things visitors love. There are comprehensive, absorbing museums right by the grassy, shaded Plaza. Artwork in the numerous galleries is sophisticated, varied, and mind-stretching in subject matter, materials, and execution. Shops, cafes, sidewalk food vendors, and wonderful restaurants abound. The famous covered-sidewalk Native Arts Market, where you can purchase authentic jewelry directly from licensed artists, is at the Palace of Governors by the Plaza. Wander into hotels and enjoy a meal, or peruse the art and goods in their fine shops. There is a cathe-

Bright banners and painted posts mark the entrance to the Museum of Contemporary Native Arts.



The Museum of Contemporary Native Arts demonstrates how Indian artists have changed and grown with the times while still reflecting their customs, tastes and values.



You can buy Indian jewelry and other art from licensed artists at the Palace of the Governors' Native Art Market. Licensing insures authentic Indian work and materials.



The Manitou Gallery is on a gallery-lined cul-de-sac across from Caffe Greco on lower Canyon Road. It has dramatic art for both indoors and out, and a friendly staff.



Canyon Road itself is a work of art, with courtyards, flowers, fountains, and outdoor sculptures along with its galleries and restaurants. Much of it is green and shaded.



TEXT AND PHOTOGRAPHY BY SUZANNE CLEMENZ



The Santa Fe Botanical Gardens' path from the visitor center to the amphitheater is lined with sages, roses, and plants that love the high desert climate.



A big water tower is the landmark for the Railyard Art District. The Rail Runner Express excursion train carries tourists and commuters to Albuquerque and back.



The Santa Fe Opera House, 7 miles north of town, is the third such complex on the same site due to a tragic fire and growing needs. The back-stage tour is worth the drive north.



Tesuque, NM, is near the Opera House. At Glenn Green Galleries & Sculpture Gardens everything from tiny to huge sculptures are tucked into lawns and woodsy paths.



Glenn Green Galleries & Sculpture Garden is a treasure hunt in the garden and a surprising, airy gallery inside.

dral, a chapel, churches, and tours by foot or shuttle. Bring your camera—everything is colorful in the clear high-desert air, and architectural features are downright poetic. If you only have a day or two to spend in Santa Fe, you can easily spend it in Historic Downtown.

Whether your visit is short or long, start it with an open-sided shuttle tour that explains history and helps you understand how outlying areas and attractions relate to each other geographically in the maze of streets. The Loretto Line Historic Tour, for example, takes about 1.5 hours to cover eight miles, points out most important city attractions, and will help you prioritize your choices. It does not go to the Railyard Art District, but the free Santa Fe Pick-up shuttle does.

Several close-by satellite districts of Historic Downtown are destinations in themselves. They are summarized here in their clockwise relationships to the city core. First, Canyon Road Art District is an old adobe neighborhood a few blocks east of downtown. It is 10 blocks long and its historic homes are colorful art galleries, shops, cafes, and restaurants. To do it full justice, one day may not be enough.

Next, slightly southeast of the upper end of Canyon Road are the Santa Fe Botanical Garden and Museum Hill. The Botanical Garden is much more than a garden, and Museum Hill alone, featuring four major museums, is worth your trip to Santa Fe. Most museums sell a discounted, multi-museum pass.

A third area to explore is the Railyard Art District, slightly southwest of the Plaza. There the colorful Rail Runner Express excursion train runs frequent daily round trips to Albuquerque. The area has a contemporary look and vibe, and a river of train tracks runs through it. Allow half a day or more.

Last but not least, you can spend much of the summer attending the famous Santa Fe Opera that produces five to six operas each year, with multiple performances of each. The theater seats 2,100 people plus standing room for 100. Food is available before performances. You'll see license plates from dozens of states in the parking lot. The summer behind-the-scenes tours of the opera house are real eye-openers. The architecturally exciting opera house is seven miles north of Santa Fe on the west side of US Hwy 84/285. Just a short distance from the opera house, on the east side of the highway, is the village of Tesuque (Teh-SUE-key.) Tesuque Glassworks art glass studio has demonstrations and an iridescent gallery. Don't miss Glenn Green Galleries sculpture garden and fine art gallery, plus El Nido Italian restaurant and the quirky but tasty Tesuque Village Market café and grocery.

Before detailing the above Santa Fe districts, here's the story of how Santa Fe morphed from centuries of post-Ice Age nomads, to the Puebloan culture and early European exploration, to the captivating town it is today.

A Brief Chronicle of Santa Fe

Santa Fe is the oldest capital city in the United States, but its history begins thousands of years before the arrival of Spanish



conquistadors in 1607. St. Augustine, Florida, was founded by Spanish explorer Ponce de Leon in 1565 and has been continuously occupied since then. But, as with St. Augustine, Spanish explorers in today's New Mexico did not arrive to an unoccupied land. As the most recent Ice Age receded in the Southwest, nomadic people from the north followed the seasonal routes of dwindling giant game animals ever farther south. As giant game vanished, the people's diet and lifestyle changed to procuring smaller game and edible plants. Around 3000 B.C., cultural and trade exchanges with Mogollon (Mug-ee-own) peoples from Mexico, who inhabited what is now southwestern New Mexico, progressed from the beginnings of agriculture to pottery-making, pit houses, and ultimately, stone houses with ceremonial lodges in the Four Corners region. The housing complexes in northern New Mexico grew ever larger. The sophistication of such urban complexes is best appreciated at the awe-inspiring Chaco Culture National Historic Park, some three hours west of Santa Fe via U.S. 550 North. Archeologists think Chaco was the major trading hub of the southwest. Huge, well-preserved, free-standing pueblo complexes with ceremonial plazas and circular kivas were built there between 900 and 1500 A.D. A major innovation is that every stone is hand-shaped. They were the largest buildings north of south-central Mexico's imposing Teotihuacan ruins until the 19th century. Archeological overflights have found eight straight roads 30 feet wide radiating out miles from Chaco in many directions. (Google: Chaco Canyon Road System.) Final construction at Chaco was about the time Christopher Columbus arrived in the New World. The Pilgrims set foot on Plymouth Rock in 1620, but the Spanish had arrived in Taos Pueblo, north of Santa Fe, 80 years earlier.



St. Francis Cathedral was commissioned by Bishop Lamy, who used a French architect and French stonemasons for this sandstone masterpiece. ♦ St. Francis Cathedral incorporates a chapel that houses a 1625 statue of the Virgin Mary. Artwork behind the altar depicts North and South American saints. ♦ Near Silver City, NM. Mogollon Culture's cliff dwellings, like these at Gila National Monument, inspired northern New Mexico tribes to greater achievements.

A Church and State Tug of War

Spain's objective for New Mexico was to harvest valuable natural resources and displace or convert indigenous peoples. In 1609 the Spanish viceroy of New Spain (Mexico) appointed Don Pedro de Peralta as governor of New Mexico. Peralta was instructed to resolve any troubles with native tribes in favor of Spanish settlers, by force if necessary.



The Palace of the Governors, built in 1610, has housed Spanish, Mexican, Pueblo, Confederate, and U.S. territorial governors.



The Plaza is a cool, grassy oasis surrounded by shops, restaurants, museums, and the Palace of the Governors, with its open-air Native Arts Market.



The Loretto Chapel dates from the 1870s and has a renowned spiral staircase, shown below.



The Loretto Chapel spiral staircase is a mysterious masterpiece of 1870's woodworking that is held together only with wooden dowels.

Peralta selected a site for a capital. Santa Fe's full name is the Royal City of the Holy Faith of St. Francis of Assisi, 'santa fe' meaning 'holy faith.' Work began on the Palace of the Governors along one side of a central plaza that was a required feature in all Spanish settlements. The original plaza extended east from today's park to the church site. At the east end of the Plaza, Peralta's liturgical counterpart, Alonso de Peinado, the Franciscan bishop of New Mexico Missions, began plans for the construction of a church, which was completed in 1626. Peralta and de Peinado disagreed about jurisdictions of power. The church, built only of mud and mortar, was destroyed in the Pueblo Indian Revolt of 1680 that drove out the Spanish. Although the Spanish returned in 1693, they were unable to rebuild the church until 1714. A chapel that housed a 1625 statue of the Virgin Mary is the only remnant of the original church. Thanks to French Bishop Jean Baptiste Lamy, French architects and Italian stonemasons were imported to design and construct the current cathedral, which took 22 years. The Cathedral of St. Francis of Assisi was designed in the Romanesque Revival style with yellow limestone. Completed in 1886, it is pleasing in every detail, having been renovated several times over the decades. An immense altar screen depicting saints of North and South America was created for its 1987 centennial when the cathedral was designated a Basilica.

Other notable churches in Santa Fe include San Miguel Mission just a few blocks away, the oldest known church in the U.S. It was built for the Mexican slaves who accompanied Peralta in 1610. San Cristo Re church, designed by Santa Fe architect John Gaw Meem in the 1920s, is 40 x 125 feet with some walls nine feet thick. It may be the largest adobe building in the U.S. The reredos of San Cristo Re, a carved, wall-mounted altar screen made in 1761, is considered one of the most extraordinary pieces of ecclesiastical art in the U.S. The Loretto Chapel downtown was built in 1873 for the girls attending Loretto Academy. Bishop Lamy used the Cathedral of St. Francis architect and stonemasons for Loretto Chapel, but the architect died before a staircase to the choir loft was built. A carpenter appeared and built a wooden spiral staircase using only wooden pegs to build the structure. The staircase makes two 360 degree turns, without a center pole for support. Was this, as some believe, a miracle? The staircase is certainly beautiful and a masterpiece of engineering and carpentry. Historian Mary Jean Cook researched the carpenter and found that a French immigrant rancher, Francois-Jean Rochas, well-known for his expertise as a carpenter, was paid \$150 by the Sisters of Loretto for wood. His obituary stated that " he build (sic) the handsome stair-case in the Loretto chapel."

Bishop Lamy strongly felt that both girls and boys needed to be educated. He sent to France for Christian Brothers to teach boys, and the Sisters of Loretto responded to his request for educating girls. Lamy's schools were the first widespread territorial education system. An educated citizenry was no doubt the foundation for the visionary city that Santa Fe remains today.

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Taos Pueblo

Taos Pueblo predates Santa Fe. Spanish explorers described it as having buildings made of adobe, several feet thick and up to five or six stories high. Construction took place from 1000–1400 AD. Taos Puebloans fiercely resisted Spanish incursions and the



One of the first Southwestern communities visited by Spanish explorers in the 16th century, the Taos Puebloans fiercely resisted their presence and waged a strategic attack on the Spaniards in Santa Fe in August, 1680. Today, Taos Pueblo stands as a remarkable example of traditional Native architecture.

imposition of the Catholic religion, which influenced Peralta's choice of an area 60 miles south of Taos for Santa Fe's site.

Taos was strategically located for trade with Plains Indians. It was visited by Spanish explorers in 1540, 1541, and 1598. A Catholic church was built there in 1620 but the Taosans destroyed it. In 1680 the Taos burned down a newer church and killed the priest, igniting the Pueblo Revolt. Taos Indians had planned their uprising for five years, recruiting 2,000 men from 46 Pueblo towns and strategizing their attack on Spaniards both in the Pueblo villages and in Santa Fe. On August 10, 1680, they surrounded and attacked Santa Fe, driving out Governor Otermin, killing many priests, and forcing the surrender and expulsion of 2,000 settlers to El Paso. The Puebloans took over leadership positions in Santa Fe, and forcibly eradicated most symbols of Catholicism. It was the most successful ouster of foreign invaders by any Indian offensive.

Don Diego de Vargas, a Spanish gentleman, suggested retaking New Mexico peacefully. In 1692, with his soldiers and friars he followed the Rio Grande north and approached the fortified Palace of Governors with no weapons drawn. After negotiating with the Puebloans, he thought an accord was reached and left to seek similar accords with surrounding tribes. Returning to Santa Fe, de Vargas learned that the Indians had not interpreted the recent negotiations as he did. As the Indians had no time to coordinate their defense, deVargas took the Palace by force, re-establishing Spanish authority.

Santa Fe's Evolution

Spanish migration to New Mexico began with de Vargas's return to Santa Fe in late 1693 with 800 settlers. A land-grant system evolved to apportion acreage to settlers. In the 1700s Santa Fe's population doubled to 2,500. New Mexico had natural resources to be mined, ranchland for grazing, and an amenable climate. Spain was establishing its presence from Texas to California. Languages, religions, and cultures began to soften around the edges. The natives were experts in managing water through communal use of land, and frontier life required the Spanish, now with no servants, to be hands-on farmers and ranchers like the native peoples. Tribal people taught Spaniards to apply plaster to their homes and utilize native plants medicinally. Pueblo tribes wanted guns and gun powder for hunting and defense. Spain wanted access to minerals like gold, copper, coal, silver, zinc, and lead. Only Spaniards and Indians were allowed to hold metallurgical jobs.

Between 1807 and 1821, following a trip by Zebulon Pike to plunder fur-bearing mammals, multicultural mountain men, including Americans, moved into the Rockies, respecting no borders. They harvested beaver pelts unsustainably. The trappers penetrated deep into the Southwest. But the playing field for trade and immigration was about to change. In 1821 Mexico declared its independence from Spain, and the Mexican flag was raised over the Palace of the Governors. An American party led by Missourian William Becknell set out for the southern Rockies to trade horses and mules, and to hunt wild animals. Becknell was startled near Raton Pass to be stopped by Mexican, not Spanish, soldiers. They were congenially escorted into Santa Fe, which was celebrating Mexican independence. The American party sold everything, even their spare clothing. Becknell returned immediately to Santa Fe with \$5,000 worth of goods that he again sold for a profit. He was emulated, and the Santa Fe Trail from Missouri to Santa Fe was born. Trader Josiah Gregg published a book called *Commerce on the Prairies*. He claimed that 630 wagonloads produced \$1 million in revenue in 1846. An interstate was set in motion.

In 1845 the United States was claiming land under the banner of Manifest Destiny, leading Mexico to sever relations with its avaricious northern neighbor. In 1846 President Polk declared war on Mexico and sent U.S. troops led by Brigadier-General Stephen Watts Kearny from Leavenworth, Kansas, toward New Mexico. Kearny heard that a Mexican army of 3,000 was headed to New Mexico from Chihuahua, Mexico. While he couldn't confirm that, in a stunning counter-move, Kearny wrote a letter to Mexican Governor Armijo in Santa Fe, saying,

"By annexation of Texas to the United States, The Rio Grande from its mouth to its source forms...the boundary between her and



Mexico, and I come by orders...to take possession of the country, over part of which you are now presiding Governor.”

Kearny promised a benevolent transfer of control and reprisals for any opposition. Outmaneuvered, Governor Armijo left for Mexico and General Kearny peaceably entered Santa Fe. The acting governor surrendered, the U.S. flag flew over the Palace of the Governors, and more than one million square miles became U.S. soil.

The Mexican government was angry with this huge U.S. land grab. When Mexicans crossed the Rio Grande and attacked 16 U.S. troops, President Polk invaded Mexico from the east, from Veracruz to Mexico City. Mexico surrendered. In the subsequent treaty, the U.S. paid Mexico \$15 million for its northern provinces in California and New Mexico, and the Rio Grande became the official border.

Spanish settlers and Pueblo Indians in New Mexico plotted uprisings, but nothing came of them. By 1854 the Office of Surveyor-General was created to deal with land ownership of Spaniards, Mexicans, and Pueblo tribes. The Gadsden Purchase, signed in 1854, included the far southwestern part of New Mexico and the southern third of today's Arizona. Boundary lines were legally surveyed and marked. This snow-free, relatively flat territory was ideal for building a railroad all the way to California. The Southern Pacific Railroad was completed in 1883.

From Chrysalis to Butterfly

Three Civil War battles were fought in New Mexico. The Confederate flag flew no more than a year over the Palace of the Governors. In 1862 Colonel Kit Carson was denied relief from duty for the onerous mission of rounding up 9,000 Navajos in Canyon de Chelly (now Arizona.) After Carson's troops destroyed

Life-size sculptures of a six-mule wagon train with riders and onlookers depicts the difficulty of reaching Santa Fe from Missouri. Sculptor is Raynaldo Rivera.

their farms, livestock, and homes, the Navajos were marched 350 miles to Bosque Redondo in southeastern New Mexico where 500 relocated Apaches were incarcerated in deplorable conditions. After five agonizing years, the Treaty of Bosque Redondo returned the decimated Navajo population to their lands and gave sovereignty to those still alive.

After the Civil War, laws enacted during Spanish and Mexican reigns in New Mexico did not fit existing conditions. The laws were revised. Traders and settlers arrived via the Santa Fe Trail, but the Santa Fe Railroad bypassed Santa Fe's 7,000 foot elevation in favor of Albuquerque's more level eastern approach. Santa Fe reluctantly coughed up \$150,000 for a spur train track from Albuquerque to Santa Fe.

Meanwhile, artists were discovering Taos with its dramatic setting between the Sangre de Cristo Mountains and the Royal Gorge of the Rio Grande (Large River.) In 1898 successful New York artists Bert Geer Phillips and Ernest L. Blumenschein stopped in their tracks while on a tour of the western U.S., entranced with Taos's scenery and Pueblo architecture, pottery, art, and culture. They also loved Spanish furniture, colors, and crafts. In 1915 Phillips, Blumenschein, and four other New York artists founded the Taos Society of Artists, which was a commercial enterprise, not a stylistic school. The Taos Society shipped paintings east to New York galleries. Taos's successful Indian artists learned new painting techniques to portray more natural scenes of Pueblo life compared to the romanticized paintings of the Taos Society of Artists.



The New Mexico Museum of Art played a crucial role a century ago in creating Santa Fe's destiny as a fine arts community, thanks to pioneer Dr. Edgar Hewett.



The Georgia O'Keeffe Museum has some motifs—a skull and a morning glory—that O'Keeffe painted often. She worked in both watercolors and oils.



A \$9 million restoration made the Lentic Theater the city's premier live performance venue. Donors and citizens have stepped forward more than once to keep the Lentic updated and relevant.



You may be surprised to see a small bear half asleep on a bench in town, and relieved to see that he is a bronze sculpture.



Glass artist George O'Grady at Tesuque Glass Works Studio & Gallery hand fires a work in progress, just one step in the complex process of glass art.

Some artists who came west to Taos chose Santa Fe instead. Dr. Edgar Hewett, head of Santa Fe's Museum of New Mexico, created rooms in the back patio of the Palace of the Governors to give newly arrived artists a place to work while getting settled. Hewett held special exhibits of resident artists' work. Local and visiting art collectors and eastern galleries purchased the works. The museum continued to build sophisticated gallery space, reopening in 1917 as the Museum of Fine Arts. The initial paintings, donated by local artists, are the foundation of the Museum's permanent collection. Dr. Hewett remained very much a champion of the museum and the growing Santa Fe art scene.

By the 1920s, that audacious 1912 building code limiting new construction to Puebloan, Spanish Colonial, and Mexican Territorial styles began to make a very attractive difference in Santa Fe's appearance. As well as being an art enthusiast, Edgar Hewett was an anthropologist. He found a patron, Frank Springer, a wealthy territorial senator to help fund a field school for the School of American Archeology, which was housing its artifacts in the Palace of the Governors. This saved the 300-year-old Palace. Anglo artists from the east and west realized Santa Fe was full of potential. Five artists of national stature had formed a group in Santa Fe prior to 1912. They were Carlos Viera, Sheldon Parsons, and Paul Burlin from New York, Warren Rollins from California, and Gerald Cassidy from Chicago. To emphasize the importance of this Santa Fe Art Colony, Hewett brought renowned painter Robert Henri to Santa Fe for the summers of 1916 and 1917. Henri's response to Santa Fe was, "Here painters are treated with that welcome and appreciation that is supposed to exist only in certain places in Europe."

When the Museum of Fine Arts opened in 1917, over 2000 people attended the dedication. Dozens of painters, including Taos Art Colony members, exhibited their works. Most donated their paintings to the museum.

Artists from all genres were making extended visits to Santa Fe. Some bought homes on Canyon Road and elsewhere. Clubs and societies were formed to promote the works of the town's professional artists. Los Cinco Pintores (five young painters) came to Santa Fe *to create* their reputations here. The museum still helped arriving artists set up studios, frame their works, and build shipping crates. An etching press was set up in the museum's basement. In essence, Santa Fe embraced artists—and the economic impact of art—as its identity and its future.

The Great Depression could have nipped this bold vision in the bud. Fortunately, federal New Deal programs included the Federal Art Project and the Historical Records Survey. A notable Santa Fe project was the six beautiful murals in the Santiago E. Campos Courthouse building at 106 South Federal Place. Others include a fresco now in the Palace of Governors by Fray Angelico Chavez, frescoes in the New Mexico Museum of Art, and other public art. The Historical Records Survey funded the discovery, recording, and photographing of many cultural artifacts from Santa Fe's long history. The Don Gaspar Street bridge, several schools, and several public buildings and parks

were also created by New Deal funding and local labor. These projects kept Santa Fe financially afloat until the financial powerhouse of WWII jolted the nationwide economy into the black.

Georgia O'Keeffe is one of the most famous artists associated with Santa Fe, and her museum is a must-see. There are dozens of artists in all mediums who live in Santa Fe or are emotionally charged by their association with the city. Besides those who work with paint, photography, clay, metal, ceramics, fabric, and mixed media, the music scene is extensive: Santa Fe Opera, founded in 1957, is famously home to an ambitious and highly successful summer opera season; the Santa Fe Chamber Music Festival runs for six weeks in July and August; the Santa Fe Symphony & Chorus has a full season September through May, and the Santa Fe Desert Chorale offers local winter and summer festivals and travels to major cities. The Live Music Week with performances all over town was inaugurated in late August-early September of this year. Dance performances such as flamenco, ballet, folkloric, and modern, as well as live theater at Santa Fe Playhouse, Teatro Paraguas, and the Lensic Theater round out your options. You may need an RV park reservation for several months!

