

Roughing It Smoothly®

IN THIS ISSUE

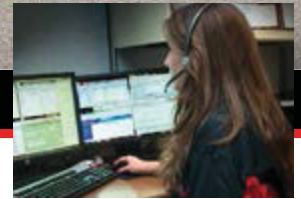
- The Wayfarer 25 RW
- Taos, Chama, and Chaco
- James Monroe's Highland Estate



BACKED BY DAIMLER.

GROWN IN GAFFNEY.

DRIVEN BY YOU.



From our home in Gaffney, South Carolina, Freightliner Custom Chassis continues to drive the future of the premium RV experience. We offer the best-of-both-worlds combination of Daimler engineering excellence and American manufacturing muscle. You can count on FCCC chassis for innovations in safety, ride, handling and comfort. And, with the largest nationwide service network, 24/7 factory support, an outstanding owners' club community and comprehensive training, we provide a superior experience of ownership.

We invite you to join us in Gaffney to take a factory tour, get service at the Factory Service Center or attend Camp Freightliner.



Driven By You

DAIMLER | Freightliner Custom Chassis - A Daimler Group Brand

Specifications are subject to change without notice. Freightliner Custom Chassis Corporation is registered to ISO 9001:2000 and ISO 14001:2004. Copyright © 2017 Daimler Trucks North America LLC. All rights reserved. Freightliner Custom Chassis Corporation is a subsidiary of Daimler Trucks North America LLC, a Daimler company.

Set out for adventure with a low-rate RV loan



Fixed APR* as low as

4.69%

\$50,000 +

5.69%

\$25,000 – \$49,999

Rates accurate as of 01/07/19. See website for current rates and terms.

New • Used • Refinance

No matter where the road takes you, an affordable RV loan from Essex Credit can make your trek more rewarding. Whether you're financing a new or used RV for pleasure or full-time use, or refinancing an existing loan, our dedicated, experienced consultants can help put you behind the wheel of your dream motorhome. And with our simple online application, securing a loan couldn't be easier. So visit our website or call 866-377-3948 today to take advantage of the great outdoors, and our low, fixed APR.



ESSEX CREDIT

BANK OF THE WEST
BNP PARIBAS

Apply online at [EssexCredit.com/tiffin](https://www.EssexCredit.com/tiffin)

*Estimated APR (Annual Percentage Rate) based on 5 year loan term; individual rate may vary based on loan amount, loan term, vehicle use, model year and type of RV. Subject to consumer loan program requirements and credit approval. Rates and terms may vary with market conditions and are subject to change without notice. Certain fees, closing costs, and restrictions may apply. APR applied to the loan is the APR in effect on the date the application is received and is valid for 30 days. APRs may vary with loan term. RV must be 2008 model year or newer; for RV model year 2008 to 2009, add .25% to above rates. Maximum loan term is based on loan amount. Maximum loan amount is calculated using an advance percentage determined by FICO score. Collateral value established using NADA wholesale value (without adds) including mileage adjustment (+/-); multiplied by 110%. Other rates with different loan terms are available. See our website for rates and terms for financing full-timers and loan amounts below \$25,000. Example of a recreational use RV loan: A \$65,000 loan for 5 years with an APR of 4.69% has 60 monthly payments of \$1,217.42 each.

Member FDIC. Equal Housing Lender.  © 2019 Bank of the West. Doing business in South Dakota as Bank of the West California.

NMLS ID 19116

A NEW CHAPTER FOR A LEGENDARY RIDE



Enhanced
suspension option



CHECK ONE MORE BOX ON YOUR MOTORHOME WISH LIST.

For nearly 50 years, the Open Road Allegro has been a beloved Tiffin brand. Coming January 2019, the legendary vehicle will enter a new chapter in options with LiquidSpring CLASS® suspension. Engineered to deliver the ultimate in passenger comfort & stability, experience the improved ride as you explore America in style with the 2019 Open Road Allegro with LiquidSpring CLASS® suspension.