The art scene has expanded in every direction since its birth a century ago. Look for websites and printed guides to help you narrow down which activities to enjoy while you're in Santa Fe.

What to do in Historic Downtown Santa Fe

Take an historic tour by shuttle, such as the Loretto Line Tour, for an overview of most Santa Fe highlights. Enjoy the two hour Discover Downtown arts & culture walk.

Visit the Native Arts Market under the covered sidewalk at the Palace of the Governors, 10 a.m.-5 p.m. Tues.-Sun.

St. Francis Cathedral, San Miguel Mission, and the Loretto Chapel are within easy walking distance of each other. Their interiors are works of art.

The New Mexico History Museum, the New Mexico Museum of Art, the exciting Museum of Contemporary Native Arts, and the Georgia O'Keefe Museum are worth your time.

Visit the capitol building with its wonderfully-displayed art collection.

Explore excellent art galleries and shops, and wonderful food from sidewalk cafés to elegant restaurants. Want some special, very authentic Mexican food? Try the highly-rated Sazon. If sampling spicy food, sour cream and dairy products will tame the heat in your mouth.

Canyon Road Arts District: Allures Aplenty Inside Aged Adobes

Several well-known artists had lived on Canyon Road for decades when a new 1962 ordinance permitted art to be sold on the half-mile stretch. Now there are close to 100 galleries, boutiques, cafes, and restaurants to explore. You can spend all day here. Park at the big St. Francis Cathedral lot and hop on the free, frequent Santa Fe Pick Up shuttle that has three Canyon

San Miguel Mission was built in 1610 by and for Mexico's Tlaxcalan Indians who were slaves to conquistadors. San Miguel is the United States' oldest church.



The interior of 408 years old San Miguel Mission was last restored in 1955. The church is a functioning parish with both English and Latin Masses on Sundays.



The New Mexico History Museum includes all important New Mexican periods: Native American, Spanish and Mexican, plus the U.S. through the mid 1900s.



The three-story state capitol rotunda uses balconies and side halls to rotate its collection of 600 pieces of art, including many by famous New Mexico artists.





The Canyon Road Arts District can keep you busy gallery-hopping and dining for a whole day or more. It helps make Santa Fe one of the top U.S. art markets.



The Teahouse on Canyon Road serves food, drinks, desserts, and many tantalizing teas. It's a cool place to rest your feet.



Behind these doors to the Museum of International Folk Art are vast exhibits of detailed miniature crafts as well as larger ones. The numerous hand-crafted miniature tableaus depict scenes from life at various levels of many societies.



You can almost hear the bells jingling and the drums beating with this sculpture near the Museum of Indian Arts & Culture on Museum Hill.

Road stops. Get off at the last Canyon Road stop and stroll back downhill, popping into galleries en route. There are some parking lots on Canyon Road. The Santa Fe Pick Up connects with their other free shuttle serving downtown and the Railyard Art District. Wear walking shoes—Canyon Road sidewalks are uneven and somewhat hilly.

Don't miss galleries like the colorful Manitou Gallery on the cul de sac across from the delightful Caffé Greco near the lower end of Canyon Road.

Shuttle service stops at 5:30 p.m. If planning dinner on Canyon Road, you'll need your vehicle. Geronimo's here is a top-rated restaurant.

Allow chat time with gallery owners/managers. You'll learn amazing things.

The Botanical Garden

The Santa Fe Botanical Garden features many high desert plants. There's an amphitheater with late summer Shakespeare plays, a Sculpture Trail with large bronze animals, and events like yoga classes, preschool fun, plant sales, special dinners, and December's GLOW 2018 – Cosmic Nights. Check their website, santafebotanicalgarden.org.

Magnificent Museum Hill

If you visit only one museum in town, choose the head-spinning Museum of International Folk Art. Allow three hours, or you'll feel very rushed. The museum's rotating exhibits are excellent, and the miniature collection of 110,000 figures set in tableaus is staggering. To budget your time, spend the morning at either the Museum of Indian Arts & Culture (two hours), with its beautifully displayed pottery, baskets, footwear, or at the handsome Wheelwright Museum of the American Indian (two hours), which has changing exhibits from contemporary Indian artists upstairs. Downstairs there's a huge, dazzling, permanent collection of Indian jewelry and metalwork, grouped chronologically, plus a retail shop with authentic Indian art. Have lunch at the café on Museum Hill's plaza, then spend several hours at the Museum of International Folk Art. The nearby Museum of Spanish Colonial Art (one hour) is tiny compared to the other three museums.

Chug Over to the Railyard Art District

The Railyard area has a lot happening, and the Rail Runner Express excursion train rumbling through it adds to the fun. Enjoy shops, cafes, restaurants, live music, and special art demonstrations and events. Next to the old train depot enjoy Tomasita's for authentic Northern New Mexico Cuisine. The lively Second Street Brewery, less than a block south, is just feet from the train tracks. There are nine large, compelling art galleries to peruse. Violet Crown is an 11-screen movie theater with retractable theater seat trays so you can eat while you watch movies, or come early for patio and restaurant dining and sipping. Check

Continued on page 74



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Toxins in and Around Your Home or RV

by Dr. John Pilarczyk

As we sit around the campsite or enjoy the comfort of our RV or home, we are not usually thinking about the possibility of our pets being exposed to something toxic. However, the environment can be lethal to our pets if we are not aware of what is good and what is bad for them.

Some potential threats are found in the campsite or the yard. Commonly found in flower beds and playground areas, mulch made from cocoa beans can be harmful to pets. The discarded cocoa bean hulls are by-products of chocolate production and contain various concentrations of theobromine and caffeine. Much like eating a whole box of chocolates, if ingested in large quantities the theobromine can cause vomiting and diarrhea and affect the heart rhythm. Make sure the mulch you use does not contain any of these by-products from chocolate production.

Compost, found in many places, should be fenced off so curious pets can't get access. The smell of the compost will attract them because of all the organic matter. As the organic matter decomposes, mold and bacteria begin to grow. If ingested, the mold and bacteria can cause drooling, vomiting, and even

seizures—another good reason to keep your pet on a leash.

Many gardeners use slug and snail baits to protect their flowers. Slug bait contains metaldehyde which is poisonous to cats and dogs. Most baits come in the form of pellets, liquid, or powder. Symptoms of poison having been ingested include vomiting, fever, and seizures.

Certain plants often seen around the campground and home should be avoided. Lantana is found in Florida and is quite colorful. It has to be ingested to be harmful, and usually is more of a problem for cattle. Most pets won't eat it. I say *most* pets!

Diffenbachia, also known as "dumb cane," is usually an indoor plant. If eaten, it causes the tongue and throat to swell and can cause breathing problems, especially in breeds like the English bulldog or pug.

The Poinsettia plant is especially popular around Christmas time, and is often found in our yards in Florida. The sap from the bracts is very irritating to mucous membranes. If a pet bites into the leaves and branches, they will be exposed to the sap, which causes drooling and GI tract upset.

Fertilizers containing blood meal,

bone meal, and iron, if eaten, can become a solid in the stomach and form a blockage in the intestinal tract. If the fertilizer is high in iron, it can cause iron poisoning.

Those of you who still work on your car or RV, be careful how you dispose of antifreeze. Animals are attracted to the sweet taste and smell of it and will drink it. Even cats are attracted to it. Antifreeze will destroy their kidneys and bring death in 24–48 hours.

The following products sound dangerous but seldom cause severe problems.

Ant and roach bait traps contain sugar and sweetener to attract roachs and ants. Pets can be attracted to this item and, if eaten, it may cause stomach problems. More problems occur if the plastic or metal in the trap causes an obstruction.

Glo sticks are made up of a chemical called dibutyl phthalate which is very bitter. Most cats are attracted to this and if they bite into it, will salivate profusely as though they had rabies. The best treatment involves flushing out the mouth with water and giving the pet something to eat that will mask the bitter taste. By the way, don't drown the pet with your flushing. Use a baster and water and do it slowly. Check the pet's coat in a dark room to be sure none of the Glo stick remains on the coat. If any is left on them, as the pet tries to clean itself by grooming, it will ingest the drug and symptoms will start all over.

Silica gel packets are found in medicine bottles and in any item where moisture needs to be removed. Silica gel beads help prevent mold or mildew. If ingested, they can cause vomiting or diarrhea. The packets will not be absorbed well and could cause a bowel obstruction if a whole packet is swallowed.

Some cats or dogs may chew or eat a wooden pencil, creating concern about

lead poisoning. Graphite used in today's pencils is not toxic. Also, paint currently manufactured in the U.S. does not contain lead.

Many people use cleaning tablets or liquid to sanitize their toilet bowls. The ingredients are usually calcium hypochlorite or sodium hypochlorite. While the volume of water usually dilutes this out, if the pet ingests this toilet cocktail, a mild stomach upset may occur. Keep the lid closed or don't use the product.

Many times I have received calls that a customer's pet had consumed some of their birth control pills. These products contain estrogen which dogs can tolerate well in low dosages. It all depends on the number of pills eaten. Some medications used by post-menopausal women have a high dosage of estrogen and could cause bone marrow suppression in pets.

Some foods in our pantry can be a problem for our pets. Chocolate causes theobromine poisoning and attacks the

heart. Milk and cheese contain lactose and sugars that pets can't digest. Onions and garlic in large amounts destroy red blood cells, and grapes can cause kidney damage.

It is best to feed your pet a good diet made for dogs and cats, including treats made for them. Stay away from table food and snacks. If you do have any poison emergency call the PET POISON CONTROL at 1-888-426-4435 or the pet poison hotline at 1-800-213-6680.

Happy travels, John & Kay



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Mom & Daughter: 20,000 Miles in a Year



Marjorie Taylor is the epitome of the proverbial “go-getter.” She was born in San Mateo, California. Her dad was an electrician for Southern Pacific Railroad in Tracy where she first attended school. In 1959, when Alaska became a State, her parents decided to move the family of five to Anchorage where her dad got a job at Elmendorf Air Force Base as a civilian electrician.

“I remember so well the trip to Anchorage,” Marjorie began, “I was 14 and the oldest of the kids. I couldn’t drive but kept a journal and took pictures all the way up. It was the beginning of my wanderlust I guess. Sadly, just five months after we arrived, my younger brother, Ronald, died in a tragic gun accident. During this difficult time I met my future husband! Bob and I started dating the next summer through two years of high school and married in October 1962.”

Marjorie went to work for the Bureau of Land Management while Bob worked for Northwest Airlines. They spent their free time fishing, camping and traveling.

Text by Fred Thompson

Tom was born in 1964 and was soon followed by Theresa in 1965. Three years later they decided to move to the “lower forty-eight,” landing in Oregon in December 1968.

In Oregon, Marjorie worked part time as a bookkeeper and Bob continued working with Northwest Airlines as a baggage handler. By 1973 two more children had completed the family. “Six months later, Bob suddenly left the family and asked for a divorce,” Marjorie said. “After I got over the shock, I got a bookkeeping job and began life as a single mother with four children.”

“I had wanted to be a nurse since I was a child, but in the ‘60’s you could not be married or have children while in nursing school, and school was in the ‘lower forty-eight’—so it was not an option. In the summer of 1976 I received a community college catalog that described an RN program.” Having taken Latin and several science courses in high school, Marjorie signed up for the only class available. “I was terrified when I saw the books and discovered I had to have lab time, but I jumped in and made an ‘A’ in my first course: microbiol-



Clockwise from top: Shirley and Marjorie thoroughly enjoyed telling many stories from their past year on the road. ♦ In addition to knitting while they are traveling, Shirley usually reads one book a week.

ogy. The nursing program was set up with a lottery system and unbelievably I got drawn. It was like blue skies and fresh air! Then I was fortunate when another student told me about the CETA program. It paid for my tuition, plus minimum wage for the hours spent in class, labs, and in the library studying. I managed to keep things together with only a \$500 loan each quarter. The next two years were a challenge with four children and the intensive studying along with managing my classes, their school, and babysitting. I couldn’t have done it without the understanding and help of the two older children, Tom and Theresa, who were 12 and 11 when I started school again.”

Marjorie earned her RN degree in June of 1978. Since it was summer, and Marjorie and the children all needed a break, she found a little Apache camping trailer for sale and they took off for Yellowstone to celebrate.

“With my RN degree in hand, I began my second career filling in on weekends and holidays at a small hospital in Milwaukie, Oregon,” Marjorie continued, “launching a full-time nursing career that lasted 20 years.”

In 1979 Marjorie married James, who was employed in the jewelry business. Twelve years later they began working on a plan for retirement. They would become Graduate Gemologists and open a business offering certified jewelry appraisals. This required more schooling for Marjorie which was completed in California. “Gemologists are highly trained to identify and grade gems. Learning the appraisal side of the business was an apprenticeship which continued for a couple of years,” Marjorie explained.

Jim and Marjorie were divorced in 1998, at which time she launched her third career and new appraisal business in Tualatin, Oregon. “With my familiarity with Alaska, I traveled there several times a year and worked with seven or eight jewelry stores during 10-day stints. This al-

lowed me to continue my love of travel,” she said. The business was a great success and lasted until she retired in 2014.

In a retrospective story during the interview, Marjorie related a memory of something overheard late one night. “When I was 14, just after we moved to Alaska, I overheard a conversation between my parents which led me to believe that my dad was really my step-father,” she said.

Many years later, her mother, anticipating her move to Oregon with Marjorie’s dad, sent some records and asked Marjorie to put them in a safety deposit box. As she prepared them for storage, an envelope fell out that was labeled “Marjorie’s Adoption Papers.”

“I learned that my natural father was Basil Strachan Foulds, who was born January 9, 1908 in Toronto, Canada,” she continued. “My mother, Dolores, and Basil had married in 1940. They divorced in 1945, six months after I was born,” she said. “My mother married Thomas Taylor shortly thereafter and they later had two more children. My step-father legally adopted me and I never suspected he was not my natural father until the incident in 1959.”

Marjorie eventually approached her mother for more information but she defiantly refused and the matter was never again discussed. After both her parents had died, in 1993 Marjorie started an internet search for her birth father, hoping to possibly find a half sibling so she might learn more about him. In 2004 Marjorie was doing a computer search and found a matching name from a death certificate located in her own state of Oregon. “I searched for a Foulds in the current directory and found one with the same initials in Lebanon, Oregon, amazingly only an hour’s drive from my home in the Portland suburbs.”

“When I called, I quickly said, ‘Please don’t hang up—I’m not selling anything. I’m trying to locate a relative. Do you know

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Above: Marjorie becomes wistful as she talks about their travel plans for 2019. The first two years on the road have been so successful that she thinks in terms of “anything is possible.” Below from left: Point of Rocks RV Park in Arizona, Christmas day 2016. ♦ The Grand Tetons in Spring 2017. ♦ On her business card, Marjorie’s email address begins “2old-birds.” In giving us the pictures of the Cody Stampede and the Sturgis Motorcycle Rally, she laughed and said, “No one could believe two old birds like us rolled into town in a motorhome specifically for these events.”

a Basil S. Foulds?’ She replied, ‘Yes, he was my husband.’ I then told her I had reason to believe he was my birth father. She immediately replied ‘Is this Marjorie Taylor and do you have two children named Tom and Theresa?’ She knew all about me and we had an immediate connection.”

“I was so excited that I broke out in goose bumps,” Marjorie continued. “Basil had passed away in 1985 after 40 years of marriage with Shirley. I never dreamed he or his wife would still be living, it was a long shot that I would even find a dis-

tant relative. I made arrangements to visit Shirley in two weeks and we had a wonderful time. She soon felt more like my mother than my birth mother.”

Shirley was received with open arms by Marjorie’s family: four children and four grandchildren. Over the next seven years, while she spent the holidays with her new-found family, two great-grandchildren and three great-great-grandchildren were added. After a short discussion in 2011, it was decided that Shirley would leave Lebanon and move into Marjorie’s home in Tualatin where she had based her appraisal business and was still working. A home remodel was done where a portion of the second floor was converted into a bedroom, sitting room and bathroom for Shirley and her kitty (to a be relegated to the upstairs only as Marjorie’s two dogs were not as accepting as the rest of the family).

“Six months after she moved in, we were riding in the car when she exclaimed, ‘I’ll just be happy if I can make it to 85, that’s a nice round number,’” Marjorie laughed. “I almost wrecked the car when she said that. ‘Mom,’ I blurted, ‘That’s next year—why didn’t you tell me that before I remodeled the house?’”

“We have had such great times together over these last fourteen years,” Marjorie said. “Who gets to pick a new mom?” Shirley legally adopted Marjorie on her 65th birthday. “I am non-returnable and non-refundable,” she joked. “The whole thing is so ironic. Shirley and Basil lived only 70 miles away. How many times I have wished I could have found them

earlier—long before he passed away!”

Shirley was born in New York City. “My mother died when I was eleven, but my dad was a great single parent,” Shirley began. “In 1946 I read an article in the paper about a five-day horseback trip in Yosemite. When I was 19, I rode the train with a friend across the country to visit the park. We arrived on a Monday and the next day took a trip in a stretched out 15-passenger Cadillac to see the Wawona Grove of Trees. I sat in the middle of the front seat next to the driver whose name was Bud (Basil); he was leading the passengers in song. He asked me to dinner and I accepted. Twelve hours later he asked me to marry him. Eighteen days later we were married in the chapel in the village in Yosemite.”

Shirley is an avid reader and a very good storyteller. Carolyn and I sat on the DS sofa and listened to her intently, seated across from us in the PS recliner-rocker with her fingers moving quickly as she continued to knit and talk.

“I worked summers in the Park’s post office for 15 years while Bud drove the Yosemite Park bus and trucks. During the first four summers we lived in a big two-room Army Surplus tent from World War I in the employee’s camp on the north side of the Merced River. The tour buses with the passengers aboard arrived on the south side. Bud would often give me a special toot on the horn so that I would know he would be home soon. One time I was making macaroni and cheese on the wood stove when I heard the toot. I tried

to stall dinner so I just boiled the macaroni longer. Bud sat down to eat supper and politely told his new bride ‘Honey, I just can’t.’ It had become wallpaper paste by that time.” Shirley smiled as she glanced up to see if we were listening.

“One time when Bud was gone on an overnight trip, a bear wandered into the front room of the tent. I slit the back wall of the tent with a hunting knife that Bud had given me and got out. I had on the bare essentials and thankfully a neighbor loaned me her daughter’s bathrobe. I was only 19 and had my hair in braids making me look even younger. During the commotion, a ranger came up and asked me, ‘Where are your folks?’ I replied, ‘I’m it!’”

After 15 summers in Yosemite, Bud and Shirley made Palm Springs their residence, traveling in the summers while she continued working in the post office in the winter where she retired in 1968. Bud retired at age 62 in 1970,” Shirley continued. “During his career, he was so proud that he’d driven over 40 years and never had an accident.”

The couple eventually bought a mobile home in Lebanon, Oregon, and found a village they liked. “We did a lot of fishing over the years,” Shirley said. “I cleaned, smoked, canned, and fried every kind of fish and clam we could catch (or dig up). To this day I can’t look a fish in the eye. I enjoyed volunteering in the schools teaching little kids how to read. I also did a lot of church work and volunteered in the library. Living in Lebanon was a good life for us.”



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On their business card, Shirley and Marjorie have identified themselves as “Two Old Birds.” Their monikers are “Chickadee Gramma” and “Hummie Mummie.” They are birds in more ways than one. On Shirley’s 80th birthday, Shirley, Marjorie, Marjorie’s son Tom, and grandson Michael did a four-generation skydive. Each was strapped to a professional jumper. Shirley’s jumping mate asked her, “Mom, would you like to do forward tumbles as we leave the plane?” Shirley’s quick answer was, “Sure, why not?” They did a triple somersault on the way out of the plane over 13,000 feet high. All loved the experience and wanted to do it again.

On Shirley’s 90th birthday, she and Marjorie celebrated by flying in an open cockpit biplane out of San Diego. In a plane that was built the same year Shirley was born, the pilot flew them over the USS Midway, sporting their goggles with a Lindbergh scarf flapping in the wind. What a gal!

Shortly after they “found each other” Marjorie told Shirley that she had long planned to sell everything and buy a motorhome to travel throughout the US and Canada upon retiring. Shirley replied that she might be willing to join in. During the next few years they traveled together to Hawaii, Canada, London, the Baltic Capitals, and Norway (where they visited Shirley’s distant cousin). They also traveled to Denmark where Shirley was able to walk on the street where her mother had grown up. They took cruises to Alaska and the Panama Canal. Marjorie had already traveled to Japan, China, Korea, Germany, Austria, Switzerland, Fiji and the Cook Islands. About 2014 they acquired an older model Class A in which they went “camping” with some of the family. The “retirement plan” was set aside as time rolled on.

Left column from top: Painted Bunting, Prothonotary Warbler, White Egret, Brown Pelicans in breeding plumage, Great Blue Heron with dinner. *Right column from top:* Northern Cardinal, Loggerhead Shrike, Indigo Bunting, Buff-bellied Hummingbird, Black and White Warbler.



During the interview for this story, Marjorie mentioned that she is an avid birder and photographer who schedules some of their destinations to coincide with migrations. I asked to see some of her best images. When they arrived by email, I was impressed with both the quality and framing of each shot. Keep in mind that the images are not shown at the same scale.