Get an exclusive first look at the 2019 Open Road Allegro featuring LiquidSpring CLASS® suspension at the 2019 Florida RV Supershow. In partnership with Tiffin Motorhomes, find LiquidSpring in Booth #805 & schedule a demo ride.



LEARN MORE on page 16 of this issue or CALL 888.662.2120



Motorcoach Lots for Sale

In a beautiful setting with a panoramic view of the Santa Rosa mountain range, this motorcoach resort offers the ultimate experience. All of the quality features developed in over 20 previous Outdoor Resorts locations are included. There are 400 beautiful lots including 136 on a navigable waterway.

- 400 beautifully landscaped motorhome lots
- Private dock on all waterfront lots
- Approximately two mile of navigable waterways approved for up to 18' electric boats with up to 7.5 horsepower motors
- Every lot has 200 amp and natural gas services
- Optional 9' x 13' casita available at an additional cost
- Dedicated on-site staff
- 10,000 square foot clubhouse with restaurant, bar, fitness center, lap pool, spa and tanning pool
- Two additional swimming pools with spas, bathhouses and laundry facilities
- Nine-hole par 3 golf course with golf cart paths
- Private dining room and bar
- Three lighted tennis courts
- Individual lots are sold Fee Simple

Contact Kerry Johnston

Mobile: (541) 912-6409 • kdj.johnston@gmail.com

Rental: (888) 277-0789 • (760) 863-0789

Motorcoach Country Club, 80-501 Avenue 48, Indio, CA 92201



Scan our QR code and take a tour through the resort.



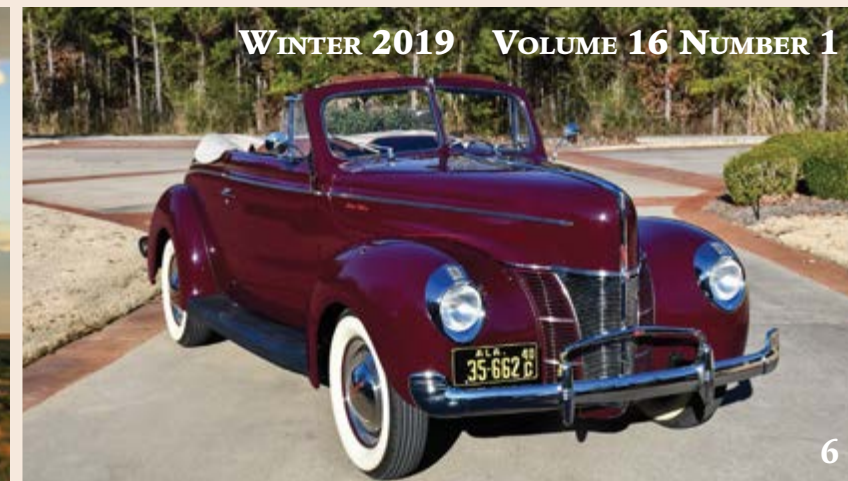
Roughing It Smoothly®

January 2019 Volume 16, Number 1

Roughing It Smoothly® magazine is published four times a year by Book Production Resources for Tiffin Motorhomes, Inc., 105 2nd Street NW, Red Bay, Alabama 35582. BPR offices are located at 1403 Cedar Point Way, Monroe, Georgia 30656. Periodical postage paid at Monroe, GA and additional mailing offices.

**Postmaster: Send all changes of address to Book Production Resources
PO Box 1150
Monroe, GA 30655-1150**

This issue of *Roughing It Smoothly*® has a printed distribution of approximately 34,000 copies, an online distribution of 42,000 copies, and dealer/event distribution of 17,000 copies. It was printed by American Printing Co., 428 Industrial Lane, Birmingham, AL 35211. Copyright © 2019 by Book Production Resources. All rights reserved. *Roughing It Smoothly*® is a registered trademark of Tiffin Motorhomes, Inc. No part of this magazine may be reproduced in any form without the written permission of the publisher. Publisher, Book Production Resources Editor, Fred Thompson Typesetting and Page Makeup, Andy Cargile Copy Editor, Carolyn Thompson National Advertising Director, Dale Cathey Contributing Writers: Fred Thompson, Bob Tiffin, Suzanne Clemenz, Danny Inman, Dr. John Pilarczyk, Sally Moore Contributing Photographers: Fred Thompson, Sally Moore, Suzanne Clemenz.