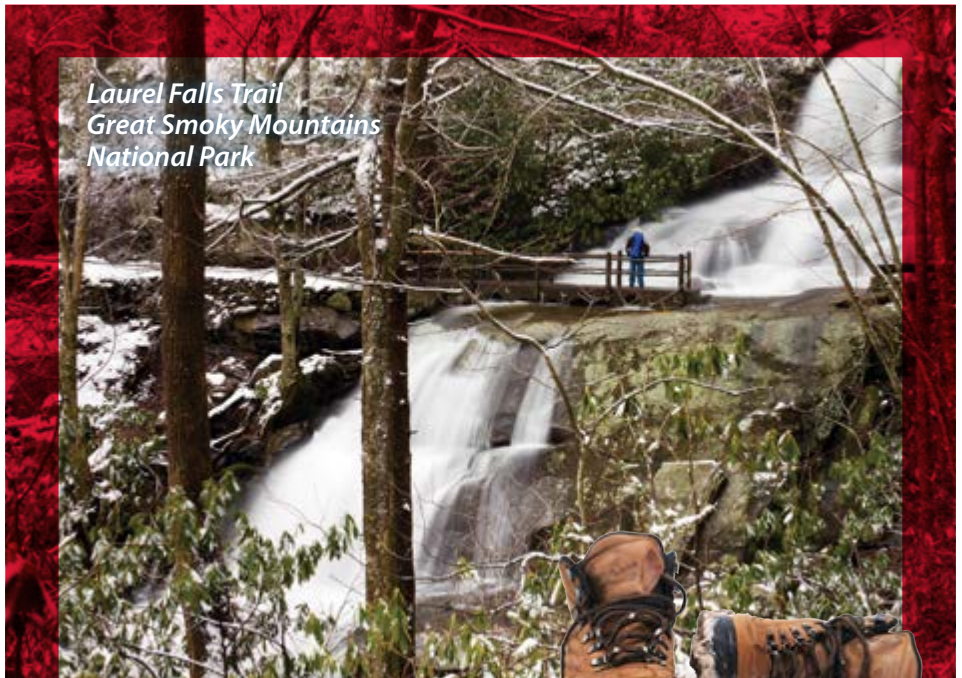
Marjorie went in for an annual physical in February 2016. Her mammogram revealed an early stage breast cancer. Undaunted, and as an RN knowing the good odds that she had, she had surgery followed by seven weeks of radiation treatments completed on June 24th. Within one week she brought up the subject of selling the house and getting a luxury RV to begin her dream of traveling the U.S. and Canada. "I wasn't going to get any younger or any healthier," she said, "so why are we waiting?" Shirley was all for it and ready to begin the adventure! They visited B. Young RV in Milwaukie (a Portland suburb) where the staff helped them find just the right Tiffin motorhome to fit their game plan. By July 10th they had found their Allegro RED 33AA, referred to by Marjorie's son as "the rolling Taj Mahal." "I was so impressed by the Tiffin family business ethic that I felt immediately comfortable with the purchase and the prospect of driving it," Marjorie related. By September they had sold the house, two cars (neither of which could be towed) and purchased a car to tow. Marjorie was 71 and realized she had quite a learning curve before she took a diesel pusher on the road. A thorough customer training program with B. Young RV on how to use every system in the coach gave Marjorie the confidence to start with a "shakedown" cruise to Eastern Washington and Oregon. There followed a brief interlude where they made a pre-planned trip to New York and Iceland, then returned home to begin their travels which included California, Arizona, and New Mexico. They returned to Oregon in the spring of 2017 for follow-up medical care and to visit family.

In May they again began their journey and followed an itinerary that took them over 20,000 miles in the next year on the road. "Driving east across the northern U.S. to Minnesota, we went into Canada and headed for the Maritime Provinces," Marjorie said. "We stopped in Toronto to check out my family heritage (Marjorie had acquired Dual Citizenship a few years prior) and visited Niagra Falls. We came back through Maine and down the

eastern coastline, following the fall foliage. We then turned west across Georgia and southwest on I-10 into New Orleans where we spent the Christmas holidays and enjoyed the local Christmas Eve tradition of 'Bonfires on the Levee.' Along the levees in two parishes west of New Orleans, family and neighbors gather throughout the day to celebrate with music and food around the very tall bonfires. They light the bonfires at exactly 7 p.m. and set off fireworks as well. The bonfires

attract bumper-to-bumper traffic along the River Road."

They traveled on throughout the South after a stop in Red Bay, Alabama to visit the Tiffin Factory and proceeded up through Texas visiting every National Park on the way. They loved visiting and eating their way through New Mexico, Maine, and Louisiana. South Dakota and Virginia will require return trips. "It really is America the Beautiful," Shirley said. "In every state we visit, we try to find a representative me-



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mento to add to our collection,” she added. “Our little museum is quickly running out of space!”

Marjorie is an avid birder, even to the extent of building her own bird friendly garden/aviary at her home in Tualatin. “Over a few years Mom and I counted over 50 kinds of birds in our back yard,” she noted. “I sighted a ‘Hooded Oriole,’ which is rare in Oregon and that got me officially started as a ‘birder.’ In our travels, I try to schedule visits where migra-

tions are in progress, such as Point Pelee National Park in Ontario and other sites in Corpus Christi, South Dakota, and the Dry Tortugas off the coast of Key West. I usually go birding at first light, while Mom is still waking up.”

“When we were in Louisiana, I decided to go birding late one afternoon along the Intracoastal Waterway,” she related. “Along the way, a farmer noticed me starting and stopping, not going very far at each interval. He thought I was having

car trouble, got in his truck, and drove to come check on me and see if I was okay. That’s when I explained I was just a birder. I was humbled and impressed with his concern and kindness.”

This Fall Marjorie and Shirley are traveling through Nevada, Utah and Colorado where they plan to tour an additional seven national parks (including Zion, Bryce and Rocky Mountain) wintering for the first time for a few months in Arizona. Early in the spring they will continue through Yosemite where Marjorie can visit the Chapel where “Mom and Dad” were married. The other major points they plan to touch in this year’s circuit include the 2019 Festival of Birds (May 1-21) in Point Pelee, Ontario, continuing through the Midwest and Eastern parts of the US. They enjoy the “roads less traveled” and take a lot of side trips to further explore after “setting up camp.”

“Calliope’ (as they call their Tiffin) is so easy to set up we feel completely at home within a half hour after arriving at our next destination. We no sooner begin exploring an area when we are already planning the next stage. This is THE LIFE—everyone we meet says they hope to do this some day. To them we’d like to say ‘Don’t just plan it—DO IT!’” Marjorie and Shirley advise.

Using the pictures in this story, you can be a birder, too. Just look for “Two Old Birds” and invite them to lunch. You will have a ball talking with two RVers who know how to enjoy life. **RIS**

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LET US HEAR FROM YOU

A separate postcard is enclosed for “From the Road,” a fun part of the magazine for readers to share their motorhoming experiences. If you choose to email us at: fredthompson1941@hotmail.com, be sure to put “Roughing It Smoothly” in the subject line of your email. If your communication requires an entire letter, mail it to us at: PO Box 1150, Monroe, GA 30656-1150. Please don’t just list the places you have been. Make a story of it and tell us about the people you have met, interesting experiences, and unusual places. We welcome your pictures. Please attach high resolution images if you email. “From the Road” contributors will receive a free tee shirt while supplies last. —Fred Thompson, editor

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Beaver Coach Sales and Service: A Storied History



Beaver Coach Sales and Service in Bend, Oregon, has a storied history whose trail leads back to the Beaver Motorcoach Corporation, founded in 1968 by Jim Hogue and Frank Storch. Today, the present company, owned by Ty and Jodie Kelly, occupies the same buildings that Beaver Motorcoach used for its sales and service operation after its luxurious diesel coaches first rolled off the production line 33 years ago in the building next door.

In fact, when we visited the dealership in late July of this year, several Beaver coaches were in the shop for service, drawn back to their home state like the swallows to San Juan Capistrano. And, believe it or not, nearly a dozen employees who had once worked for Beaver Motorcoach are still there today.

Matt Perlot, a key player in Beaver's development, left the company in 1988 and started Safari Motorcoach Corporation. In the early 1990s, Beaver Motorcoach Corporation faced financial problems it could not overcome. It went into bankruptcy and was acquired by Perlot in 1994. Monaco bought Safari in 2001 and the Beaver Motorcoach brand name passed to Monaco. In 2006 Monaco moved the Beaver Motorcoach assembly plant to Coburg, Oregon, but three years later it also had to file for bankruptcy. A year later Navistar bought Monaco, but decided not to purchase the Beaver Motorcoach brand name, leaving the

by Fred Thompson

brand in a strange limbo. In 2013 Navistar sold its RV assets to Allied (REV Group).

Two years ago Ty Kelly, geographically snared in the nostalgia of the iconic brand of Beaver Motorcoach, approached Jim Jacobs at the REV Group and bought the rights to Beaver as a word, brand, and logo for a nominal sum. Beaver Coach Sales and Service (BCS) now supports the Beaver Ambassador Club which held its first rally at its Bend origin last July.

Ty and Jodie Kelly have a great story to tell. They are far from



being Bend natives. "Scott (Shu) Shaver, his wife Paula, and my wife Jodie were on the same cheerleading team at Hazen High School in Renton, Washington," Ty began. "In 1978 Ty was looking for a job and wandered into a waterbed store where he met Rick Kenaston, the warehouse manager."

Ty chimed in to finish the story. "I was just 17. Rick hired me for one day to unload trucks. We were together for 15 years at Waterbed Warehouse."

"After Jodie and I married, I got Shu a job in the warehouse," Ty continued. "Shu eventually became sales manager over 28 stores including Waterbed Center, Mattress Center, and Kid's Castles. There was a lot more training required in the furniture business. Shu set up a training center and visited each store to do more training. Rick was our buyer for all 28 stores and I was the distribution manager. We were based in Kent, Washington, and Eugene, Oregon."

The waterbed craze began in California in the early 1970s. Modern technology made the waterbed possible with the invention of vinyl that could be sealed to reliably hold water. In the 1980s, the waterbed made the leap from the bachelor pad to the suburban bedroom. By 1987 one in five mattresses sold in the U.S. was a waterbed. By 1990 the popularity of waterbeds began to wane.

"We saw a marked decline in our business in the early 1990s that pointed toward bankruptcy," Shu said. "One of our associates jumped to the RV industry and helped me transition in 1995 to a position as finance manager with Tveten RV in Fife, Washington."

"Shu introduced me to the sales manager," Ty said. "I began my career in RV sales later that year. We were selling Beaver and Newmar motorhomes and Terry and Airstream towables. We signed up with Tiffin in 1997. Dan Blanke was our Tiffin rep. I enjoyed selling Allegros and won three Tiffin cruises, but I



gravitated toward the Beaver after I sold my first one at a FMCA rally in August 2000."

"In early 2001, Beaver Coach Sales and Service facilities in Bend went up for sale," Ty said. "Five other salesmen and I took a leap of faith and bought the dealership! Organized as Beaver Coach Sales of Oregon, Inc., we had no idea how to run a business so we hired a general manager to whom we all reported."

I raised my eyebrows as I listened. "That's right. The owners reported to their employee," he continued. "Since we had the best Beaver service facility in the country, securing the dealership was no problem. Matt Perlot put up a bond to guarantee the business. Beaver was building thirteen coaches a week at that time. We called our company Beaver Coach Sales of Oregon and brought the name back to Bend."

Sean Lakin came on board as the service manager, bringing a depth to the young company's service operation. Sean had started in Beaver Motorcoach's service department in 1993 when he was 17. He is now 42. Scott Shaver, who got Ty a job at Tveten, joined the company as the finance manager, a position

With 30 years of experience in the RV industry, Ty Kelly is a talented marketer of diesel pusher motorhomes, but he emphasizes that service drives sales. BCS boasts 14 service bays, two of which are shown at left. Above: Greg Clarke (kneeling) is the sales manager for the company. His staff includes (standing from left) Rod Lemond, Rick Kenaston, Travis Truma; (seated from top) Eric Shaver, Dustin Allen, Ryan Kelly.



The service team, including service advisors, technicians, and prep team, obviously make up the largest segment of the employees at BCS, emphasizing management’s philosophy to place service above sales. *Standing from left:* Brad, Oscar, Patrick, Kevin, JC, Steve, Charles, Jeremy, Paul, Burt, Carl, Larry, Nicole, Matt, Freddy, Max, Dave. *Kneeling from left:* Pohn, Joel, Sean, John, Dan, Lee, Jim B., Jim P., Nick, Dillon. *Sitting from left:* Megan, Becke, Noemi, Amber, Rachel, Laura, Isidra, Maria.

he still holds today. Jodie took over as office manager.

When the recession hit in late 2008, two of the partners sold their shares of the business to the remaining four partners. The general manager left for a position in Portland. Hanging on through the bleak business climate, the partners decided to bring in an auction company in 2011 to liquidate their inventory.

“In December 2011, we dissolved the company and reopened on February 1, 2012, as Beaver Coach Sales LLC. By February

While touring the service bays, we found Sean Lakin visiting with Kevin Dodd, a 22-year technician. Sean heads up the service advisors team, the service department, and the parts department.



12 we had sold all but three motorhomes,” Ty said. “I bought out my three partners and found a silent partner, Ben Tuma, to provide the working capital we needed. We then began working with three consigners, eliminating our floor planning expense, and continuing to draw strength from our service operation.

“Shu and I did all of the sales, consignments, and leases. Sean Lakin and Ken Carpenter ran the service. Scott Dysen handled the parts department. We were a lean operation,” Ty said, excitement still coming with retelling the story.

The strategy worked. In 2012 the fledgling company racked up \$8.9 million in sales. Sales growth posted an upward curve of \$12, \$17, \$25, \$35, and \$45 million through 2017. By the end of 2013, bankers were happy to provide capital for floor planning that made standard dealerships possible again.

“We got a Thor dealership a couple of years later,” Ty noted. “Adam Gudger, the national sales manager for Thor, recalled my success with Beaver and knew I could sell highline coaches. We went to Louisville in 2013 to discuss a dealership with Bob Tiffin, but it did not materialize that year.

“Entegra did not offer us a dealership in Fall 2013 when we were in Middlebury to see Thor,” Ty continued. “Then we made an unplanned stop at their plant and they gave us an after-hours tour. Later at the Redmond–Central Oregon RV Show, we invited them to visit our Bend store. The Entegra rep was impressed with our service facility with 14 bays. They needed good service in the Northwest and that probably sealed the deal. We became a full-line Entegra dealer in Spring 2014. In 2017 we were one of their Top Five dealers.”

Bob and Judy Tiffin often visit northern California and southern Oregon in the summer. Bob scouts RV dealerships while Judy visits the quilt shows and demonstrations in Sisters, Oregon. “Bob kind of found us by accident in 2016 and, of

course, we were not expecting him,” Ty related. “Eric Shaver, Shu’s son, showed Bob around our service facility and the sales area. Bob later remarked to me, ‘We had always heard that Bend was not a diesel market.’ Eric noted that Bob counted the Entegras in our inventory. It wasn’t long before we were a full-line Tiffin dealer.”

Beaver Coach Sales and Service became a dealer for Tiffin in November 2016. “We agreed verbally to be a dealer and shook on it,” Ty said. “Before we had signed the paperwork, we saw that TMH had already put us on their website as a Tiffin dealer in Bend, Oregon. Of course, we were pleased. In the 2018 model year ending June 30, we sold 63 Tiffin coaches. Bob called to tell us that we had set the record for the most units sold by a first year Tiffin dealer.”

At a recent RV rally in the Northwest, Tiffin showed a Zephyr that did not sell at the rally. “Our rep asked if we would like to take it,” Ty said. “Four days later two Zephyrs showed up at our store and we sold both of them in two weeks. We are definitely good at selling highline coaches. There are only two dealers west of the Mississippi that sell Zephyrs and we are one of them.”

The company provides coaches each year for the stars in the Oregon Jamboree, staged in Sweet Home in August. “Other than giving us tickets for the shows, we don’t receive anything for the service. It is a non-profit fundraiser for the town and we are glad to help. Of course, it does have the benefit of putting our name before a large public,” Ty related.

“Last summer Bob spent five days here in our dealership. We timed his visit for our Customer Appreciation Day and Dinner,” Ty said. “We also hosted a Beaver Motorcoach rally with 100 members in attendance. A noteworthy moment during the rally was a roundtable with Bob Tiffin, Frank Storch, Jim Hogue, and Ron Estes (#1 Beaver salesman for many years). They talked about the histories of the two companies and then opened the floor for a great Q&A. We videotaped the session to share the stories with our customers.”

There is a great synergy that is easy to see and feel when you visit Beaver Coach Sales and Service. Friendliness, smiles, and greetings let a seasoned RVer, a newcomer to the lifestyle, or a curious, first-time visitor really feel welcomed to Beaver Coach. It is a really genuine atmosphere of sharing and helping. For an assured confidence level, RVers should read BCS’s Yelp, Google My Business, and Facebook reviews.

No wonder, really! Solid relationships and experience run 40 years deep. Scott Dyson, Beaver’s inventory manager, has been coming to work at the same address for 44 years. Scott’s mother, Betty, was a one-person public relations team. She encouraged and inspired everyone. At the company’s annual dinner, the “Coco Betty Award” is given in her honor, a recognition of the employee who inspires the whole BCS team.

“Going the extra mile” builds a company’s reputation as well as the technician’s. Not long ago the owner of an Allegro Bus broke down late on a Friday afternoon just a few miles from Bend. He found Beaver Coach on the Tiffin website and called



Jim Peters brought 27 years of experience in the Beaver factory to his job at Beaver Coach Sales & Service where he has worked for five years.

for assistance. Sean was working late and took the call. He went to his location, got him started, and loaned him the company tow car for the weekend. The service department made the repairs he needed on Monday. The owner called Sean later for advice on other issues and invited Sean to his ranch in Wyoming to hunt antelope. Tiffin heard about the incident and called to thank Sean and Beaver Coach Sales. When Ty retold this story, he added, “This happens pretty often here.”

“We try to help owners who break down within a fairly wide radius from Bend,” Sean said. “Some dealers will not service motorhomes they did not sell. We take an opposite approach—provide good service to everyone because it’s a ‘good Samaritan’ policy. We do believe, however, that service drives sales. Those who are most grateful are owners who did not anticipate needing service. But when they did, we got them in and took care of them.”

After Ty put the word out that Beaver Coach was looking for a sales manager, a mutual friend provided Greg Clarke with an introduction. A veteran manager in the recreation industry, Greg came to Beaver Coach in 2016 as sales manager after 14



Ponh Thanh, automotive and RV paint specialist, has 22 years of experience. Ponh is a native of Cambodia.

years with Lazydays. “The veterans from Lazydays still help each other. We are a fraternity,” Greg said.

“Ty told me he needed a sales manager who was a cultural fit with Beaver Coach and thoroughly understood the company’s core values,” Greg began. “We spent several hours discussing his career and mine to see if there really was a cultural fit. Ty is a good man—he lives it, but he doesn’t preach it. Long story short, I started here June 16, 2016. We signed with Tiffin Motorhomes on November 16. I came at the right time because Shu was really stretching himself thin over two jobs: sales manager and finance manager. It’s good to be here.”

Greg is excited about his sales team. “We have six salesmen. For three of them, this is their first job. I am impressed with their drive and motivation. You can’t teach that. But we will do a good job with sales training and teaching product knowledge,” he said. “Our sales team includes Travis Tuma, Ben’s son—Ty

and I trained him; Ryan Kelly, Ty’s son, who was hired in April 2016; Eric Shaver, Shu’s son; Rod Lemond, Dustin Allen, and veteran Rick Kenaston.

“Currently, we have 70 motorhomes in inventory, new and pre-owned. We will carry a max of 110 units,” Greg stated. “We are one of the largest highline dealers in the U.S.

“I emphasize product training more than sales training,” Greg noted. “I rely on our factory reps to cover product training on all of our brands. We are not regimented in sales training. We take a very relaxed approach and pride ourselves on giving our customers a good experience in learning about the lifestyle and the unit that will best serve their plans. My guys know our inventory so well that they know which units to show after they complete the customer interview. I would put my sales team up against a store twice this size. They love helping the customer get into their perfect fit.”

As Greg mentioned, Shu Shaver now fully devotes his time to the company’s financial management with a special focus on making F&I a smooth, no-stress process for the new owner. “Only ten percent of our sales are cash deals, so we expect to work for the customer to find the best financing package available based on his credit and financial ability,” Shu said.

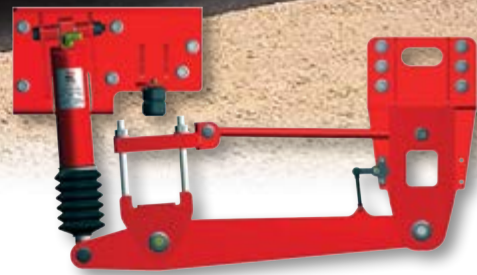
“We do a fair amount of our financing with US Bank in Oshkosh, Wisconsin,” he said. “Rates as we speak (July 30) are running in the high 4’s and low 5’s. We also do financing with a variety of local and national banks and credit unions. A buyer’s long-term relationship with an industry-related credit union usually will render a good rate.”

For RV insurance, Shu favors HiSage Marketing, Inc. in Escondido, California. “They write insurance with eight to nine companies, all with A or A+ ratings,” he said. “HiSage was founded by John Ihrig who was a pioneer developer of insurance policies specifically designed for recreational vehicle coverage.”

Sean Lakin has been with Beaver Coach Sales and Service for 17 years. His breadth and depth of technical and service knowledge is probably unmatched in the industry by anyone his age. “I began with Beaver Motorcoach in 1993 when I was 17, performing building and lot maintenance and changing oil,” Sean began. “I enrolled in the automotive program of a community college, moving into full mechanical maintenance and chassis related heavy duty work. Several years ago Beaver had a run of coaches where the gloss coating cracked like glass. I put together a team that worked through 60 coaches to correct the problem, all the while supervising the structural and mechanical work being done in our service department. Beaver also had over 100 coaches in which the sidewalls delaminated. I was promoted to shop foreman in 2004 when I was 28,” he said. Today, Sean is the supervisor of the parts department, service advisors, and the service department.

“I started with Ty as a technician in 2001 and earned my master certified tech rating in 2003. Since that time I have done every job in our service center: service writing, assigning work to the techs, shop foreman, and sweeping out the bays when no

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Dan Defebbo designs the software for a single remote that controls standard antenna, cable, and satellite reception on all four TVs in a motorhome. On the Allegro Bus and the Zephyr, he includes shades and lighting, heating and cooling.

one was available to do it,” he smiled. “If you are supervising and directing the work, you need to know how to do the job yourself. I supervise 17 techs and two painters. The average tenure of our shop technicians is 13.7 years.”

Kevin Dodd, for example, has 22 years of experience. “I have been here at Beaver for three years,” he began. “I started my career in Seattle at Tveten where Ty was working on their sales team. Then I went to Arizona for 10 years and later to North Trail in Fort Myers where I specialized in Newmar coaches. It’s good to be back in the Northwest.”

The technicians in Beaver’s service center are organized into four teams, with no more than two non-certified techs on a team. “We balance the talents and skills to make each team effective. Every day is different. There is one thing that is really important about our approach to service,” Sean noted. “Our techs check in our units personally after the service advisor finishes gathering the reasons for the visit. This builds a direct relationship

Katie Molby, far right, is director of marketing for BCS. From left, her team includes Amy Hogan, content strategist; Jarod Gatley, photographer; and Josh Cantu, multi media specialist.



between the technician and the owner. The returning owner will usually ask for the same tech who has a knowledge base about his coach.”

“Our biggest challenge is finding and recruiting ‘basic ability’ for the service department,” Ty said. “Our hiring process is rigorous. We are fortunate if a qualified tech applies, but here in Bend that’s not likely. We look for basic ability, good character, and motivation to be here on time every day. Sean will place a new hire on a team with a seasoned technician. On-the-job training and the online RVIA courses work well for us.”

“We depend on the training offered by our vendors and motorhome manufacturers,” Sean added. “We use RVIA’s online training programs for techs to earn ‘Certified’ and ‘Master Certified’ ratings. RVIA also sends vendors here to do four- to eight-hour training sessions. We often coordinate with other dealerships who send their techs here to take advantage of that training. I would really like to see us develop a dedicated training facility to pass along our knowledge to new hires. Every time someone retires, we lose part of our knowledge base. If talented service techs and service managers could teach in a training facility a few years after they retire from a dealership, we could transfer that knowledge and create a reservoir of capable new technicians.”

Beaver Coach depends on “specialists” who offer skills learned from years of experience. Dan Defebbo brings 20 years of experience to Beaver Coach’s owners. He has built highline car audio systems, home theaters, and the entire electronics package for law enforcement vehicles. “One of my regular jobs is changing out old televisions for the current flat panel smart TVs,” Dan said. “I began working on RV entertainment systems in 2001 when I designed and installed the electronics for new Beaver coaches that were manufactured next door to this building. When manufacturers began installing several TVs in each coach that required an equal number of remotes, owner frustration went up immediately.”

For every Tiffin sold at Beaver Coach, Dan can provide a single remote that controls standard antenna, cable, and satellite reception on all four TVs. On the Allegro Bus and the Zephyr, he includes shades and lighting, heating and cooling. The first remote costs \$2,650 and a second is \$455.

Ponh Thanh specializes in painting motorhomes and has 22 years of experience. With a family heritage in both China and Cambodia, Ponh made his way out of South Vietnam at the end of the war, escaping first to Malaysia and then to the Philippines. He entered the U.S. in 1982. He returned to South Vietnam to visit with his family in 1999–2000.

“Since our company is part of a Spader 20 Group, I have visited a lot of service facilities to analyze how others operate,” Sean said in concluding our interview. “I have tried to incorporate at BCS the best operational methods that I found in the service departments of the companies I visited. Likewise, we share our methods with Spader members when they visit our facility.”

Beaver Coach employs four service advisors (SA): Nicole

Gannon, Amber Judd, Maribeth Bohn, and Becke Schrader. “As soon as owners arrive, we get their coaches into our database which can recognize and take care of most any brand,” Nicole explained. “If the owner comes in for a LOF (lube, oil, filter), we use the software to explore other service possibilities the owner may have overlooked, such as generator and Aqua-Hot service, DEF, tire pressure, and all other fluid levels. We encourage our customers to schedule service appointments the good ol’ fashion way, over the phone.”

After the initial service interview, the advisor calls for a service tech who arrives to do a walk-through with the owner. The tech observes and makes notes about what needs to be done. He passes the walk-through notes to the SA who inputs the information into Lightspeed, a software program that generates the work order. Scheduled customer arrivals begin at 8 a.m. and walk-throughs are completed by 9 a.m.

“When the tech finishes, warranty coverages are addressed by our specialist, Rachel Santoro,” Nicole said. “If something new is discovered in the servicing and repair process, we call the owner for approvals. Customer updates are done periodically as needed.” Extended warranties, insurance claims, and customer payments are handled by the SAs.

Each service job has a technician worksheet for time and info entries that are kept current through the day and entered by the SA into the system. Techs email iPhone shots to the SA that are incorporated into the system records for that job. The SA

can send images to the customer for approval to proceed with repairing a newly discovered problem.

The BCS parts department is operated by J.C. Finney and Matt Liska who have years of experience helping owners find and install parts or accessories on their RVs. While the department is engaged daily in supplying standard parts and components to the service center and ordering non-carried parts from manufacturers, they also make it a priority to serve RV owners who are making their own repairs. Owners may contact them online through beavercoachsales.com and get a pricing quote.

Advertising could be called the process of making yourself more visible and better understood. Ty Kelly had that idea in mind when he put together a team of four bright minds, all in their twenties, to promote Beaver Coach Sales and Service to a national audience.

Ty has a friend in the local Vistage Group (non-competing businessmen who meet occasionally to address and solve local issues) who introduced him to Katie Molby, suggesting she could be an asset to BCS’s advertising and promotional campaigns in the digital world. “Ty contacted me, described his company, and asked if I might be interested,” Katie began. “I was intrigued about promoting a local Bend company and agreed to an interview. What I didn’t know was how well I would get along with them.” she explained.

Katie Molby is now BCS’s director of marketing. “I was working for a website company building search engine optimized

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Ty and Jodie Kelly began their association with Beaver Coach Sales and Service in 2001 with five other partners. They took a leap of faith in 2012 when they bought out their remaining partners and reorganized the company as Beaver Coach Sales and Service. ♦ Shu Shaver, his wife, and Jodie have known each other since high school days when they were on the cheerleading team. Ty and Shu have worked together in several businesses. Shu is now finance director for BCS.

(SEO) websites and digital marketing consultancy when I was offered the position,” she said. On the marketing team, accompanying Katie, is Amy Hogan, content strategist; Josh Cantu, multi media specialist; and Jarod Gatley, photographer.

“Everything that describes what we sell, how we operate, how we serve our customers, and in general how we communicate

Below left: The administrative staff at BCS includes Debbie Boeddeker, accounting; Lisa Bach, reception; Kathleen McDonald, business development center; and Kristina Whaley, rentals manager and office manager. ♦ Dominic Clanin is delivering a 2019 Allegro Bus 45OPP to Ted and Eileen Kunze of Canby, Oregon. “We spend as much time as it takes to teach our new owners to be completely comfortable with the operation of their Tiffin motorhome,” Dominic emphasized.

with them comes across my desk. I confer with employees, do my own research, revise what others may have already written, and then create the content for our target audience. I analyze what types of content are most successful and beneficial to the BCS brand, and then piece together those ideas into the digital world. It’s a wonderful job and I enjoy coming to work every day,” Amy said.

“We have a great marketing team here,” Amy continued. “We focus on telling customers BCS’s story, finding unique RV destinations to capture footage, and creating content that adds value to our business and more importantly, our customers. We produce our own video content for our website, YouTube, Facebook, and other social pages. We have produced radio advertising, as well as local TV commercials to attract the public for upcoming sales and events. Right now we are getting our promotional material ready for the Welcome Home to Bend Rally.”

Josh Cantu serves on their team as the videographer. He puts action and life into their videos. “Music drives the video,” Josh said. “It creates a flow that draws the viewer into the action. I love this job because there are no boundaries to using



our ingenuity. We can experiment, revise, start over, or try a completely different approach. When you are having fun, you become more creative.”

The team also includes Jarod Gatley, a still photographer whose backpack full of equipment would make him the envy of a National Geographic photographer. “My brother-in-law, who is a professional photographer, got me interested in photography and now I couldn’t imagine doing anything else. I shoot the interiors and exteriors, usually 40 frames or more for each RV.”

Katie organized the team’s work to create content that inspires their customers and that allows them to visually sample the RV lifestyle. The team also launched their new website which provides a sleek and simple user experience. A website visitor can easily access their current inventory, request parts, view the service menu, access their Yelp and Google reviews, and keep up with their philanthropic sponsorships on social media. “Our mission is to set all of our customers up for success by getting them to our dealership,” Katie said. “BCS makes advertising easy for us because the business itself is already a wonderful place, so all we have to do is demonstrate that.”

The marketing team also plans campaigns, designs ads, and leverages paid advertising for BCS and Happy Campers RV Rentals, both locally and nationally. “We do print advertising in newspapers and magazines. We also advertise in guides published by RV resorts and continually look at new options,” Katie said.

When I returned to Ty Kelly’s office late in the day to conclude the interview, he placed a book on his desk: *Traction: Get a Grip on Your Business*. “This book and its managerial principles have made the difference between success and failure for this company,” Ty said. “The author, Gino Wickman, teaches something that he calls EOS, which stands for Entrepreneurial Operating System, eosworldwide.com. It is a set of simple concepts and tools that help the leadership team get really good at three things—vision, traction, and healthy team relationships.

“Every Friday morning the leadership team meets for 90 minutes. We discuss each person’s Weekly To-Do List and their Rocks,” he explained. “A rock is a project that takes a quarter to complete. A leader can have three to seven rocks. Something that can be completed in a week goes on the To-Do List. Then we discuss ‘Process Issues.’ A process issue can slow down your rock or it could affect another person’s rock. Every department could be affected by a process issue, so everyone can address solving the issue. Meetings start on time and end on time. This is a very brief description, but I recommend it to all small business owners.

“We know that service drives sales,” Ty continued. “Delivering the best product every time is our goal, whether it’s an RV or a service event. As a culture, we strive to create and maintain ‘family bonds,’ both with our customers and within our company. We take care of customers first and the customers take care of us.” **RIS**

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Recalls for 2016–2018

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 Chas-

sis. 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.

NHTSA Recall # 18V- 328, Tiffin Recall # TIF-109 2013- 2018 Allegro Open Road Reinforcement of Frame Rail at Tow Hitch

Tiffin Motorhomes has decided that a defect, which relates to motor vehicle safety, exists on the following models of motorhomes: **2013–2018 Allegro Open Roads.** Tiffin Motorhomes has become aware that the steel of the frame rail where the hitch is attached to the motorhome needs to be reinforced to strengthen the hitch attachment to the frame rail. If the steel is not reinforced the hitch may come loose from the motorhome and that may result in the loss of the tow vehicle, which could result in a crash causing injury or damage to property. Tiffin Motorhomes will provide a steel insert that will double the amount of steel at the points where the hitch is attached to the frame rail of the motorhome. Tiffin Motorhomes previously issued a recall in March of 2017 concerning an issue with the failure of the hitch attachment on certain

Allegro Open Road motorhomes due to the sizing of the bolt holes in the frame rail. *All motorhomes included in the original recall that did not have a steel gusset box installed will need to complete this new recall repair.* If this new recall repair is not completed, the hitch may fail even after completing the previous recall repair. **Notice: As of October 1, 2018, Tiffin Motorhomes will not pay the customer for doing the work to install the steel insert on the Hitch Recall NHTSA 18V-328. Tiffin allows the steel insert to be sent to the customer as a courtesy so customers can find a dealer or service center near their current location. Having the part already allows the recall to be completed more quickly. It was never our intention for the customer to make the repair. That being said, from this point on, if customer decides not to heed our warning, customer is assuming the liability for the repair were it to fail in the future. Tiffin will not be responsible for any future warranty repairs to that hitch or for any damage that may arise from the recall not being completed properly.**

NHTSA Recall # 18V-341, Tiffin Recall # TIF-110 PTL Entry Door Lock Adjustment, 2018 models

Tiffin Motorhomes has decided that a defect, which relates to motor vehicle safety, exists on the following models of motorhomes: **2018 Allegro Open Roads, 2018 Allegro RED’s, 2018 Allegro Breezes, 2018 Allegro Buses, 2018 Phaetons and 2018 Zephyrs built between January 2, 2018 and May 15, 2018.** These specific motorhomes have an entry door equipped with a PTL door lock. Tiffin Motorhomes has found that under certain circumstances these doors could open in transit. These specific doors could open because they are equipped with a door lock that was over-tightened at the time it was manufactured. The over tightening of the door lock can make it more difficult for the door to close securely. If the door is not securely closed, the door could open in transit. If the entry door were to open in transit it would be possible for injury to occur to any passengers riding inside the motorhome and it could increase the possibility of a crash.

Kidde Fire Extinguisher

RECALL

Kidde NHTSA Recall #17E-062

Tiffin NHTSA Recall #17V-841

Customers with Tiffin units from models 2003 to early models of 2018 should immediately contact Kidde to see if your fire extinguisher is involved. If so, you can request a free replacement fire extinguisher and instructions on returning the recalled unit, as it may not work properly in a fire emergency.

Contact Kidde toll-free at 855-262-3540 Monday–Friday, 8:30 a.m. to 5 p.m. EST, Saturday & Sunday, 9 a.m. to 3 p.m. EST, or online: www.kidde.com and [click on “Product Safety Recall”](#) for more information.

California-Based Company Expanding to Red Bay

RED BAY, AL—Mayor Charlene Fancher announced that Girard Holdings Alabama LLC, doing business as Girard Systems, has started construction in Red Bay Industrial Park. The company currently makes awnings for three of Tiffin Motorhomes' six brands.

"We're excited to have them coming to Red Bay and what this company will mean for us," the mayor said. She said this will be the first venture in the South for the California-based company.

"They ship all over the U.S.," Fancher said. "Having a facility here will help them ship their product line out to the East Coast." The plant is expected to employ 25 the first year with starting pay at \$14.50 per hour, plus benefits.

"The Girard Group has chosen to partner with the city of Red Bay for their future growth. A core Tiffin supplier, Girard will complement our industrial footprint," said Red Bay banker and councilman, Brad Bolton.

"The city administration in 2008 sowed the seeds for this day by purchasing the land for a new industrial park," Bolton said. "The hardest occupant to obtain is the first one, and I am confident through this investment we will see other companies follow."

The new plant will be built on 14.58 acres in the industrial park. They hope to be in operation by early 2019.

Permits Issued for Offsite Development of Cape Coral Luxury Motorcoach Resort

CAPE CORAL, FL—Permits have been issued for the offsite development of Myriad Luxury Motorcoach Resort to be located at Durden Parkway and Burnt Store Road.

Mountain Falls Partners, LLC, together with The Peachtree Group and Forge Development Group have established a partnership known as The Resort at Tranquility Lake, LLC, for the creation of Myriad Luxury Motorcoach Resort. Mountain Falls Partners, LLC is the developer of Mountain Falls Luxury Motorcoach Resort located in Lake Toxaway, NC. This project is recognized across the country as a leading resort in terms of luxury and fine finish.

Myriad will afford all the amenities of Mountain Falls. With design elements in the traditional West Indies vernacular, this \$40 million development will establish a high bar for the Florida RV industry in terms of luxury resort life. With a 90-acre recreation lake at the resort center, additional options include coach villas with bedrooms, oversized lots, luxury clubhouse, swimming pool and pool house, fitness and hot spas, recreational facilities, and plenty of pickleball courts.

For more information, visit their website at myriadluxury-motorcoachresort.com, or call (239) 300-8280.

Thinking of Towing? Roadmaster Has an App for That

Roadmaster's new website provides a definitive answer to the question, "What do I need to tow my car?" It's called FitMaster.

"FitMaster is a visual representation of all the towing components — for any vehicle — in one easy-to-read form, including the part numbers," said Keri Sprenger, Roadmaster's project lead for FitMaster. "It also provides information to the person who installs your towing system, such as the color of your car's brake light wire and whether it has separate or combined lighting. And quite a bit of other information."

FitMaster's immediate benefit, though, is no more surprises.

"Nobody wants to find out they have to wait an extra two or three days because a part they didn't know about has to be ordered," said David Robinson, Roadmaster's director of marketing. "FitMaster eliminates that problem. With FitMaster, you have a comprehensive list of what you need to tow, right from the get-go."

Anyone who tows will want to bookmark FitMaster — it's under the "Vehicle-Specific Inf" tab at roadmasterinc.com.

Winegard Introduces Connected App for Easy Access

The Winegard Company announced the release of the Winegard Connected app compatible with its entire range of 4G LTE hotspots and WiFi range extenders.

The Connected app was designed to ensure simple setup and consistent operation across all of Winegard's current and future connectivity products. The app eliminates complicated network setup with a quick start guide on initial use. It automatically syncs to your device during future uses. Users can also switch between WiFi and 4G LTE sources and check data usage.

"The Connected app is our latest innovation aimed at making set up and use of Winegard devices as easy as possible for those often on the move," said Stacie Venghaus, software engineer at Winegard. "Our vision is to remove complicated and frustrating setups and usage with a simple, easy to use app. Stay connected to friends and family, stream your favorite shows, and conduct all your regular online activity just as easily on the road as you would from home." You can download the app in the Apple App Store and Android Google Play store.

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Six of Our First Ten Presidents Were Virginians

James Madison, the Fourth President of the United States, AND HIS ESTATE AT MONTPELIER

Part Two of a Series

by Fred Thompson



INTELLECTUALLY, JAMES MADISON WAS A GIANT among his peers. He spoke brilliantly and debated skillfully in the Virginia House of Delegates, the Congress of the Confederation, the 1787 Constitutional Convention in Philadelphia, and later in the U.S. House of Representatives. In physical appearance, he was not impressive—often weak and susceptible to illnesses, short in stature, he weighed slightly more than 100 pounds.

James Madison's roots run deeply into 17th century Virginia. By the time the future president was born on March 16, 1751, his paternal family had owned land in Virginia's Tidewater region for nearly a century. His great-grandfather had "served as a justice of the peace in King and Queen County, indicating the family's growing social and economic position among Virginia's early landed gentry."¹

James' grandfather, Ambrose Madison, married Frances Taylor, the daughter of Colonel James Taylor who was a member of Governor Alexander Spotswood's westward expansion into Virginia's Shenandoah Valley. As an accomplished surveyor, Taylor identified fertile farm land and rich forests and patented for himself several large tracts of land in Virginia's Piedmont. Following his lead, two of his sons-in-law, Thomas Chew and Ambrose Madison, patented 4,675 acres in Orange County that included the locations for future Madison homes at Mount Pleasant and Montpelier.²

Such grants allowed the new owner three years to make improvements before receiving the final title to the property, including clearing land and building a house. The requirements were completed by slaves directed by Ambrose's overseer.

In 1732 a tragic, yet poignant, story unraveled soon after Ambrose and Frances moved their young family (James, 9; Elizabeth, 7; and Frances, 6) to the new plantation which they named Mount Pleasant. In late July, Ambrose realized he was deathly ill, made out a will, and died on August 27. A court document revealed that three slaves were convicted of conspiracy to poison and murder him. Pompey was hanged; Turk and Dido were sentenced to twenty-nine lashes and returned to Frances.

Frances successfully managed what became a thriving tobacco plantation, singly overseeing the entire operation until her son James began assuming responsibility. Frances died in 1761, never to know that her grandson, James, Jr., would play a major role in creating a new nation and serve as its fourth president or that her brother's grandson, Zachary Taylor, would serve as the nation's twelfth president.

James oversaw the continuance of a prosperous business operation at Mount Pleasant as he added a distillery, a blacksmithing operation, a plantation store, and a construction business. His civic and religious endeavors were no less remarkable: a county court justice, a sheriff, a road surveyor, a vestryman in the Anglican church, and a colonel in the militia.

James married Nelly Conway in 1749. In March 1751, James, Jr., the first of twelve children, was born. With no defenses against natural disasters, the area suffered a severe drought in 1755 and a smallpox epidemic in 1761, which may have taken Frances' life.

James, Sr. proved to be a skillful entrepreneur. To accommodate his rapidly growing family, he built a much larger brick home about 400 yards from the family's original farmhouse, which would later become known as Montpelier. Over a 23-year span, the couple had twelve children, seven of which reached maturity. Although they made additions to the home in later years, they initially occupied the plantation house in the mid-1760s and lived there until their deaths—James at 77 in 1801 and Nelly at 97 in 1829. She outlived all but three of her children.

In 18th century Virginia, the education of children with literate parents usually was conducted in their homes. Even so, home schooling extended only as far as the parents' personal education. The very well-to-do parents, who were usually well educated themselves, sent their children to boarding schools in England. By the mid-1700s a few boarding schools were available in the colonies. From age 11 to 16, James, Jr., attended a school operated by Donald Robertson near Newtown, Virginia, in King and Queen County, a prestigious school patronized by influential families whose children often became prominent leaders during and after the American Revolution.³

When he was 35, Robertson emigrated from Scotland to Virginia in 1752. A graduate of the University of Edinburgh, he answered the demand for qualified teachers in the colonies. He quickly earned a fine reputation as an excellent teacher and a man of good breeding and character. During the 15 years he operated the school, he instructed over 200 male and a few female children in the Virginia Colony. His curriculum included gram-



James Madison, Jr. as a young man, about the time that he matriculated at the College of New Jersey (later Princeton University).

—JAMES SHARPLES, Artist

mar lessons in English, French, and Latin, composition and literature, the classical histories of Greece, Rome, and England, plus thorough readings of Virgil, Cicero, Horace, and Ovid. Extended coursework in physics, theology, chemistry, and philosophy was required. His students discussed Montaigne's *Essays*, Locke's *Essay Concerning Human Understanding*, Addison and Steele's *The Spectator*, Milton's *Paradise Lost*, and Montesquieu's *Spirit of Laws*.