Departments

President's Corner	6	Tiffin Allegro Club News	48
News You Can Use	16	Owner Profile	52
Dealer Profile	34	Ben and Rosemary Whittemore	
Campers Inn RV—Acworth		Traveling with Your Pets	58
Tiffin Management Team	42	Serious Tech Talk	72
Leigh Tiffin		Cover: A winter scene in West Virginia	
From the Road	46		

You can remove the address label to enjoy a clean front cover. Save it if you plan to change your address.

Features

- **The 2019 Wayfarer 25RW**
See page 8
- **Taos, Chama, and Chaco**
Experience New Wonders Around Every Curve on New Mexico's US 64.
See page 20
- **Six of Our First Ten Presidents Were Virginians**
James Monroe, the Fifth President of the United States, and His Estate at Highland
See page 60
- **Give Us Your Best Shot!**
See page 80

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 34,000 Tiffin owners are now receiving *Roughing It Smoothly* through the U.S. and Canadian postal service. Over 42,000 have chosen

to read *RIS* online at rismag.org. Our dealers are distributing 17,000 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.

Advertisers

To advertise in *RIS*, contact Dale Cathey at 817-247-5147. dalecathey1942@gmail.com. An advertisement in *Roughing It Smoothly* does not constitute an endorsement of the product by Tiffin Motorhomes, Inc.

Change of Address

Please use the enclosed change of address card in this magazine which is pre-addressed to the publishing office in Monroe, Georgia. Tape the label from the front cover to the change of address card and carefully print your new address below it. Or, **you can do it online. See instructions at right.**

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.**

New Subscribers

If you have just purchased a new Tiffin motorhome, your name will be added to our mailing list automatically. If you purchased a pre-owned Tiffin motorhome, see instructions below to add your name and your motorhome's data to the mailing list.

New Subscription or Address Change Online

Please let us know if you like this new system. Go to <https://Tiffin.dragonforms.com/RISMAG>. The landing site will give you four options:

- New Subscription
- Change of Address
- Renew Subscription
- Cancel Subscription

To facilitate your request to change address, renew, or cancel your subscription, provide the account number and last name as it appears on the label of the last magazine you received.

The following names are registered trademarks of Tiffin Motorhomes, Inc.: Open Road®, Phaeton®, Allegro®, Allegro Bay®, Allegro Bus®, Allegro Breeze®, Zephyr®, Roughing It Smoothly®, Pusher®, PowerGlide®, and Wayfarer®.

Favorites in My Collection

by Bob Tiffin



1940 Ford V-8 Deluxe Convertible Coupe

PHOTOGRAPHY BY FRED THOMPSON

From two of my recent columns, many of you are aware that my hobby is collecting cars from several periods in America's automotive history. And we do have a fascinating history. Several of my readers mentioned they enjoyed the stories, so I will share a few more. Every car worth collecting usually has a good story

We were in Napa, California, in March 1985 visiting Jerry Wuichet, a fellow car collector. He had a 1937 Ford V-8 Deluxe Phaeton with side curtains. We were riding in his car, touring the countryside around Napa, when he decided we should visit Johnny Beck.

"Johnny has a 1940 Ford V-8 Deluxe

Convertible Coupe that is for sale," Jerry related. After we arrived, we visited for a while and then Johnny brought the car out of the garage. I really liked the way it looked and the 85-hp flathead V-8 ran well. He priced it to me, but I decided not to buy it. After we came home, I couldn't get that car off my mind.

In June I called Johnny and bought it. Carl Johnson, who owned Johnson Trucking here in Red Bay, at that time hauled loads to the west coast, but frequently returned empty. He brought the 1940 Ford back to Red Bay for me. His company still operates here under the name STI Trucking.

Mr. Johnson returned to Red Bay on a Tuesday during the week of July 4th when the plant was closed for vacation. He backed up to one of our docks and we rolled it off. I started it for the first time and the engine was so quiet that I could hardly hear it running. If the engine is tuned correctly, you can balance a nickel on edge on top of the engine while it is running and it won't fall over. It runs about 300 rpm at idle speed. I drove it around the yard here at the plant and was really pleased.

I put it in a car show later in July in Florence and it won first prize in its class. That fall I took it to the annual Louisville RV Show and placed it in the center of


our motorhome exhibit. The car was like a magnet. We had dealers show up to visit our exhibit that we had never seen before.

In December, Judy and I had tickets to the Garden Club Christmas Party at the Belmont Hotel. I decided to take the 1940 Ford since it fit in with the theme of the party. It was really cold, probably about 20 degrees that night. A few minutes into the trip from Red Bay to Belmont, I discovered my little Ford Roadster did not have a heater. Believe it or not, in 1940 heaters on a Ford were an option. Why not? The owners in Southern California did not need a car heater in the winter. We like to have frozen to death driving from Red Bay to Belmont and then returning home. The first time I had a chance, I ordered a heater and had our Ford dealer install it.

After studying the history of the car and the options available, I decided to get the Columbia Rear End Overdrive installed. Wayne Moore and Jack Smith in Knoxville specialized in the installation of options on the early Ford V-8s. Now I can put the car in overdrive and cut the engine speed by 30 percent, which means the car can run at 60 to 65 mph with no problems. I later had the factory radio installed.

This car has been totally restored three times. Martin Hveem in California restored it the last time for me (see *RIS*, July 2018, 15:3) and it is flawless. It is painted with a color that Ford called Mandarin Maroon. It has won three national awards. In the 1991 Antique Automobile Club of America competition, it won the First National Junior Award. The following year it won the First National Senior Award. In 2015, I entered it in the Early Ford V-8 Club of America where it won the Dearborn Award, one of the highest awards a restored antique Ford can earn.

After I discovered that Ford Motor Company in 1940 built 25,000 Ford V-8 convertible coupes like mine, I have often wondered how many are still in existence today.

I plan to keep this 1940 Ford V-8 Deluxe Convertible Coupe for a long time. It is one of my favorites and I have really enjoyed owning and driving it. 





As we listened to our Wayfarer owners, new ideas and concepts evolved for the 25RW.

THE 2019 WAYFARER 25RW

A Little History

By the time you read this article, the Wayfarer plant in Winfield, Alabama, will be approaching its second anniversary. Tiffin Motorhomes reentered the Class C market in February 2017 with two floorplans: the 24BW and the 24TW. The 24BW offers a pass-through bath, a rear slide-out for the queen bed, and a DS slide-out for a sofa-bed and fridge. The 24TW (see RIS, 15:4) has an identical living area and bath, but offers twin beds, two closets, and an array of overhead cabinets encircling the rear of the coach. The twins can also convert to a king.

TMH followed later in 2017 with the 24FW featuring a full-length DS slide-out that accommodated a Murphy queen bed running parallel to the wall and next to an adjacent wardrobe and large dinette. A fully enclosed bath was relocated in the PS rear corner. The dinette can be replaced with two options: a 70-inch sofa-bed or two reclining theater sets with center console. The 24FW received a very favorable response.

At the change of the model year in July 2018, continuing to listen to owners' suggestions, Wayfarer's designers introduced the 25QW (see RIS, 15:3), combining the rear slide-out queen bed with a DS enclosed bath. The spacious PS wardrobe offers two large drawers underneath. The dinette can be replaced with

two options: a 70-inch sofa-bed or two reclining theater seats with center console. In all of the Wayfarer's floor plans, the over-the-cab area can be optioned with an entertainment center or a 42 × 77-inch bunk bed.

The 2019 Wayfarer 25RW

Just in time for the new year, the 2019 Wayfarer 25RW reintroduced an almost full-length DS slide-out with an east-west Murphy queen bed, a generously sized dinette that very comfortably accommodates four adults, plus an enclosed bath that stretches across the entire width of the coach. When you consider that the driver and passenger chairs rotate 180 degrees to provide extra seating in the living area, the coach's living space measures 19 feet north-south and 9'7" east-west.