Donald Robertson was recognized as one of the best school masters in the colonies, whose personal discipline and exacting manner set a great example for his pupils. A Virginia governor, one U.S. president, a Virginia attorney general, and the explorer George Rogers Clark were just a few examples of his outstanding students. Of course, his most well-known pupil was James Madison, Jr. Most historians agree the influence of Donald Robertson on James Madison in his formative years was largely responsible for Madison's ability to create the legal prose in the U.S. Constitution, justly giving him the credit for being the "Father of the Constitution." Although not recorded in his personal records, some historians believe Madison remarked, "All that I have been in life I owe largely to that man."

Beginning at 16 years of age, James Madison, Jr.'s life resembles a timeline of accomplishments that led to his becoming the fourth president of the United States, and perhaps the most com-

Endnotes may be found on page 74.

petent president of the 19th century. In 1767 Madison returned to Montpelier to begin an intensive two-year course of study under the Reverend Thomas Martin in preparation for college.

Breaking from the trend of most college-bound Virginians, Madison opted not to attend the College of William and Mary. The lowland Williamsburg climate seemed to cultivate infectious diseases which could have challenged his already delicate health. In 1769 he enrolled at the College of New Jersey (now Princeton University) where great emphasis was placed on speech and debate. The college's debating societies competed on the political issues of the times. Madison was an early member of the American Whig Society which competed against Aaron Burr's Cliosophic Society. Still in existence today, the two societies were merged in 1928 into the American Whig-Cliosophic Society. It is the oldest debate union in the U.S.

Princeton offered a classical education that included science, mathematics, geography, rhetoric, philosophy, Latin, and Greek. The two-year curriculum required long hours of intense study. Madison graduated in 1771 and was invited to remain at Princeton for another year of study focused on political philosophy and Hebrew under the direction of President John Witherspoon. He returned to Montpelier in the spring of 1772 with his ideas on philosophy, values, and morality reshaped by Witherspoon's commitment to the thinking of the Age of Enlightenment. One of Madison's biographers observed:

He was immersed in the liberalism of the Enlightenment, and converted to eighteenth-century political radicalism. From then on James Madison's theories would advance the rights of the happiness of man, and his most active efforts would serve devotedly the cause of civil and political liberty.⁴

Ironically, the 21-year-old Madison still was unsure of what he wanted to pursue in his future career. The relationship between the colonies and Great Britain was deteriorating over unfair taxation, leading to the battles at Lexington and Concord in April 1775. In 1774 Madison took his first step toward a life of public service when he was elected to a seat on the local Committee of Safety.⁵ Each community in a county elected two delegates to the Committee which had the oversight of the local militia. In October 1775, he was commissioned as a colonel in the Orange County militia, serving as his father's second-in-command until his election as a delegate to the Fifth Virginia Convention that wrote the state's first constitution. Due to his diminutive size and frequent health problems, James, Jr. did not serve in militia engagements. However, he excelled in Virginia politics as a wartime leader.⁶

His stairsteps into political prominence began with his support of the Virginia Declaration of Rights. He argued for stronger protections for freedom of religion in the Declaration of Rights after he witnessed the persecution of Baptist preachers who were arrested for preaching without a license issued by the established Anglican Church.

With the enactment in 1776 of the Constitution of the Commonwealth of Virginia, Madison became a member of the Vir-

ginia House of Delegates. When he was not re-elected in April 1777, the House elected him to the Virginia governor's Council of State. That role presented Madison with the opportunity to form a close alliance with Thomas Jefferson, who served as governor from 1779 to 1781. It is amazing to this writer that Madison at 28 was advising Jefferson who was 36. Jefferson had written the Declaration of Independence when he was 33.

The House of Delegates elected Madison in 1779 to the Second Continental Congress. Members of the Second Continental Congress were automatically seated as members of the Congress of the Confederation on March 1, 1781, when the Articles of Confederation⁷ were ratified by the states. Madison, General George Washington, Congressman Alexander Hamilton, and other leaders initially favored amending the Articles of Confederation, the first constitution of the new nation. Due to the failure of a weak federal government to provide needed supplies to the revolutionary army, Madison proposed an amendment to grant Congress the power to levy tariffs on foreign imports to support the war

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effort. After the amendment to impose tariffs failed to win ratification by all 13 states, Madison realized the necessity of creating a new constitution.

During his service from 1780 to 1783, Madison carefully studied the country's financial problems, led legislative efforts, and mastered the art of building coalitions. In 1784 he won an election for a two-year term in Virginia's House of Delegates. He continued to build a strong relationship with Jefferson who shared with him Enlightenment texts from France, nurturing the ideas planted by John Witherspoon 13 years earlier. With intellectual discipline, he plunged into an intense study of law and political theory as it applied to the governance that would guide the development of a fledgling democracy.

While he approached the evolution of the new government with a broad brush, he also focused on specific problems: a law denying diplomatic immunity to ambassadors and a law that legalized paper money. He openly criticized delegates who served the special interests of a few constitu-

ents. Madison believed legislators should first serve the interests of the state at large, even when such service was opposed by the electorate—a concept others may have criticized as benevolent omniscience.

Whatever his personal religious beliefs may have been, Madison fought for religious freedom through his entire political career and demonstrated a respect for institutional religion. He and Jefferson created the Virginia Statute for Religious Freedom, guaranteeing freedom of religion and barring the establishment of any official state religion. Madison's commitment to religious freedom was evident in the first sentence of the First Amendment to the U.S. Constitution: "Congress shall make no law respecting an establishment of religion, or prohibiting the free exercise thereof. . . ."

In the decade prior to the Philadelphia Convention of 1787, Madison, Washington, and Hamilton advocated the revision and reform of the Articles of Confederation by the Congress of the Confederation. After the end of the Revolutionary

Scene at the Signing of the Constitution of the United States.

—HOWARD CHANDLER CHRISTY, Artist

War in 1783, Madison's concern about the lack of colonial unity, the weakness of the federal government under the Articles, and the inability of Congress to conduct foreign policy led him to write that the American experience was "in crisis."

His apprehension regarding cooperation between the colonies encouraged the 1785 Mount Vernon Conference of delegates from Virginia and Maryland to discuss navigational rights on their common waterways. An eight-day meeting resulted in a 13-point proposal that was ratified by the legislatures of both states. More importantly, the compact set a precedent for later meetings between states for discussions into areas of mutual concern.

At the 1786 Annapolis Convention, Madison advocated the calling of yet another convention to consider amending the Articles of Confederation. After winning a second term to the Congress of the Confederation, Madison prevailed on

his peers to authorize the 1787 Philadelphia Convention to propose new amendments. However, he already believed it was necessary to replace the ineffective Articles with an entirely new constitution. Long before the convention was to meet, he secured the support of George Washington and Robert Morris on this important point.

The 36-year-old legislator wrote an outline for the new constitution that eventually became known as the Virginia Plan. Madison worked with fellow members in the Virginia delegation to present the plan to the convention. It called for three branches of government—legislative, executive, and judicial; a bicameral Congress apportioned by population; and a Council of Revision composed of members of the executive and judicial branches that would have the right to veto laws passed by Congress.

Most of the delegates learned when they arrived at the old Pennsylvania State House that the plan called for the abrogation of the Articles of Confederation and the creation of an entirely new constitution. With the backing of key delegates including George Washington and Benjamin Franklin, the Convention went into secret session to consider the new constitution.

The convention lasted one week short of four months: May 25 to September 17. During that time, Madison spoke over 200 times. He also recorded the proceedings which became the only comprehensive record of what occurred. In working together in government for nearly two decades, Thomas Jefferson always deferred to Madison’s advice on constitutional questions.⁸ He also gained the respect of his fellow delegates. William L. Pierce, 47, one of four delegates from Georgia, wrote that “. . . every Person seems to acknowledge his greatness. In the management of every great question he evidently took the lead in the Convention . . . he always comes forward as the best informed Man of any point in debate.”

The award-winning Cornell historian, Clinton Rossiter, regarded Madison’s performance as “a combination of learning, experience, purpose, and imagina-

tion that not even Adams or Jefferson could have equaled.”⁹

“Years earlier [Madison] pored over crates of books that Jefferson sent him from France on various forms of government. The historian Douglas Adair called Madison’s work ‘probably the most fruitful piece of scholarly research ever carried out by an American.’”¹⁰

Madison’s Virginia Plan was an outline of what he hoped to accomplish, not a draft of a new constitution. Although it was extensively changed during four months of debating, the continued use of the outline and Madison’s leadership in the debates have led many historians to call him the “Father of the Constitution.”¹¹

During the Convention, the Council of Revision was deleted in favor of a presidential veto; each state received two seats in the Senate; and the state legislatures were empowered to elect members of the Senate. Madison argued to have the Constitution approved by ratifying conventions, not by state legislatures. He appar-

ently won the debate to have the POTUS elected by the Electoral College.

After the Philadelphia Convention ended in September 1787, the U.S. Constitution was sent to each state for ratification. When Madison returned to New York where the Congress of the Confederation was in session, he was approached by Alexander Hamilton who asked him to assist in writing *The Federalist Papers*, a series of newspaper articles that he and John Jay had conceived to explain and defend the proposed Constitution. Under the pseudonym *Publius*, Hamilton, Madison, and Jay authored 85 essays in six months. Madison wrote 29 of the essays. Collected and published as a book, the essays served as a debater’s handbook for those supporting the ratification of the Constitution in the ratifying conventions. Clinton Rossiter called *The Federalist Papers* “the most important work in political science that ever has been written, or is likely ever to be written in the United States.”¹²

Madison made sure his essays were

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delivered to Governor Edmund Randolph, George Mason, and other Virginia anti-federalists. Newspaper editors predicted that if Virginia, the most populous state, failed to ratify the Constitution, the new national government would not succeed. On June 2, 1788, when the Virginia Ratifying Convention convened, the Constitution had not been ratified by the required nine states. If Virginia did not ratify, pundits believed New York, with a strong anti-federalism faction and the second largest state, would follow suit and sink the new ship of state.

Madison allowed himself to be elected to the Virginia ratifying convention and was cast into a debate with Patrick Henry, a strong anti-federalist with a large following. The convention in Richmond ran for more than three weeks and was open to the public, drawing hundreds daily who sat in the galleries of the Richmond Theatre. Henry was an emotional, dramatic speaker. Madison was a rational debater who knew how to put points on the board. He focused on the undecided delegates and the influencers. Randolph switched and likely brought several anti-federalists over with him. But Mason did not.

With a vote of 89 to 79, Virginia ratified the new constitution on George Wythe's motion for a final call to vote, making it the tenth state to ratify. New York followed a month later on July 26, 1788. During a 26-day period ending on January 10, 1789, the Electoral College unanimously elected George Washington as the first president of the United States. Congress counted the votes of the Electoral College on April 6 and certified Washington as president. He was sworn in on April 30, 1789. The new government began operating with 11 states on March 4 which was also the official start date of the first presidential term. North Carolina ratified on November 21, 1789, and Rhode Island pulled up the rear on May 29, 1790.

President Washington's cabinet included Thomas Jefferson, Secretary of State; Henry Knox, Secretary of War; Alexander Hamilton, Secretary of the Treasury; and Edmund Randolph, Attorney General.

During Washington's administration, Madison served in the House of Representatives, where he helped frame the Bill of Rights. He was the primary author of the amendments guaranteeing freedom of the press, protection of property from government seizure, and jury trials.

Madison often opposed President Washington's conservative advisers while championing the pro-farm policies of Jefferson, his fellow Virginian. Nevertheless, he was a key advisor to Washington early in his first term and the President even sought his assistance in writing his first inaugural address. Ironically, when Congress decided to write a reply (much as the opposition party does today), they prevailed on Madison to write their response! Amazingly, when Washington replied to the House, he again went to Madison to put his thoughts on paper. Did Congress know that Madison composed the President's inaugural address to them? Did the President know Madison penned the response from the House of Representatives? Did the House ever realize the Madison answered his own response to the President?

During most of Washington's eight years in office, Madison and Jefferson found themselves at loggerheads with Alexander Hamilton over many issues. As part of a compromise plan on other legislation, Congress passed the Residence Act of 1790 which established the federal capital district of Washington, D.C. on the Potomac River.

In 1793 Britain and France went to war, leaving the U.S. in the middle. Washington proclaimed neutrality even though the British were seizing hundreds of American ships that were trading with the French colonies. Madison strongly favored a hard line in dealing with Britain, but Washington averted a trade war and secured friendly trade relations with the British through the Jay Treaty of 1794. Madison's opposition to the treaty led to a permanent break with his fellow Virginian, ending a long friendship. The hard-fought debate over the Jay Treaty accentuated the growing divide between the first major political parties.

While serving as a third-term Congressman in 1794 at the age of 43, Madison in his social circle became aware of Dolley Payne Todd, a vivacious, 26-year-old widow. In May, he asked Aaron Burr, a mutual friend, to arrange a meeting. Dolley Todd was pleased with the attention and mentioned to her best friend that "the great little Madison has asked to be brought to see me this evening." Madison's persuasive power in the political arena apparently transferred smoothly into his social life that summer. By mid-August, she had accepted his proposal of marriage. The couple married on September 15, 1794.

Of the Quaker faith, Dolley was expelled from the Society of Friends for marrying a non-Quaker. Madison ostensibly was an Episcopalian. Dolley and her first husband, John Todd, also a Quaker, had two children, John and William. Her husband and William, a newborn, both died on the same day during the Philadelphia yellow fever epidemic of 1793.

After her marriage to Madison, Dolley worshiped in the Episcopal church and discarded the somber attire of the Quakers in favor of the finest current fashions. Madison adopted Dolley's two-year-old son, John Payne Todd. At the end of his fourth term in the U.S. House of Representatives in 1797, he retired from politics and moved his family to Montpelier, including Dolley's younger sister, Anna Payne. John Adams had won the Presidency in the Electoral College by only three votes over Thomas Jefferson who began serving as vice president.

The Madisons made a significant addition to the plantation's house and James began assisting his father in the management of Montpelier's farms and businesses. His apprehension of the direction the government was taking under John Adams made him a careful observer of national politics along with Thomas Jefferson, who remained in close contact with him. After James Madison, Sr. died February 27, 1801, James, Jr. at age 50 inherited Montpelier, its farms, businesses, and possessions, including his father's 108 slaves.

His father's illness and death took place during the Presidential election of 1800. Because each state could choose its own election day in 1800, voting lasted from April to October.



Dolley Madison at 36, ten years following her marriage to James Madison.
—GILBERT STUART, Artist



James Madison in the year 1809 as he became president.
— JOHN VANDERLYN, Artist

Under the United States Constitution as it then stood, each elector cast two votes, and the candidate with a majority of the votes was elected president, with the vice presidency going to the runner-up. The Democratic-Republican ticket was Thomas Jefferson and Aaron Burr. The incumbent John Adams and his running mate Charles Pinckney ran on the Federalist ticket. Jefferson and Burr won, but each got 73 votes which made them rivals for the Presidency. The Constitution at that time required the election to be settled by the House of Representatives, with each of the sixteen states casting one vote. After 36 ballots, Jefferson won the election with 10 votes to Burr's four.

The election was important to Madison because he knew Jefferson valued his loyalty and would likely appoint him as Secretary of State, a move that would ensure Jefferson's control of his administration's foreign policy. Soon after that happened, the couple returned to Washington where Dolley put her social talents to work for the administration. While the President's mansion (it was not yet called the "White House") was under construction, she occasionally served as "First Lady" when President Jefferson's functions or dinners required a hostess.

James Monroe and Robert Livingston were sent to France in 1802 to negotiate with Napoleon the purchase of New Orleans to assure a port for shipping the ever-increasing agricultural production of farmers located in the greater Mississippi River valley. Napoleon surprised them with an offer to sell all of France's claims west of the Mississippi—800,000 square miles

for \$15 million. Jefferson would have preferred a constitutional amendment authorizing the purchase, but Madison, the specialist in the Constitution, advised him to move quickly on the unexpected windfall. The Senate quickly ratified the treaty providing for the purchase. With equal speed, the House passed enabling legislation.

Madison continued his service as Secretary of State in Jefferson's second term, focusing on maintaining American neutrality as European wars continued through the first decade of the 19th century. Madison and Jefferson devised embargoes to stop U.S. funds from stoking the fires of war in Europe, but they soon realized the hardships the embargoes were causing throughout the seaboard states.

From the time he became Secretary of State, members of both parties speculated James Madison would succeed Jefferson. With the Federalists shrinking rapidly as a party, most of the opposition to Madison and the Jefferson administration ironically came from factions that formed in the Democratic-Republican party.

In the election of 1808, James Madison won a landslide victory with 122 electoral votes to Charles Pinckney's 47. George Clinton, Jefferson's vice president, picked up six votes from a dissident faction in the party and continued as vice president.

With her husband now in the White House, Dolley Madison made the mansion the center of society. She presided at the first inaugural ball in 1809 when her husband became the chief exec-



James and Dolley Madison at the first Inaugural Ball in 1809.
— JENNIE AUGUSTA BROWNSCOMBE, Artist

utive. Although her social graces made her famous, her political skills were prized by the President. She organized Washington social functions to which she invited members of both political parties, northerners and southerners, diplomats and frontiersmen, establishing herself as the originator of “bipartisan” cooperation long before any newspaper editor coined the word. Her skills dissolved stereotypes and promoted civility. To make the White House the “people’s house,” she hosted weekly open houses. Visitors from every part of the nation, locals, and members of Congress dropped in, and Mrs. Madison’s “Wednesday Nights” became an essential part of the political scene in Washington.¹³

While the three presidents preceding Madison would meet privately or at parties only with members of one party at a time, fearing altercations might erupt with members from both parties, James and Dolley Madison created affairs where members of both parties amicably socialized, networked, and negotiated with each other without severe disagreements resulting in violence or even duels. Dolley’s congeniality defied anyone attending her affairs to create an unpleasant incident. She should have been publicly named the First Lady of the United States, but that was years before the wives of our Presidents were given that honor.

The first three years of Madison’s administration experienced continued trade disputes with both Britain and France. The dogged determination of the British to attack U.S. shipping bound for France and the Caribbean islands and to impress captured crewmen into the British navy led to the War of 1812.

As attacks on U.S. shipping continued, the American public—but not including the industrial Northeast—responded by electing a “war hawk” Congress led by Henry Clay and John C. Calhoun. However, the country was not financially and militarily ready for war. Jefferson’s administration had reduced the size of the military, closed the Bank of the United States, and lowered taxes. Madison faced incredible obstacles: obstructionist governors, a divided cabinet, a factious party, incompetent gen-

erals, a recalcitrant Congress, and militias that refused to fight outside their individual states.

On June 1, 1812, Madison asked Congress for a declaration of war that was passed along sectional and party lines. It was intensely opposed by the Federalists and the Northeast whose state militias failed to cooperate. American efforts to invade and control Canada as a bargaining chip failed. The British armed American Indians who fought under the famed Shawnee chief, Tecumseh.

On the plus side, the U.S. had one of the largest merchant fleets in the world which Madison authorized to become privateers in the war. They interfered with cargo carried by 1,800 British merchant ships. A shipyard in New York built twelve warships that were not completed in time to enter the conflict. However, the *U.S.S. Constitution* played a significant role in winning the war at sea. A naval squadron on Lake Erie crippled the British supply lines to the western theater of the war.

In the land war, General William Henry Harrison defeated the combined British and Indian forces at the Battle of the Thames near present-day Chatham, Ontario, in which Tecumseh was killed. His death ended the Native American resistance in the Old Northwest. However, the British repelled several subsequent attempts to invade Canada, capturing Fort Niagara and burning the city of Buffalo in the late Fall of 1813.

After Napoleon’s defeat in the Battle of Paris in 1814, the British began to move forces back to North America. Madison directed another invasion of Canada in mid-1814. When the invasion failed, the British took advantage of an opportunity to raid ports on the Atlantic seaboard. When they discovered Chesapeake Bay was undefended, they chose a site in the bay to discharge 4,000 troops to attack Washington and Baltimore.

When General William H. Winder began assembling an army to prevent a British attack on Baltimore and Washington, Madison’s Secretary of War John Armstrong strangely countermanded Winder’s effort. A subsequent American rally at Bladensburg failed and the British marched into Washington on August 24 and set fire to the federal buildings. James and Dolley Madison, military officials, and government personnel fled to the village of Brookeville, Maryland.

Dolley was credited with saving the Gilbert Stuart portrait of Washington from the conflagration that destroyed the President’s Mansion, the Capitol, and other government buildings. Madison’s personal slave, Paul Jennings, 15 years old at the time, published a memoir in 1865 claiming that the French doorkeeper and the President’s gardener removed the portrait from the wall and sent it in a wagon to the countryside. Returning to the capital on September 1, Dolley found the mansion in ruins. Completely unflappable, she entertained and received the President’s guests in temporary quarters. The restoration of the President’s Mansion was finished in 1817 just after Madison completed his second term as president.

Congress returned and assembled for a special session on September 19, meeting in the Blodgett’s Hotel. They continued to meet in the hotel until the renovation of the Old Brick Capi-



tol (formerly a private school and a boarding house) was completed in December 1815. It took twelve years to rebuild the U.S. Capitol which reopened in 1826.

Although Britain had rejected an earlier Russian proposal to broker peace negotiations, they reversed their course in mid-1814 after Napoleon's defeat in Europe. They no longer needed to intercept U.S. shipping to France. Nevertheless, the British had four invasions underway in the U.S. when they asked for peace negotiations, hoping for successes to strengthen their negotiating position.

On September 12, approximately 4,500 British troops marched on Baltimore's extensive earthworks manned by 15,000 soldiers. As the troops marched the 11 miles toward Baltimore, British warships advanced toward Fort McHenry on the Patapsco River. After a 25-hour bombardment of the fort failed to force its commander to surrender, the British fleet withdrew. The skirmish for Baltimore, later called the Battle of North Point, inflicted heavy British casualties including Major General Robert Ross who had led troops to burn Washington two-and-a-half weeks earlier.

In northern New York State, the British were defeated at the Battle of Plattsburg, forcing 10,000 troops back into Canada after they tried to cut off New England from the U.S. The British had no information on the fate of the invasion force that had been sent to capture New Orleans and the control of the Mississippi River.

The Duke of Wellington advised Prime Minister Liverpool that the British really had no bargaining chips to make demands during the peace negotiation. Liverpool was aware of growing public opposition to wartime taxation as well as the demands of merchants to reopen trade with America. Britain had little to gain and offered *status quo ante bellum** (same boundaries as before the war) to U.S. negotiators, who dropped now meaningless demands for an end to British maritime practices as well as any claims for Canadian territory. The sides agreed to exchange prisoners and Britain agreed to return or pay for slaves captured from the U.S.

The treaty was signed by both negotiating teams on Decem-

The U.S. Capitol soon after it was burned by the British on August 24, 1814.
– GEORGE MUNGER, Artist

ber 24, 1814, but ratification was required by their governments. But there was no way to stop the British invasion force headed for New Orleans or General Andrew Jackson's army to intercept them. Transported in 50 ships, British soldiers attacked on the morning of January 8, 1815, outnumbering Jackson's army 8,000 to 5,000. The battle was essentially over in two hours after the Americans wounded over 2,000 British soldiers while suffering only 65 casualties.

The Senate unanimously approved the treaty on February 16, 1815. The American public learned of the victory at the Battle of New Orleans and the Treaty of Ghent at approximately the same time. With Madison's administration receiving generous credit, the country gained a great degree of self-confidence in becoming a significant power in the world.

Often called "The Era of Good Feelings," the political climate and history of the United States after the Treaty of Ghent reflected a new sense of national purpose and a desire for unity among Americans who had tangentially suffered the global consequences of the Napoleonic Wars. The euphoria prevailed through the remainder of Madison's second term and transcended into the next eight years guided by James Monroe's administrations.

The Hartford Convention, organized by a group of New England Federalists proposing a second constitutional convention, marked the beginning of a rapid decline of the Federalist Party and an end to the bitter partisan disputes between it and the dominant Democratic-Republican Party. The following year, Madison's protégé, James Monroe, was elected in a landslide victory over the Federalist candidate, Rufus King, by a vote of 183 to 34.

In 1816 Madison signed a bill establishing the Second Bank of the United States after the war convinced him of the need for a central bank. He also approved a standing professional military and a taxation system based on tariffs.



James Madison, plaster bust from life mask, after presidency.

— JOHN H.I. BROWERE, Artist

In a paternalistic approach to dealing with American Indians, Madison encouraged men to abandon hunting and take up farming. Some historians believe he often met with Southeastern and Western tribes to help them assimilate the values of British-American civilization into their culture. As pioneers moved west into large tracts of several tribes, Madison ordered the U.S. Army to protect Native lands from intrusion by settlers. Andrew Jackson virtually ignored Madison's policy. "By 1815, with a population of 400,000 European-American settlers in Ohio, Indian rights to their lands had effectively become null and void."¹⁴

When Madison left office on March 4, 1817, he was approaching his 66th birthday on March 16. He and his delightful Dolley retired to Montpelier to attempt the financial restoration of their plantation which was suffering from the continual price declines in the tobacco market. Madison generally refrained from becoming involved in the current political issues. After Jefferson's death in 1826, Madison was appointed as the second rector of the University of Virginia, retaining the position for ten years.

Dolley thrived on being a hostess at Montpelier. On July 4, 1817, she enter-

tained ninety at one table set up under a large arbor. Their hospitality was a legend of which uninvited visitors often took advantage. There was no Secret Service detail assigned to past presidents.

For the next nineteen years, the Madisons enjoyed their retirement at Montpelier, traveling no farther than Richmond in 1829 after Madison was elected as a representative to the Virginia Constitutional Convention. He was passionate about apportionment based strictly on citizenship in the Piedmont and western counties. The eastern planters refused to allow suffrage based solely on citizenship. They even added slaves held as property to the population count in order to maintain permanent control in both houses of the legislature. Madison was sorely disappointed with the inequitable lack of fairness of his fellow Virginians.

James's mother, Nelly Madison, always lived at Montpelier and kept her own household, including her slaves, kitchen, and garden. Held in high esteem by all of her extended family and neighbors, she enjoyed good health and the devotion of her son, James, Jr. She died at the age of 98 on February 11, 1829, at Montpelier.

James Madison grew up on a plantation that depended on the labor of en-

slaved workers. He saw slavery as a necessary part of the Southern economy, although he recognized the predictable instability that it caused in a controlled society. Madison considered slavery to be an evil, yet wrote "it seems to be indelible that the two races cannot co-exist, both being free & equal," a position that fostered his interest in the idea of establishing African-American colonies in Africa. He served as president of the American Colonization Society in the 1830s which attempted the settlement of Liberia for former slaves. The capital city was named Monrovia.

At the time he returned to Montpelier in 1817, Madison owned approximately 100 slaves. During three generations of ownership, several hundred African-Americans were born into slavery at Montpelier. There were three categories of slaves on most plantations. The field hands did the hard manual labor of planting, cultivating, and harvesting. Living in simple cabins with fireplaces, they maintained their own gardens and kept chickens in addition to the food supplied by the plantation. Slaves with special skills—carpenters, masons, millers, weavers, teamsters, and blacksmiths—worked alone or in small groups. Domestic slaves included cooks, gardeners, butlers, maids, and launderers. They lived with their families in an area called the South Yard that featured small duplexes with wood floors and glazed windows. Rooms in the mansion cellars were used for domestic servants to be "on call" for the Madisons and their guests.¹⁵

There were personal servants. Sawney, who was literate, traveled with James to Princeton, but did not remain there with him. Many years later, Sawney was an enslaved domestic servant to Nelly Madison in her declining years. Paul Jennings served in the household at Montpelier and in Washington. He became Madison's manservant in 1820 and attended him until the day he died.

Madison's philosophic rhetoric about slavery was strong. In a letter to Frances Wright in September 1825, he said, "The magnitude of this evil [slavery] among us is so deeply felt, and so universally acknowledged; that no merit could be greater than that of devising a satisfactory remedy for it." In reality, Montpelier was viable only because of its enslaved workforce. After he became a free man, Paul Jennings wrote in his memoir, "I never saw him in passion, and never knew him to strike a slave . . . neither would he allow an overseer to do it." If a slave caused trouble, Madison would "send for them and admonish them privately." He instructed one overseer to treat them with "humanity and kindness." While his paternal benevolence may not be questioned, it must be noted that Madison did not free his slaves. In his eighties and facing continuing financial problems, he sold sixteen slaves with their permission to a relative. His will left Montpelier and the remaining slaves to Dolley, stating they could not be sold without their consent.¹⁶

Madison died June 28, 1836, at the age of 85 and was buried the next day in Montpelier's family cemetery. In November 1837 at the age of 69, Dolley left Montpelier to return to Washington, leaving the plantation in the care of her son. She was again society's grand lady, always the center of attention at events and parties. She spent several summers at Montpelier, but often had to deal with selling off land parcels piecemeal while she was there to keep the plantation afloat. When the overall financial condition did not improve, she had to sell Montpelier in 1844 along with some of the slaves.

When she left Montpelier for Washington, she took Paul Jennings with her as a butler, forcing him to leave his family in Virginia. In 1846 she sold Paul to a Washington insurance agent who six months later sold him to Senator Daniel Webster. The senator gave Paul his freedom papers and allowed him to work off his purchase price in 1847.

Congress purchased President Madison's papers and records of the 1787 Philadelphia Convention in 1837 for \$30,000.

During her last years in Alexandria, Dolley was in poverty. In his memoirs, Paul Jennings noted that "Mr. Webster often sent me to her with a market basket full of provisions and told me whenever I saw anything in the house that I thought she was in need of, to take it to her. I often did this, and occasionally gave her small sums from my own pocket." In 1848 Congress agreed to buy the rest of President Madison's papers for the sum of \$25,000.

Regarded as a living symbol of the gen-

eration of the Founding Fathers, Congress granted Dolley Madison an honorary seat in the House of Representatives. Her death on July 12, 1849, was followed by the largest funeral the city of Washington had experienced to that date. She was buried in the Congressional Cemetery and later reinterred next to her husband in the family cemetery at Montpelier. Dolley's death marked the close of the era of the Founding Fathers and those closely connected to "the great experiment."

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THE MERE DISTINCTION OF COLOUR

At the 1787 Philadelphia Convention, James Madison remarked in one of his speeches to that convened body: “We have seen the mere distinction of colour made in the most enlightened period of time, a ground of the most oppressive dominion ever exercised by man over man.”

Opened on June 4, 2017, The Mere Distinction of Colour, is a multimedia exhibition located in the cellars of James and Dolley Madison’s home and in the South Yard, near the house, where many of the slaves would have lived, offering visitors a provocative exposure to the stories of an enslaved people. The poignant story is told by their living descendants and reveals how the legacy of slavery influences our thinking today about race, identity, and human rights.

A visit to this exhibition will be an emotional experience that leads one to an un-

derstanding of how the economic, ideological, and political factors embedded in both the culture and the economy cemented the institution of slavery in the newly-created American nation and the Constitution.

A few quotations taken from the website that convey the importance of this exhibition:

♦ “A slideshow of documents presents the buying and selling of slaves, and the discussion of people as currency.”

♦ “Ellen Stewart, a young woman born into slavery at Montpelier is forced throughout her life to bear witness to the destruction of her family. All of her immediate family members are either sold away from Montpelier to cover debts, or passed away before she was 15 years old.”

♦ “This isn’t African American history, it’s American history.”—Hugh Alexander, a descendant of Paul Jennings

THE MERE DISTINCTION OF COLOUR
THE ENSLAVED OF MONTPELIER

*“They made us into a race.
We made ourselves into a people.”*
—Ta-Nehisi Coates, *Between the World and Me*, 2015

THE MONTPELIER PLANTATION
was home to as many as six generations of African Americans—over 300 individuals—held as property by the Madison family. These enslaved people worked every day to create and sustain the wealth and privilege the Madisons enjoyed. Despite a dehumanizing system, members of the enslaved community found love, raised families, and created a culture of their own.

THIS EXHIBITION MADE POSSIBLE BY A GENEROUS DONATION FROM DAVID M. RUBENSTEIN

TAINTED BY LIBERTY

Between 1780 and 1783, Billey served as Madison’s manservant in Philadelphia. There, meeting many free black people, and surrounded by talk of liberty, Billey perhaps saw a world of possibilities for himself.

Madison worried Billey might be a dangerous influence back home at Montpelier: “his mind is too thoroughly tainted to be a fit companion for fellow slaves.” Yet, Madison wrote, “I cannot think of punishing” Billey by selling him south, “merely for coveting that liberty for which we have paid the price of so much blood, and have proclaimed so often to be the right, & worthy the pursuit, of every human being.” In 1783 Madison sold Billey in Philadelphia, where the law limited his enslavement to seven more years.

Billey worked as a free man for five years, using his full name William Gardener. His life was cut short in 1795, when he fell overboard from a ship sailing to New Orleans.

The posters shown here are a small sampling of the exhibit. One surprising exhibit shows how many U.S. presidents owned slaves. The exhibit will require at least two hours for a serious student of American history.

THE ECONOMICS OF SLAVERY
MONEY BEFORE MORALITY

THE ECONOMIC SUCCESS OF the young American nation depended on trading goods and services produced by enslaved people—as well as the sale of men, women, and children themselves—what Madison called “*the dreadful fruitfulness of the original sin of the African trade.*”

Even states with few slaves, and those that abolished slavery within their borders, participated in the broader system. The Montpelier plantation, through the goods and people the Madisons exported or imported, formed one strand of a complex economic web that shaped the lives of all involved.

SLAVERY DEBATED
AMBIVALENCE IN ACTION

DIFFERING ATTITUDES and motivations around the institution of slavery and its place in America sparked contentious debates during the 18th and 19th centuries. Invoking the Bible, commercial interests, racial prejudices, and political ideology, Americans argued about the ethics of slavery and human equality, and weighed them against economic utility.

MONTPELIER TODAY



1. James Madison's view from the upstairs library extended westward toward the Blue Ridge Mountains. Here, in the spring of 1786, Madison studied world history and political theory to write his "Notes on Ancient and Modern Confederacies." His research into the pitfalls faced by these republics prepared him for his crucial role at the 1787 Constitutional Convention.

2. Rheumatism curtailed James Madison's activities to just a few rooms in his last years. A bed was set up for the Madisons in what had been the downstairs library.

3. Visitors usually encountered the elderly James Madison in this room, a combination of bedroom and sitting room, where he could "take exercise" in a rocking chair. A door opened into the dining room, allow-

ing the former president to take part in the dinner table conversation. 4. Crowded with portraits, sculptures, and a pianoforte, the drawing room had "more the appearance of a museum of the arts than of a drawing room," according to family friend Margaret Bayard Smith. The red flocked wallpaper is based on small fragments found during the architectural restoration of Montpelier.

5. Enslaved laborers created Montpelier's terraced garden under the direction of French gardener Charles Bizet circa 1810. Dolley Madison's niece Mary Cutts remembered the garden as "a paradise of roses and other flowers, to say nothing of the strawberries, and vegetables." After years of neglect by later owners, Annie duPont reestablished the terraced gardens in the early 20th century.

Building Motorhomes Is in Trent Tiffin's DNA

PART TWO OF A THREE-PART SERIES ON THE TIFFIN GRANDSONS WORKING AT TIFFIN MOTORHOMES

I started working in the Red Bay warehouse when I was 14," Trent began. "Some of my favorite memories growing up are working here in the summer. I knew long before I graduated from college that I would come back here. I never applied for a job elsewhere."

For those who are just getting acquainted with the Tiffin family, Bob Tiffin founded Tiffin Motorhomes in Red Bay, Alabama, in the fall of 1972. Bob and Judy Tiffin have three sons: Tim, Van, and Lex. Tim and Lynne have two sons, Trent and Brock, and two daughters, Hannah and Laura. Van and Michelle have Leigh and Shelby. Lex and Denisha have one son, Emmett. Leigh is general manager at Vanleigh RV. Trent and Brock have taken positions at Tiffin Motorhomes. The girls have chosen careers outside the RV industry. Emmett is in middle school and, of course, has not made any career choices.

Trent earned a degree in advertising and business management at the University of Alabama. After graduating December 15, 2015, he started his career at TMH on January 4, 2016, working with Gary Harris, the production manager who oversees the manufacturing of the Powerglide chassis. "In addition to working with Gary, I also spent several months in the Powerglide purchasing department working with purchasing manager Bobby Luther and Lenora Eaton," Trent explained. "In purchasing, you can learn about every part required to build the Tiffin Powerglide chassis. I spent time at each work station to see first-hand how the chassis go together."

The training program then moved to the sales department where Trent spent several months with Andy Baer, at that time the national sales manager, and Danny Inman, Tiffin's sales representative to most of the dealers in the Southeast. "There is so much to learn from Andy and Danny," Trent said. "By mid-year, plans for the Class C plant in Winfield, Alabama, were in high gear and Dad wanted me to get the experience of being involved in the start-up operation."

"I first learned of my Dad's interest in building Class C motorhomes three years ago when we were in Dallas for a football game. We stopped to visit Vogt RV and looked at several brands of Class C's. That market had already demonstrated strong growth."

"Because we had exhausted our labor supply in Red Bay, we needed to find another location," Trent continued. "We learned about a Canadian van conversion plant in Winfield that had



gone out of business, leaving a 25,000 sq. ft. building empty. But that was not nearly enough space. Then we learned the Goodyear distribution center next door that had 125,000 sq. ft. might become available. The city of Winfield helped us negotiate the two acquisitions, providing plenty of space for our start-up and room to grow when we needed it. The old van conversion building became our new paint plant and the Goodyear building was renovated for our assembly line, woodworking shop, warehouse,

by Fred Thompson

and receiving. These facilities were 'diamonds in the rough.' Today they look like a modern manufacturing plant."

Tiffin took over the two buildings June 6, 2016, under the direction of Bobby White, general and plant manager. "Bobby had been with Securitas, managing Tiffin's security operations," Trent said. "He came on board with Tiffin to manage HR in the Belmont paint plant and the Red Bay Service Center. Dad was impressed with his organizational and management skills and asked him to run the Winfield operation. He oversaw the renovation of the facilities, set up the different departments, and had a production line in operation on December 16. We got our first unit out on January 10, 2017, in time to make the Tampa RV Super Show later that month. He has done a fantastic job and I am learning so much working here with him."

"Tim approached me about managing the development of the Winfield plant about eight months after I accepted the HR position," Bobby said. "I first visited the Winfield property in June 2016 and saw the building the Canadian company had used. Then I saw the Goodyear building next door and called Tim to tell him that was the building we really needed to launch this operation. I knew the renovation would be a big project, but the two buildings provided us with a total of 150,000 sq. ft. including space for administrative and engineering offices."

As of this writing, the Wayfarer plant is manufacturing three units a day with a core of 200 employees, most of whom live within a 40-mile radius of the plant. Bobby and Trent both complimented how quickly the employees have mastered the learning curves in every department.

David Miles heads up the service department that now has four full-time technicians. Three techs provide online service Monday through Friday, 7 a.m. to 4 p.m. Central Time. "We



Opposite page: Bobby White, general manager, and Trent discuss some changes that were made in the plant prior to moving production to three units a day. ♦ Darren Grissom reviews a concern with the slide-out pantry in the 24TW.

added a 5,000 sq. ft. service center soon after we opened and are currently averaging 12 owners a week coming back for service at the plant," Trent said. "Now we are in the process of building a much larger service center with a campground. The city of Winfield was very helpful in finding the land for this expansion. Our service mindset and the way we build motorhomes follows the successful pattern you see in Red Bay. I can see Papa Bob's and Dad's handprints all over this operation."

There were several major challenges, Trent related. Eleven employees from the Belmont and Red Bay plants transferred to Winfield which helped with the training curve that was a three-month process. The goal was to start out producing one unit per day.

Getting the word out to dealers throughout the U.S. was another challenge. "We drove Wayfarers to our dealerships and scheduled every major RV show where we could reserve space," Trent said. "Of course, we were producing new literature, putting the Wayfarer on the Tiffin website, and using digital media."



Jonathan Upton and Jason Whitten, who assemble the exterior walls, stop for a few moments to visit with Trent. ♦ Fall season always brings talk about who will be playing Alabama on Saturday. Dennis Taylor and Trent take time to do a little SEC prognosticating.

The company was very fortunate to bring Jerry Williamson back to spearhead the Wayfarer sales in the Midwest, Texas, and Arizona. “He has a great knowledge base and is always ready to share. He is joined by Mark McLaughlin, who came to us from Winnebago. Mark has shown us where we can improve our design and add features. He handles our sales and dealer development in Florida and the Southeast. Three of Tiffin’s manufacturer’s representatives, Brian Granlund, Nick Palm, and Frank Wyzywany, are taking our sales effort to the dealerships in their regions.

“The next challenge was figuring out what Class C customers *really* wanted and how we can build a product that fits their needs,” Trent continued. “We talk to customers every week and we are listening. The customer directs the way we are designing features into the Wayfarer.

“Many of our owners are downsizing. They want the same build quality they enjoyed in their Class A Tiffin coaches. I give impromptu tours every week to Tiffin owners coming to Winfield just to check us out and see the Wayfarer up close on the production line,” Trent said.

“The Wayfarer is also a great product for first timers, not overly complicated, and easy to get the feel of driving it. The

over-the-cab bunk and the flip-out sofa bed also make the Wayfarer the right camper for young families,” he noted.

“We Tiffins, all three generations of us, are committed to this company,” Trent reflected. “Papa Bob launched Tiffin Motorhomes 46 years ago and laid out all the principles for building a great company. The sons took it to a whole new level. We grandsons have the same drive with the desire to improve and expand Tiffin Motorhomes in a competitive marketplace.


“People often ask, ‘What will happen when Bob retires?’” Trent smiled, having heard that question hundreds of times. “Nothing different will happen. We will follow the plan and do what he expects. This is a motorhome family. Studies of family-owned companies show that 92 percent of the third generation lose interest and sell the company or cause it to fail. We have been reminded of that fact and I assure you it will not happen with this third generation.”

Bobby was within earshot of Trent’s remark and spoke up. “The future is fine with Trent Tiffin. I have heard comments many times about how much Trent is like his grandfather. I work with Trent every day and see the traits for success in his career.”

“Dad is calm about every situation or problem he addresses. He thinks on it, studies all sides, gets opinions from everybody. He places a lot of trust in his employees. He doesn’t rush to judgment or make quick decisions,” Trent related. “I want to be as kind to people as Papa Bob and Dad are. They really care about everyone who works at TMH. Behind closed doors, I get to see a side that the public does not see.”

Trent is not immersed *only* in day-to-day operations. He is thinking about the long term operations of the Wayfarer plant and TMH in general: “I must be able to say to a buyer, ‘If you buy my motorhome, you will get the best Class C on the market.’ I want to continue to create a great work environment for our employees, provide excellent fringe benefits, and give them every opportunity I can. As managers and employees, we must never get complacent. We must be innovative to continue the lead we have established in the marketplace.”

Trent is very close with Brock and his sisters, Hannah and Laura. Trent and Hannah graduated together from high school and Brock and Laura graduated together two years later. “All four of us went to the University of Alabama,” Trent said. “If you found one of us, you usually found all four of us. The family relationship is very important to me. Close family relationships are necessary in this business for us to accomplish our goals.”