Lighting

The lighting in the coach is outstanding. The LEDs are four inches in diameter. In the primary ceiling of the living space, there are eight LEDs. Then you have two over the galley and two above the cab-over bed. In the slide-out there are two lights over the dinette and two over the sofa. There are two reading lights under the OH cabinets above the dinette table and two more over the head of the queen bed. In the bath, two are located in the ceiling with two smaller LEDs in the ceiling of the shower.

Text and photography by Fred Thompson



It is difficult to imagine so much functionality tucked nicely into the living space which measures 19 feet north-south and 9' 7" east-west. The dinette comfortably seats four adults and breaks down to a bed for two children. The cab-over-bunk measures a surprising 42 x 77 inches. The galley boasts a microwave convection oven, a two-burner cooktop, and a stainless steel sink that is 16 inches in diameter. The multipurpose room is first a TV viewing room which quickly becomes a bedroom when you pull down the panel at right behind the sofa. Drawers and double closets provide unusually generous storage for a Class C coach.



Electrical, Heating, and Cooling

The Wayfarer 25RW is harness-wired for a 30-amp shore supply that supports a 110v house service and a 12v engineered wiring harness. Two optional solar panels (MSRP \$540) trickle charge the house batteries, a big asset when dry camping. The Wayfarer is heated by a 30K BTU propane ducted furnace. The camper is cooled by a 13.5K air conditioner with ducted vents equally spaced in the ceiling. This unit has the optional 15K upgrade with a heat pump (MSRP \$473). The water is heated by the optional Truma Comfort Plus instant hot water heater (MSRP \$810).

Windows and Natural Light

Of course, you get plenty of light through the front windshield and doors. But the side rear windows bring the outdoors in whenever you are ready. The blackout shades for the windows are housed in handsome fabric and vinyl valances. Positioned above the dinette table and the head of the Murphy bed, the two windows on the driver's side each measure 18 × 44 inches (measured inside looking out). The rear window in the bath measures 23 × 33 inches and the one over the galley is 14 × 32. All have screens and are operated by a crank or a push-out lever. The window for the cab-over bed measures 14 × 31 inches. It does not open, but it does have a perfect view of the road, albeit you may be breaking the law in many states if a passenger were to be in the bunk while traveling.

The Dinette

The dinette is the first compartment you see as you enter the 25RW. In overall size, it compares very favorably with the size of dinettes in any Class A motorhome, and in many comparisons it is actually larger. The table measures 30 × 42 inches. It slides horizontally to accommodate the relative avoirdupois of the occupants facing one another in the two bench seats. Handy, to say the least! The table also moves up and down, primarily to a level position with the bench seats to make the double bed (42.5 × 66 inches) that is perfect for two children. In the evenings after dinner (that's supper in the South), the big table is a great place for cards and board games. Two USB ports with 110v outlets are positioned on both sides of the dinette for your laptop or electronic games. I was really pleased to find such a big table in the Wayfarer.

The kids sleeping bags and pillows can be stashed in the cabinets (5+ cubic feet) above the dinette, along with games, teddy bears, small toys, and other kid's stuff. There is over six cubic feet of storage under the forward bench seat. The rear bench seat has a steel framework to anchor seatbelts for two passengers. These particular options on this 25RW make it truly a family camper.

However, it can also be the perfect camper for a couple. Select



the theater seating with center console or the 70-inch tri-fold sofa bed in place of the dinette. That choice comes with a single-pole, storable table. The cab-over bunk can be traded for the entertainment center (see picture, *RIS 15:4*, p. 9).

The Galley

“Efficient design” may be the best description of this galley. It is small simply because you are in a 25-foot camper. But good design makes up for it. The galley offers a two-burner propane cooktop along with a microwave-convection oven. If you are grilling hamburgers, steaks, or fish, bring along your outdoor portable grill. From the PS rear basement storage, an exterior propane line can be run to your portable grill through a closeable entrance in the floor of the compartment.

In this camper, I have the feeling of going back in time: campfires, roasting hot dogs and marshmallows on a stick, cooking with a tripod over the coals. This is a great camper for state parks and COE campgrounds.

But I digress. Let's talk about the galley. When you are prepping to cook, a 6.5 × 8.5-inch cover lifts off to expose a drop chute to your trash can. You can remove the trash can through a side door in the cabinet by the exit. When it's clean-up time, you have a huge stainless steel round sink 16 inches in diameter and 7 inches deep. When you are not using the sink, the SSCT covers give you more countertop working space. A chrome gooseneck faucet with sprayer and single lever control is top quality hardware. If you have a blender or other appliance to help prepare meals, there is a pop-up 110v outlet located in the back center of the countertop. A second 110v outlet is positioned in the bottom of the slide-out cabinet. The 14 × 32 inch window above the galley's backsplash provides excellent ventilation while you are cooking, plus you have the 3-speed exhaust vent in the ceiling just above the galley.

The amount of storage space for the galley is phenomenal.



The two cabinets above the galley offer five cubic feet of storage. Below the sink there is another 4.5 cubic feet of storage; the connection for the optional central vacuum (MSRP \$338) is tucked away on the left side of the top shelf. Under the oven, there are two large drawers (21.5w × 11d × 3h). A slide-out pantry with three shelves stores items you use frequently.

The Multi-Purpose Room

First, it's the living room. A luxury 70-inch sofa with five-inch armrests fills the width of the room along the DS wall. Upholstered in Toscana Derby Leatherette, the sofa comfortably seats three adults. The sofa's seat, when lifted, conceals six cubic feet of storage for bedding, pillows, and blankets. Two LED lights above the sofa provide excellent lighting for reading. This is also the best place for watching the evening news, a movie, or your favorite shows on the coach's 32-inch HDMI television.

Second, it's a bedroom. Just behind the sofa is a large wood panel that covers the bottom of the Murphy bed. Press a release button on the side of the armrest and pull the panel from the top edge to deploy the Murphy bed with a six-inch thick memory foam mattress. Two legs drop into place to support the foot of the queen bed (60 × 74 inches). With the bed deployed, you have a 13-inch wide aisle to move from the front of the coach to the rear bath. An 18 × 44-inch window is at the head of the bed.

A 77-inch wide system of cabinets, refrigerator-freezer, furnace, and electronic controls fill the PS between the galley countertop and the bathroom. The first 25.5 inches is defined by the width of the seven cubic foot fridge-freezer. Under the fridge is



a 30K BTU ducted propane furnace. The compartment above contains the controls for the solar panel, the Truma Comfort Plus hot water heater, the inverter, the slide-out, the Onan start/stop switch, and the antenna/cable selector.

The next 31 inches contains the 32-inch television, 7.5 cubic feet of storage, and the breaker panels for the 12v and 110v electrical systems, plus a 110v outlet with two USB ports. Prep for a satellite antenna is standard and the compartment above the TV with a smoked glass door has 110v service for the addition of a satellite receiver and an entertainment system. The Wally (Dish's name for its current technology, single-tuner satellite receiver) is being installed as standard

equipment in Tiffin's Class A coaches.

The double-door compartment below the TV offers three cubic feet of storage. Three large drawers (1.5 CF each) measure 27 inches across by 17 inches by 5.5 inches deep.

The third segment contains two over/under wardrobes. Each one is 37.5 inches high, 25 inches deep, and 19 inches wide.

The Cab-Over Bunk

The quite comfortable mattress in the bunk measures 42 × 77 inches, plenty large for kids and any adult who has the agility to climb in and out of it. The 14 × 31-inch window with a powered blackout shade is a feature kids will love. For their electronic games, there is a 110v outlet

at the foot of the bed on the passenger side adjacent to the 32-inch HDMI television mounted on an extension arm. The television can be positioned for viewing by occupants in the dinette or the bunk. Two 4-inch LEDs in the ceiling above the bunk also serve as entry lights. The center section of the bunk lifts on struts to make it easy for the driver and passenger to enter the cockpit from the living area.