Trent loves to travel and stays in touch with friends made during his four years at the University of Alabama. “I have friends from all over—Texas, Florida, Pennsylvania, Boston, and Detroit. I still try to meet up with friends on all of the Alabama football weekends,” he said. “I usually drive to all of the out-of-town Alabama games. My favorite places to visit on my own are New England and Boston. But visiting dealership and motorhome shows are high on my list, too.” That’s just the way it is with a third generation grandson whose roots are planted deeply in Northwest Alabama. 

BUILT FOR WHEREVER THE ROAD TAKES YOU.

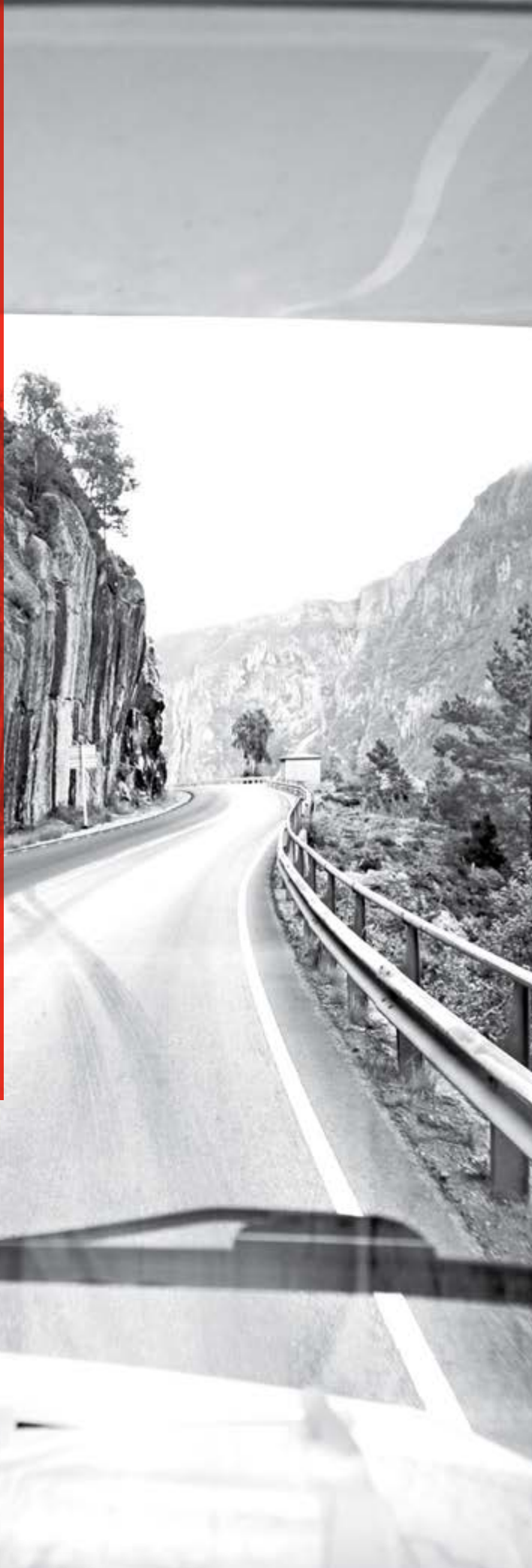
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ALWAYS ON



Tiffin Owners from New York, North Carolina, and Massachusetts



Matthew & Melanie Dina

Hometown: Hudson Valley, New York

Interviewed: Scusset Beach State Park, Mass.

- Matt and Melanie own a 1998 29-ft. Allegro Bus with a 330-hp 8.3 Cummins engine on a Freightliner chassis which they bought in 2012. They grew up camping and take their family camping often. We met them in Cape Cod.
- Matt and Melanie have been married 11 years. They enjoy traveling with their children, Kaylee 8, and Zach 6.
- Even though they both are still working, they try to get out at least once a month. They started with a 29-ft. Forest River Salem travel trailer.
- They travel around the Northeast and use their campsite as a hub to go sightseeing so they can focus on having fun together as a family.
- The Dina family likes camping at Lake George RV in NY and the White Mountains in New Hampshire.
- Matt is an engineer for an industrial equipment manufacturer. Melanie is a corporate accounting manager for an environmental company.
- The family is involved with kids' sports. A major hobby is antique tractors.
- In the future Matt and Melanie plan to take a long trip out west to see the national parks, including Yellowstone. They had a chance to visit these places while in college and want their kids to have the same experience.



Dan Smullen & Jan Austin

Hometown: Asheville, North Carolina

Interviewed: Wilderness RV Park Estates, Florida

- We met Dan & Jan in Florida in their 2016 Tiffin Allegro Bus with a 450-hp Cummins engine and Powerglide chassis, purchased new at the Hershey, PA show.
- They have been married 32 years. Dan has 3 children, 7 grandchildren and 7 great-grandchildren.
- Since August 2013 they have traveled to Black Mountain, NC; Gulf Shores State Park, AL; Branson and St Joseph, MO.
- They started camping in a 2014 Itasca, then a Country Coach before the Allegro Bus.
- Dan & Jan both work and travel when possible with their 3 cats. Travel destinations include quilt shows and art and music festivals.
- They are members of the Escapees, FMCA, and the Allegro Club.
- Some of their favorite travel sites are in GA and NC. They like Mistletoe State Park in Appling GA near Jan's hometown of Augusta, and Cardinal Ridge Farm in Franklin, NC.
- Dan was an engineer for many years, and is now a home inspector. Jan spent many years as a mental health professional, and has been an executive coach and organizational consultant for 20 years. She has a Master Certified Coach designation with a PhD and works remotely from their motorhome.
- Dan and Jan plan to see the desert Southwest and Vancouver. They will likely go to Alaska.



Bob & Ellie Townsend

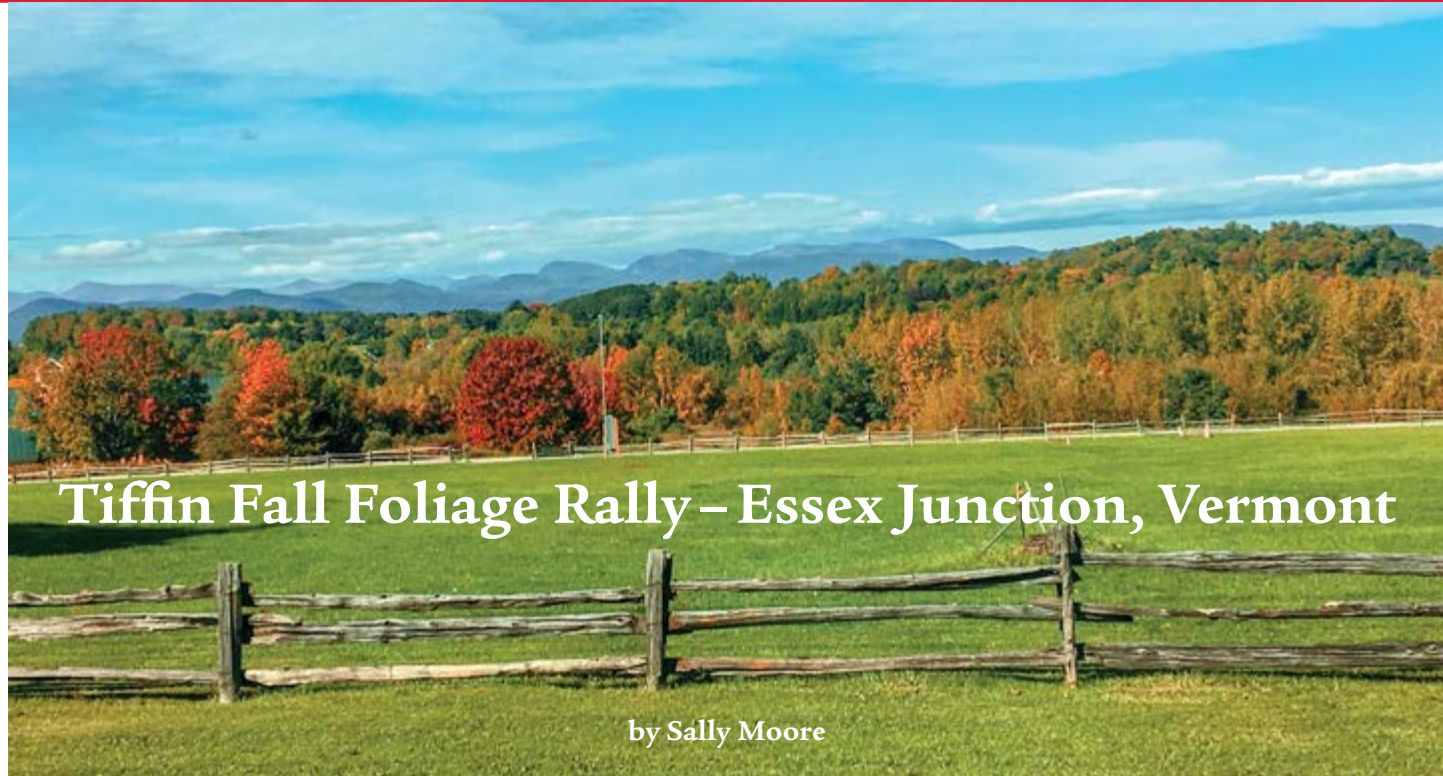
Hometown: North Grafton, Massachusetts

Interviewed: Booth Bay, Maine

- We met Bob & Ellie at Shore Hills campground in Booth Bay, ME. They were camping with the friendly Mainely Mainers RV group. They own a 2008 Phaeton 36QSH purchased used in 2010.
- Bob & Ellie have been married 48 years. They have 2 children and 2 grandchildren. They enjoy camping with their daughter's family.
- They have been RVing 47 years up and down the east coast, going as far west as Michigan. They have traveled in a tent trailer, 2 travel trailers, and 3 other motorhomes.
- Bob & Ellie are active in camping clubs, including Yankee Travelers, FMCA Northeastern, FMCA Cape Codders, and Mainely Mainers. Bob was president of the Yankee Travelers for 6 years. Ellie is currently the treasurer of Yankee Travelers.
- Their favorite travel locations include Maine, Florida, Pennsylvania Dutch country, Coastal RV in Brunswick GA, and Disney World.
- Bob retired in Dec 2013 from sales at RJF Industries, a commercial interior finishing company. Ellie retired Feb 2014 after 21 years as an accounting assistant for an IT company.
- Their hobbies include charity work, FMCA involvement, reading, and baking.
- Their future plans are to spend more time at their place in Florida—Motorcoach Resort in Port St Lucie.



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.



Tiffin Fall Foliage Rally – Essex Junction, Vermont

by Sally Moore

SODDEN SKIES AND SHOWERS did not dampen the fun as 312 Tiffin coaches rolled into the Champlain Valley Expo Center for our rally in October 2018. Smiles were frequent as our team of volunteers greeted each coach and assisted them in parking their rig. The rally

kicked off on Monday evening with announcements by Kelly Moore and welcoming comments by Bob Tiffin, founder of Tiffin Motorhomes.

During a delicious meal catered by Rick’s Bar-B-Que, everyone enjoyed the vocals of Carolyn Mack. Door prize draw-

ings were held to distribute Tiffin bags, blankets, gift cards, and much more!

A touching tribute to all the veterans in attendance was enjoyed by everyone. The flag of each branch of the U.S. military was presented. Veterans were asked to stand as their flag was displayed and their anthem played. First responders were also acknowledged. The salute ended with Lee Greenwood’s “God Bless the USA”. Everyone had been given small American flags which they proudly waved as they stood to their feet. Thank you, veterans! We are privileged to honor you in any way we can! Our freedom to assemble at events such as this is due to your sacrifice! After the veteran’s tribute, everyone enjoyed a few games of TIFFIN Bingo! We call out “ALLEGRO” instead of Bingo!

The rainy weather continued on Tuesday, but we were fortunate that Colton RV was able to park all the new, beautiful 2019 Tiffin coaches inside the facility. All the seminars, the meals, and the new coaches were inside the same building. Our cheerful, hardworking volunteers helped shuttle the guests between their

coaches and the building complex as quickly as possible.

Seminars were held each morning during the rally with great attendance and participation. We appreciate the suppliers of Tiffin components taking time away from their busy schedules to attend our rallies to present informative seminars on their product. We wish they could be with us throughout the rally so their classes could be repeated, but their schedules do not allow this. This rally featured presentations by Powerglide chassis, Allison transmission, and Cummins.

We enjoyed an ice cream social Tuesday afternoon, sponsored by Mary Mopins. It was followed by a meet and greet session with several Tiffin chapters. All chapters were invited to participate and many recruited new members during the rally. Despite the rain showers throughout the day, many people participated in the “Fall Harvest” coach/campsite decoration contest. Our thanks and appreciation to everyone who decorated. We have a themed decoration contest at every Tiffin rally—the theme is announced during the pre-rally emails.

Tuesday night’s dinner and entertainment was off to a great start with the announcement of the first Tiffin coach sold

during the rally by Colton RV! After another delicious buffet and even more Tiffin door prizes, rally guests were treated to a great show by Joseph Baldwin. Joseph is a native of the Red Bay area and has entertained at several rallies. We enjoy having Joseph perform. Many of you have seen him at the famous Rattlesnake Saloon!

The rainy skies began to lighten on Wednesday and everyone enjoyed being out making new friends with other Tiffin owners. The Tiffin and Colton service technicians were hard at work making up time lost due to the inclement weather Monday and Tuesday. These technicians are so appreciated at our Tiffin rallies! They work daily from early morning to late evening to insure they can visit every coach. Occasionally they do not have the required part, but they are usually able to assist everyone with minor service problems that occur. They visited the 312 coaches at the rally to help owners in any way possible. Our hats are off to our talented technicians and service team!

Our after-dinner entertainer Wednesday evening traveled from Oregon to be at the Tiffin rally. Brady Goss amazed the group with his talent on the piano and his vocals. Growing up, Brady was heavily influenced by Jerry Lee Lewis and has

traveled to Memphis to record his personal CDs at Sam Phillips Studios. He brought the house down in Essex Junction, Vermont! It was a great show!

Thursday was a beautiful day—crisp and cool! The Vermont foliage changed rapidly during the week of the rally to reach its peak just as the rally was ending and everyone was able to enjoy the rich colors on their drive to their next destination.

A popular activity after lunch was the swap meet/craft show by owners. A wide variety of items were available. One man’s junk is another man’s treasure!

Thursday night, everyone enjoyed delicious grilled pork chops and stuffed chicken breasts. Hats off to a great catering team: Mr. & Mrs. Rick LeBlanc! More door prizes were awarded including \$100 fuel cards, more Tiffin swag, and 50% discounts on 2019 rallies. The night was capped by a great show by Not Fade Away, a tribute band to the great artists such as Buddy Holly, Elvis, the Beatles, Roy Orbison and more! Thanks for a great show!

A special thanks to Bob and Judy Tiffin for attending the rally along with many others from our Team Tiffin! We appreciate your support of the Tiffin Allegro Club and our rallies! Until next time, keep on Roughing It Smoothly!



Our volunteers





Southern California's most luxurious RV resort, Golden Village Palms, will be the site of our spring 2019 rally. This beautiful 5-star RV resort is located in Hemet, California. Hemet is known for Diamond Valley fishing, the Joshua Tree National Park and Temecula's wine region. The rally will begin on Monday, April 8, 2019 and end Thursday night, April 11. Move-in day will be Monday, April 8 with move-out day on Friday, April 12. *If you wish to arrive earlier or stay post-rally, make reservations directly with Golden Village Palms according to their reservations policy.* Their telephone number is 866-477-6154.

This is an RV resort, not a fairground. Therefore, even though there are many campsites available, the rally will be limited to



approximately 200 coaches due to seating in the banquet hall. Also, due to the limited buildings available at the resort, there will be **NO VENDORS** selling products at this rally. We will have the same variety of seminars as we normally have, but no booths with vendors exhibiting their merchandise.

This Hemet resort is beautiful, green, and lush. The landscaping and pool area are spectacular. Your campsite will have full hook-ups with water, 50/30 amp electric, sewer, and cable TV along with all amenities available at the resort. Your registration fee of \$499 will cover several catered meals, all educational seminars, entertainment, and a visit by our world-famous Tiffin service techs for minor repairs. There will also be a display of the newest Tiffin coaches available!

Registration will be online at tiffinmotorhomes.com beginning Tuesday, December 11, 2018 at 11:00 AM Central Standard Time. *The form will not be available prior to that time.* Your membership in the Tiffin Allegro Club must be current to register and attend any Tiffin Allegro Club rally. Call our office with any questions prior to registration. Our office is open from 8:00 AM - 4:00 PM, Monday through Friday. You may reach us at 256-356-8522 or at AllegroClub@tiffinmotorhomes.com.

We look forward to seeing you in southern California at the spring rally! Safe travels and great adventures!

2019 RALLY SCHEDULE

We are excited to announce our 2019 schedule of Tiffin rallies! Several areas of the USA will be visited and we hope one of them fits into your travel schedule.

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. Mark your calendars now for the dates the rallies go on sale.

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 AM Central Time on the day the rally opens for sale. Complete the form and pay online. No registrations are accepted by email, fax, telephone, or in person—register online at Tiffinmotorhomes.com only. Rally registrations are available on a first come/first serve basis. Each rally has several repeat owners, but usually 65% of guests will be first time rally attendees! This tells us that we are reaching our

target audience—first timers as well as repeat guests. After much consideration and discussion among Tiffin management, we still believe this to be the fairest way of registering for our rallies.

ALL TIMES SHOWN ARE CENTRAL TIME ZONE.

Golden Village Palms RV Resort, Hemet, CA

Arrive Monday, April 8 ♦ Depart Friday April 12
Registration opens at 11 a.m. December 11, 2018

Sweetwater Events Complex, Rock Springs, WY

Arrive Monday June 17 ♦ Depart Friday June 21
Registration opens at 11 a.m. February 19, 2019

State Fair of West Virginia, Lewisburg, WV

Arrive Monday October 21 ♦ Depart Friday October 25
Registration opens at 11 a.m. June 4, 2019

Inaugural Wayfarer Rally

TIFFIN WAYFARER COACHES ONLY

River Plantation RV Resort, Sevierville, TN

Arrive Monday May 13 ♦ Depart Friday May 17
Registration opens at 11 a.m. January 22, 2019

NEWS YOU CAN USE

Garnet Reaches a New "Level" of Milestone

SHERWOOD PARK, ALBERTA— Garnet Instruments Ltd., proudly announces its 25th anniversary. Garnet has grown from a small beginning to being recognized as one of North America's leaders in liquid level measurement solutions.

"The support of our employees, customers and partners over the years has been instrumental to our success," stated George Fraser, president & CEO of Garnet Instruments Ltd. "Our success and longevity is due to our ability to work with customers and ensure we are developing products that work well for their needs."

Garnet's innovation and steady growth is due to its popular SeeLevel™ products, known to both the oil and RV industries. Currently on thousands of stationary and tanker trucks and over 100,000 RVs worldwide, Garnet has always recognized the importance of being able to consistently provide its customers with rugged, accurate and reliable gauges that help them monitor their liquid levels. From conception to engineering design, to manufacturing and distributing its own products, Garnet takes pride in its worldwide sales with offices located in Sherwood Park, Alberta, and in Granbury, Texas. Garnet additionally has a wide array of dealers and distributors throughout North America that have contributed to its ongoing success.

Garnet's products and website are regularly updated to pro-

vide customers with leading edge solutions that incorporate innovative consulting, engineering, and integration expertise for the liquid level management markets.

Tiffin Motorhomes has been using Garnet's SeeLevel™ system for many years. This year TMH began using Garnet's latest calibration that shows tank contents in increments of 5 percent in the Spyder display.

For more information on Garnet's products or services, please contact Garnet Instruments at 800-617-7384 or visit their website at garnetinstruments.com.





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 . . .

110V Output Failure on 2008 Allegro Bay QDB

I just read about my problem with the 110V outlets in *Roughing It Smoothly* 15:3, page 74. I found the problem when I checked under the bed and discovered the wire connection had been smashed between the slide motor and the frame. I also found

the ground wire (green) had been twisted around the back of the slide motor and severed. I first fixed the ground wire and then replaced the broken connector box with a new one. I then re-routed the wires around the front of the motor and used wire ties to hold them in place.

Someone installed this connection in the wrong spot. There was more than enough wire to re-route the wires without adding additional wires.

You may want to inform other QDB owners to check under the bed. It took nine years for this problem to show up. It took me many hours to find and repair it. Thank you.

Steve Pagano, Kendall, New York

Dear Steve,

Thanks for sharing with us after you found the problem and took care of it. Interestingly, John Tulloch (next letter) had the same experience about the same time and shared with the same solution. Your letters will very likely help other Allegro Bay owners of the 37QDB.

Correcting Electrical Problems in 2008 Allegro Bay QDB

We had the same problem as Steven Pagano (*RIS* 15:3). Our 2008 Allegro Bay lost power in all outlets. The 30-amp subpanel repeatedly tripped when the 20-amp panel on the same breaker would trip.

The problem turned out to be a crushed plastic junction under the bed. It must have come loose and was crushed by the slide. I replaced the junction with a metal box and fastened it where the slide would not hit it.

John Tulloch, Green Cove Springs, Florida

Dear John,

Thanks for letting us know.

Defective Gas Alarm in Allegro 32SA

I just read an article in *RIS* 15:2 on a defective gas alarm. We have a 2016 Allegro 32SA and have the same problem. We did the same thing: disconnected it. My alarm went bad within a year and three months of purchase. After reading this, I do feel there is a problem and would like for Tiffin Motorhomes to address it. Thank you.

John Hawk, Danville, Pennsylvania

Dear John,

The LP/CO alarm unit in Tiffin motorhomes is the brand most commonly used in the RV industry. They aren't fragile, but they aren't made of steel either. Sometimes they have to be replaced which is why in the owner's manual we recommend checking it periodically. Tiffin places a one-year warranty on this item.

Engine Light and Fuse Malfunctioning on Allegro Bus 37AP

As a proud owner of a 2016 Allegro Bus 37AP, I continue to

experience two problems. First, the "Add Coolant" engine light comes on when climbing mountain roads. The engine temperature is fine and coolant does not need to be added. Are others experiencing a similar problem?