The Bathroom

If the storage system in the 25RW is a game changer for this length of Class C motorhome, then the bathroom changed the rules. At three feet wide and 87 inches across the full interior width of the coach, this bath provides a comfort level not seen before in Class C coaches. Resting on a solid surface countertop, the ceramic bowl lavatory is serviced by a contemporary chromed faucet with a single control lever. Above the backsplash is a 30 × 30-inch beveled mirror. Knowledgeable RVers are always concerned about the careful design of interior space to attractively create maximum storage. While it does not appear that large, the contemporary overhead cabinet in this bath has 2.8 cubic feet of storage. The vanity has an enclosed cabinet plus a storage shelf that combine to offer four cubic feet.

The ceramic toilet with sprayer used in the 25RW is the same unit installed in the Phaeton's half bath. The 24 × 36-inch shower has three corner shelves for toiletries and soap. The selectable stream shower wand with flexible hose has a thumb valve to conserve water when you are dry camping or in a park without sewer service. The most innovative feature is a polycarbonate translucent shower curtain that pulls out from a vertical roller housing and latches to the receiver on the opposite side. When released, it retracts into the roller housing.

Other hardware includes a skylight, two LED lights in the ceiling of the shower and two 4-inch LEDs in the main ceiling, a 3-speed exhaust fan, and a chromed bath towel hook and hand towel ring. The screened lower half of a 24 × 35-inch window opens with a push-out lever.

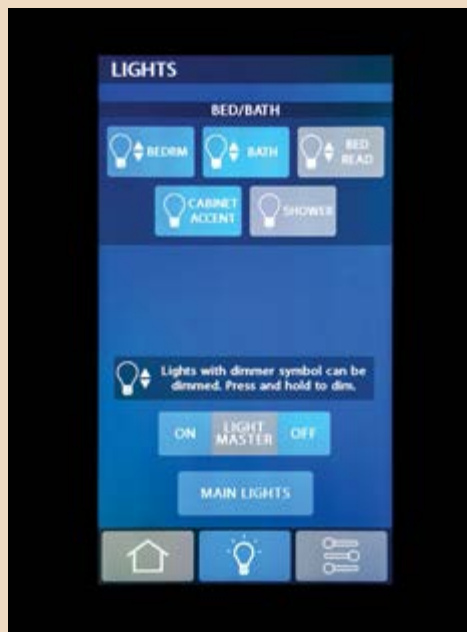
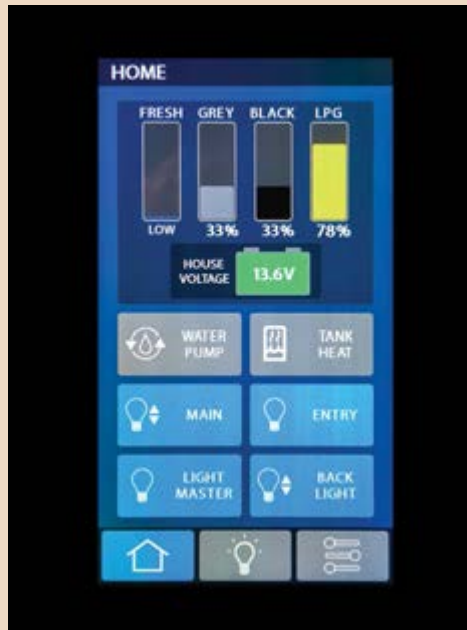




Spyder Controls

The master Spyder control panel is located by the entrance door just above the Jensen radio. The HOME screen displays the levels of each wet tank and the LPG tank plus the current house voltage. The switches at the top include the Water Pump and the Truma Tank Heat. Two primary light controls, Main and Entry, are adjacent to the Light Master and the Back Light. The Light Master is an ON/OFF switch that turns all lights off as you leave the coach. Touching it again will turn the same lights on again. The Back Light turns off the panel lights.