Second, my fuse number 60 will not stop popping out. The fuse is attached to both front seats, so our electric seats stop working. Thanks for your support!

Dan Burrows, Manhattan Beach, California

Dear Dan,

This is not a common problem with the "Add Coolant" light, but it occurs occasionally. It usually comes on because there really is low coolant in the reservoir. When you are on an incline, the coolant is not level inside the reservoir. Before you travel, double check and top it off to the maximum amount.

Regarding the number 60 fuse, check the electrical wiring at the base of the driver and passenger chairs. When the chair swivels, it can pinch or chaff the wire, causing a short.

Leaks in Bathroom and Galley Sinks

I have experienced leaks in the bathroom and galley sinks. Why are there no shut-off valves on any of the inside water lines? I had

them put in after the leaks occurred, but it was after, not before. Until you discover the leak, it can cause some serious damage.

Harvey Turner, Davenport, Florida

Dear Harvey,

For the last two years on all six brands, we have installed cut-off valves in the utility bay for the hot and cold water lines. We do not put in the extra valves under each lavatory and sink because of the added expense. If you are going to be away from the coach for any length of time, it would be best to turn off the pump and the outside water source.

Fuel Gauge Issue on Phaeton 44OH

I bought a 2017 Phaeton 44OH in August 2017. I currently have 4,000 miles on it. I have a question regarding the fuel gauge. When I top off the diesel fuel, the fuel gauge will move from full to half to three-quarters full. It cycles until the tank is actually half full. I reset my trip meter so I really know how much fuel I have. Is this a sensor problem on the tank?

Sonny Fisher, Easley, South Carolina

Dear Sonny,

This could be a loose connection at the sending unit. More than



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likely, however, the sending unit itself is defective and should be replaced.

Should We Keep Our Coach Plugged in All the Time?

My wife and I own a 2018 32SA. How do you feel about keeping it plugged in all the time while it is not in use? Please advise, thanks.

Greg Smith
Victorville, California

Dear Greg,
It is not a problem to leave your motor-home plugged in all the time. Many owners are full-timers and keep their coaches permanently connected. The only disadvantage might be some type of problem happening while you are away, such as a power surge or a lightning strike. You should shut off the power during an electrical storm.

How Can We Get Better TV Reception?

We have a 2014 Allegro Open Road 31SA. We have previously owned the 2009 32BA. It seems to me that the Winegard Bat Wing gets better TV reception than the Mini-State 360° antenna. Can anything be done to get better reception on the Mini-State? I believe the Winegard is priced higher than the Mini-State.

We have gone through three motors on the Kwikiee steps. What's going on there? By the way, we like the Wayfarer Class C!

Tom & Carole Blaney
Garner, North Carolina

Dear Tom & Carole,
Without seeing and evaluating your actual reception, it is difficult to make a recommendation. The Bat Wing crank-up style antenna gives you more height above the motorhome, plus it provides pinpoint

directional capability since you can turn it until you receive the best reception. When you change stations, you usually have to change the direction. Another disadvantage is forgetting about it and driving off with it in the raised position.

The Mini-State in recent years has been improved and there are several brands to choose from. However, without spending a lot of trial and error time with your unit, it is impossible for me to recommend one particular Mini-State unit.

With regard to the Kwikiee steps, you should check the ground and make sure the steps are well lubricated with T-9 or something similar. Tiffin warranties all parts for one year.

Dining Room Slide Tracking on Carpet

We own a 2001 35ft Allegro Bay diesel pusher with the dining room slide. The slide rests heavy at the front, making a track on the carpet. Can you tell me how to adjust the slide to prevent the tracking?

Wayne Harris
Lampasas, Texas

Dear Wayne,
There are adjustments on the arms of the slide-outs. However, if the slide-out is moving in and out smoothly, I would not recommend an adjustment which can change the angle of the slide-out box. It would be better to tolerate a mark on the carpet than to upset the good alignment. If you do decide you can't tolerate the marking, take it to a service center that is familiar with your type of slide-out.

Windshield Wipers Operate on Their Own??

We have a 2012 Breeze 32BR with 40,000 miles. We were driving along on I-75 on a nice sunny day and the windshield wipers began an uncommanded operation. I tried turning the knob to the 2nd and 3rd positions and the speed changed as it normally should; but when I turned it back to OFF, it continued to operate at the 1st position. We pulled over and

I removed the fuse and continued on. The next morning, I decided to replace the fuse just to clear the moisture off the windshield and operation was normal and has remained normal since that time. Any ideas about how an anomaly like this could happen?

Rich Wellman
Satellite Beach, Florida

Dear Rich,
This answer is a guess. There is a wiper control box under the dash that regulates the speed and wiper motor operation. Moisture build-up in the box very likely could cause the problem. Cold air coming off the AC duct near the box may have caused the condensation in the control box.

Back-Up Camera Has Gone Dead

I purchased a 2008 Allegro Open Road new and have been very pleased with it. In the spring of 2018, the back-up camera, side views, etc., went dead. It has no sound or power to it. I found a fuse identified as "camera" in a fuse box on top of the dash behind the steering wheel. The fuse tests good. I had the camera checked by my local RV shop (that I trust) and he pronounced it dead. Any help, schematic, etc., or other information would be appreciated. Thank you.

Floyd Lowe
Atascadero, California

Dear Floyd,
The Tiffin parts department has some but not all of the replacement parts for this unit. They have the camera itself, but not the monitor. If the available camera does not solve the problem, that means you may have a problem with the monitor which is not available at Tiffin. Call 256-356-0261 to order the cameras.

Resetting Odometer Mileage

Here's one that was new to me! Over about two months, my odometer registered an extra 2,500,000+ miles. I keep a travel log so had an estimate of the actual mileage. Coach Care (Cummins)

checked the computer and found that my log was within 100 miles of the computer. The good news is that, according to the odometer, I'm getting about 34,000 mpg! I understand that a new odometer cluster can be purchased, but they had mixed feelings about how the current mileage could be reset. Any ideas?

Sam Murray
Camas, Washington

Dear Sam,
Contact Tiffin Service Center at 256-356-0261 and ask for Powerglide chassis service. Mention your letter here in Serious Tech Talk. They will provide a new speedometer with instructions on how to have it re-programmed.

Window Latches Are Breaking

We own a 2018 Phaeton. We have had problems with the latches on the windows breaking. We met a couple with a 2014 Phaeton and found that they have had repeated problems with the windows. They now carry spare parts so they can repair them as they break. My question is, if this has been a problem for at least four years, why hasn't Tiffin addressed and corrected it? Thanks, we do love our Phaeton!

Layne Lange
Grants Pass, Oregon

Dear Layne,
We have had a few reports of this problem. But as you would expect, there are not a lot of choices for latches for this type of window.

Can We get a Disc with Information About Our RV?

I read in *Roughing It Smoothly* that every new Tiffin RV comes with a compact disc that explains use of the components/appliances, etc. in the RV. We ordered a 2016 Phaeton 36GH and took possession in January 2016. We never got any discs.

Lisa Winkler
Madison, Alabama

Dear Lisa,
We do not have a DVD showing the use in

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detail of each appliance and component in the motorhome, but our walk-through DVD does a good job of familiarizing the owner with the dash and control panels, appliances, entertainment center, and utilities. We may have a few 2016 DVDs left over. To request one, please call the parts and service department at 256-356-0261.

Suggestion for Positioning the GPS

We have a 2013 Phaeton and are very happy with it. As the passenger, I have a problem with the GPS. If I need to input any changes or do a search, I must unbuckle my seat belt and move forward. I feel unsafe in this position. Is there any way the GPS can be mounted on an

“arm” to move it toward the passenger and swing back for the driver? Also, we both have difficulty reading the yellow alert messages that come up regarding the route.

Helen Fraser
Montgomery, Texas

Dear Helen,

On the 2017 Allegro Bus, we began offering a radio and navigation system in which the primary monitor is located in the dash to the right of the driver. An auxiliary monitor with controls is mounted on a movable arm attached to the wall just inside the entry door. Unfortunately, this equipment cannot be retrofitted to the 2013 Phaeton. We have no control over the alert colors that are selected by the software manufacturer.

Issues with Leveling and Steps

We have a 2012 Breeze 32BR. It has HWH air leveling. We find that when it is leveled and the slides are out, there is a lot of swaying when walking around in the coach. Can anything be done to correct or reduce this?

The steps into the coach are pretty steep and there is only one retracting step outside. Can a two-step set-up be used? If so, who would you recommend to do the work? Thank you for your assistance.

Lloyd Schexnayder
Laplace, Louisiana

Dear Lloyd,

There is not a lot more that you can do to stabilize the body without going to an expensive aftermarket system. You could add a two-step entry system to your coach. However, if the air system is dumped to lower the coach for travel, the first step may be on the ground. If you were adjacent to a curb or high spot, you will damage the lower or first step. Therefore, I do not recommend putting a two-step system on your coach.

Suggestion for Positioning Driver’s Seat

We have an Allegro 32SA. I read the

letter from Steve Durant of Carmichael, California, regarding the seat that wouldn’t travel back far enough for him. Would it be possible to bolt another slider under the other present one so you would have two sliders to move the seat?

Norman Bahl
Olympia, Washington

Dear Norman,

To meet federal regulations regarding the safety of the seating system, we have to certify the installation of the seat according to federal specification. Because of this, we cannot recommend any modifications to be done to the seat.

Problem with the Heat Pump

I have a 2015 Allegro Open Road 31SA. Since the unit was new, I have always had a problem with the heat pump. I turn it on in the evening and it works properly until 3-4 a.m. when it stops putting out heat. The fan continues to run with cold air coming out of the unit. Any suggestions to deal with this problem?

William Howson
Blyth, Ontario

Dear William,

When the outside temperature descends to 38 degrees, the heat pump can no longer extract “heat” from the air to warm your coach. When the heat pump reaches that critical point, the LP furnace should kick in and the heat pump should cut off.

Difficult to Read Gauges on Dash

I own a 2016 Tiffin Allegro Open Road. While driving, I find it difficult to see the faces of my dash gauges. I’ve heard from other Tiffin drivers that they also think that it’s hard to see and read the gauges when they are in a shadow. Why couldn’t Tiffin change the gauge faces to the white face like some of the new cars?

I’m sure that with this change it would make it easier to keep an eye on what’s going on with the RV.

Louis Adinolfi
Stanwood, Washington

Dear Louis,

If the faces were on the Powerglide chassis that we build, we could modify the appearance of the gauges. However, the faces and the gauges for the Allegro Open Road are supplied by Ford Motor Company and we do not have control of the manufacturing of the gauges. Everyone in the U.S. who builds a gas motorhome must use the same package.

Slide Seals Coming Loose

I have a 2006 Zephyr 45QSZ. Since I bought it, the driver’s front door slide seal comes loose in use. Tiffin, Lazydays (Tampa), and Rodfathers (Amarillo) have all reinstalled it. After several uses, it becomes dislodged. It is pressed in to a place on a lip along the top and sides of the coach’s frame. I do not see that any adhesive has been used.

I decided to try repairing it myself. After removing the slide, should I reinstall it with adhesive, rivets, or screws? Any advice would be greatly appreciated.

Larry A. Barry
Amarillo, Texas

Dear Larry,

When you get the rubber seal in place, drill three pilot holes on each edge and install small washer head screws. That should hold it in place and be easy to change out in the future.

Dashboard Slide-Out Tray Issue at Passenger Seat Work Station

I have a 2015 Allegro Open Road. The passenger seat work station includes a tray with a roller bearing slide mechanism, my tray will not lock for travel. When underway, the tray rolls freely, fore and aft. Tiffin’s supplier of this assembly would not offer support or discuss the matter with me.

To fix this problem, I sawed a 4-inch length of wooden shim stock. Then with double sided tape, I attached it to the storage compartment side-ledge located immediately below the rolling tray. This



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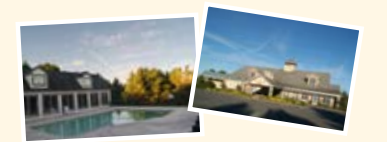
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“ramp” causes enough interference to retain the tray in the forward position during travel.

I have two friends with new 2018 Open Roads complaining of the same problem. One questioned, “Where is the quality?” This is an annoying issue that TMH should attack and solve.

Wayne Kunze
Rochester, Michigan

Dear Wayne,
I checked the slide-out trays in several new 2019 Allegro coaches that were waiting to be shipped and could not find any that were loose. The slide-out mechanisms can be tightened. If that does not help, you can order a replacement slide-out tray for the 2015 Allegro Open Road.

Basement Slide-Out Tray for Allegro RED 34QFA

Thanks for your Serious Tech Talk article in each *Roughing It Smoothly* magazine. I read every edition because your column is full of good tips and information.

We own a 2013 Allegro RED 34QFA. I would like to install a sliding storage tray in the basement of the coach. Can you offer any suggestions/advice regarding whether this is feasible and, if so, suggest a company that makes a tray compatible with Tiffin motorhomes?

David Abrecht
Los Osos, California

Dear David,
Adding a slide-out tray to a 34QFA is feasible. You will need to measure your storage opening and be sure there is nothing in the travel path of the sliding unit. Since the heavy tray is very expensive to ship, I suggest you purchase it from your local RV store. We use two brands at Tiffin Motorhomes: Kwikkee and MorRyde.

“Check Gas Cap” Notice

After several years of researching motorhome brands, my wife and I ordered our 2018 Allegro Open Road 36UA with the Ford V-10 gas engine. We

have been very pleased with our choice. However, at approximately 1,600 miles, we began constantly getting a “check gas cap” notice and at 3,150 miles, the “check engine” notice appeared. I had the dealer check the engine and was told to replace the gas cap with the specified Ford gas cap. After replacing the cap, the “check gas cap” and “check engine” notice appeared again after 450 miles. I had the engine serviced at 5,000 miles (at same dealer) and was told again to replace the gas cap. I then visited with Ford. Their reply was that the gas tank and spout were not Ford products.

We are still having problems; how do we fix this? We have heard nothing but great feedback from other Tiffin owners about the Tiffin family and that we didn’t make a mistake purchasing a Tiffin motorhome. We have a few small non-mechanical issues in addition to the trailer hitch recall. We’re planning on getting to Red Bay in mid or late September for repairs, meeting everyone, and visiting your facilities.

Ben & Nancy Clark
Tulsa, Oklahoma

Dear Ben & Nancy,
The fuel tank, spout, and gas cap are all supplied on the chassis when we purchase it from Ford. When you visit the Tiffin Service Center, ask the service tech to replace your gas cap and check the connections on the fuel spout.

Maintaining Battery Charge While Hooked Up

I read your Serious Tech Talk section in *Roughing It Smoothly* (15:3). I’ll try to explain what we are experiencing.

Our 2017 Allegro RED (purchased February 2017) is parked on our property and plugged into 50-amp service. We check it weekly when not on the road. Sunday (July 22) I noticed the AC did not appear to be running. Upon investigation, I found the house batteries were dead even though the coach was plugged in

and the surge protector showed three power lights on its display indicating the incoming power service was good. Using a volt meter, I checked the 50-amp service with and without the surge protector. All checked good.

I started the coach, fired up the generator and left it running for an hour to charge up the house batteries. I unplugged the 50-amp service since it was not charging the batteries. The generator charged up the house batteries and everything ran fine.

Thereafter, I plugged in the coach power line to the 50-amp service with surge protector in use. I turned on the front roof A/C unit and everything on the surge protector display was all green and reading in good order. I then turned off the front roof A/C. I turned on just the rear roof A/C unit and checked the surge protector which now read there was an issue with “reverse polarity.”

I unplugged the coach from the 50-amp service and turned off the house batteries. I then emailed General RV in Orange Park, Florida where I purchased the RV and my Cornerstone warranty is on file to plan a fix. A mobile technician was dispatched to our property to troubleshoot the problem on July 27.

After the technician ran through all the charging systems and determined the transfer switch and shore power 50-amp was charging the house batteries and operating correctly, he then turned his attention to replicate my A/C unit description.

He discovered the same thing I described and began exploring the rear A/C using his volt meter. He determined the rear roof A/C is not drawing at the proper voltage causing the reverse polarity reading and over time, causing the shore power system to fail and the house batteries to drain.

For now, I’m told not to run the rear roof A/C while the mobile technician and his company’s brain trust research

the issue. I suppose some part in the rear A/C is failing. It’s nice to know you are available to help find solutions. I’m looking forward to hearing from you on correcting this problem.

Michael & Ann Tyde
Ponte Vedra Beach, Florida

Dear Michael & Ann,
If everything continues to work properly with the rear air conditioner off line, it is likely that the rear AC has a faulty capacitor or possibly a compressor that is not working. Both items should be checked by an RV mechanic certified in air conditioning.

Surge Protector or EMS/Corner Weighing

I have an all-electric 2016 Phaeton QBH. Do I need electric protection? Is a surge protector sufficient or is an EMS

recommended? Hard wired or portable?

I recently had the coach weighed on each corner. The front PS weight is 500 lbs. higher than the driver’s side and the rear driver’s side is 900 lbs. higher than the passenger side. Nothing is stored on these corners that account for this weight difference. Is this an acceptable difference? All weights are well within tire and chassis limits.

Chuck Adams
Blue Springs, Missouri

Dear Chuck,
Our change-over box offers some protection from reverse polarity and a dropped neutral or ground wire. It is not a true surge protector. We find that most Tiffin owners use a surge protector. Whether it is hard wired or portable is entirely up to you.

On a diesel unit, no adjustment is

necessary unless you have a variance of over 1,000 lbs. from PS to DS. Weight can be shifted from front to back and side to side by using the ride height adjusters on your air ride system. One thousand pounds is the threshold before you need to make adjustments. Then, any adjustments should be made by the chassis manufacturer or a certified chassis service center.

Sliding Couch Cushions

Our new 2018 Allegro Bus 37AP has many attributes. however, we have an issue with the Villa couch! While it is very comfortable when the sitting cushions are stabilized by the Velcro (back of cushions marrying to Velcro on the sofa back itself), this quickly unlocks causing a forward slide of both cushions and “sitters.” It is virtually impossible to have company



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share the sofa as this necessitates a constant readjustment of cushions with the inevitable forward slide. What can be done to fix this dilemma?

Vickie Wright
Davesport, Washington

Dear Vickie,

By examining units in our inventory, we discovered that on some units the Velcro strip is mounted too high. Your dealer should be able to install another strip of Velcro below the existing strip that will attach to the material on the end of the cushion rather than the UltraLeather.

Removal of Coach Batteries

I own an Allegro 34TGA. How do you remove and re-install the coach batteries? They are located under the steps in very tight quarters. I don't need to remove them now, but want to be proactive and know how to do it when the time comes.

Jim Prisk
Ebensburg, Pennsylvania

Dear Jim,

The first step is to take a picture of how the battery cables are hooked up or draw a diagram so you will know how to reconnect them. Then remove the eight screws from the cover on the top of the battery box. Once you remove the cover, the batteries should be fairly easy to remove. This is a good opportunity to clean the battery tray before you install the new batteries. Then, remove the cables and separate the batteries. You should be able turn one enough to lift it out. Once you get the first one out, the

others will be much easier to remove. You should make this a two-person job. Clean the battery tray and replace the batteries.

Difficulty Reaching Hood Release on 2018 Allegro 36LA

While returning from north Mississippi with my newly purchased Allegro Open Road 36LA, I attempted to check the oil while en route to southeast Texas. I cannot get my hand into the grill opening where the hood release is located. I used a stick lying nearby to release the hood latch.

My thoughts are the opening should be made larger or a release device (similar to that used in an auto or truck) should be installed inside the cabin or near the front area of the hood that is accessible to people with larger hands. I've also crawled in behind the front bumper trying to release the hood that now seems to be inoperative.

Overall, we like the unit. It has less than a thousand miles and has been used one time.

Paul Pitre
Beaumont, Texas

Dear Paul,

We are aware of the problem and have referred it to engineering.

More Input on Winterizing

In the Spring 2018 issue of *RIS* you addressed an issue about winterizing a 34TGA. Although I don't own that particular coach (I have a 2012 36QSH), I believe that it has a single water heater bypass valve as do most current class A's. If that is the case, it has the valve that you referenced on the cold (inlet) side which is really "optional." However, it MUST have a check valve on the hot (outlet) side that prevents the issue described by the OP. If that check valve sticks or fails, the water heater WILL fill with antifreeze. Also, I along with several other members on the TRVN forum have added a pop-up TV behind the jack knife sofa on a 36QSH. It's really not a

big deal to do so, but I can see where the service center would not want to handle this type of project. Keep up your good work.

Ernie Hadfield
Chesterfield, Missouri

Dear Ernie,

Thanks for your input on this subject.

Replacing Carpet with Tile

We have a 2006 Phaeton and would like to replace the carpet with tile. Do you have steps to do this and can it be done to ensure the slide-outs come in properly?

Mike Grubbs
Yuma, Arizona

Dear Mike,

We do not have any directions for owners attempting to install tile. If you decide to have this done, we will have to change the rollers on the slide room. The slide box will have to be adjusted quite a bit which would throw your paint lines off where the slide-out joins the stationary wall.

Kwikee Steps Moving In and Out While En Route

While travelling to Jekyll Island, I realized my steps were moving in and out en route. They also move in and out when the ignition is off and the key is not in the ignition. What should I check to make sure I do not have a problem driving home? Is there a part that needs to be changed?

Suzanne Chevalier
Saint Simon De Ri, Quebec

Dear Suzanne,

Depending on what year motorhome you have, it is likely to be the switch at the door that operates the step movement. There are two types of switches. It will be a pushbutton that the door closes against or a magnet type switch that closes the step when it makes contact. If it is the magnet type, it can be adjusted for better contact to correct the problem. If it is the pushbutton type, there is likely a bad connection on the back of the switch.

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