Touching the light bulb symbol at the bottom of the screen will open the Lights folder, giving you control of all the lights in the front half of the coach. Touching the BED/BATH LIGHTS at the bottom will open a sub-panel with all of the light switches for the mid-section and bath. A convenience panel by the Murphy bed controls the bedroom, reading, and main ceiling lights. The panel also has a light master to let you turn off everything after you are all tucked in for the night. The bathroom has a similar local convenience panel that controls the lights in the bath, main ceiling, water pump, and shower.



Entertainment in the 25RW

We have already touched on the location of the standard televisions in the bedroom area and the living space. An optional third 32-inch TV (MSRP \$743) with an auxiliary sound bar is mounted in the PS exterior wall under the standard 14-ft. lighted awning.

An AM-FM Jensen radio with Bluetooth and CD has selectable stereo speakers in the ceiling in both the living area and the mid-section.



Driving the Wayfarer

Several Class A owners have asked about how the Wayfarer handles on the road. When I did the story six months ago on the 25QW, I compared it to driving a Chevy Suburban. The weight of the two units is very close. The 25RW has a long DS slide-out and the 25QW has one in the rear and one on the driver side. All of the Wayfarers handle really well at standard interstate speed limits: 65 or 70 mph. The Mercedes-Benz Sprinter has driving features that are standard on Mercedes-Benz automobiles that you will likely pay extra for on most other brands. The in-dash navigation system (MSRP \$945) and the

side view cameras embedded in the mirrors (MSRP \$810) are optional and recommended by this author.

Using the cruise control levers was intuitive with a simple SET lever for speed and another lever to increase/decrease speed without canceling the cruise function. The engine produced ample power for passing and climbing hills, although the speed dropped about eight percent with a load equal to about half of the cargo carrying capacity. While the Wayfarer hitch is rated for 5,000 pounds and has a 7-pin connector, we remind owners to stay within the 15,250 GCWR.

While the Wayfarer is capable of tow-

The privacy screens for both doors and the windshield are an option that completely blocks the outside view (MSRP \$810). The screens fold tightly into the window frame and windshield pillar posts.

ing a mid-size SUV, I think the M-B Smart or a Fiat 500 would be a great match for the Wayfarer if you should decide to take it on a cross-country tour. We pulled the Smart behind the Allegro Breeze for two years and loved it despite its hard suspension. If you are looking for a Class C with luxurious features or you're ready to downsize from a Class A, you should make an appointment to test drive and check out the 2019 Wayfarer. **RIS**



SPECIFICATIONS: Model tested 2019 Wayfarer 25RW, One Slide-Out

Base MSRP* – \$135,675 MSRP as tested with options – \$147,058

STANDARD FEATURES

Structural

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

Automotive

Mercedes-Benz Sprinter Chassis
M-B 3.0 6-cylinder turbo diesel engine 188 HP/325 lb torque
M-B 5-speed automatic tip-shift transmission
Load adaptive electronic stability (ESP)
Lighting package with Bi-xenon headlamps
Headlamp washing system
Multi-function steering wheel with trip computer
Light & rain sensor
Matrix display
Heated, electric, adjustable mirrors
Windshield with filter band
Overhead control panel with reading lamps
Lane keeping assist
Collision prevention assist
High beam assist
Stainless steel wheel liners
SumoSprings ride assist system

General Exterior

One-piece Seamless Slide-outs™
Girard tankless water heater
Entrance door assist handle
30-cubic feet of outside storage
HD TV antenna with amplifier
Two 12-volt house batteries (Group 27 / 180 Amp Hours)
30-amp, 110-volt house service
Power cord – 30' permanently attached
3.2-kw Onan® diesel generator
1000-watt inverter pure sine
110-volt & 12-volt house load center with power converter
HD Over-the-Air TV antenna
Prep for satellite
Prep for Winegard® Dome System
Pre-wired for solar panels
Park cable & ground satellite hook-up
14' awning with motion sensor
Combination carbon monoxide & propane detector
Automatic lights in exterior compartment doors
13.5-k Coleman roof-mounted AC
Wall-mount thermostat with built-in temperature sensor
30-k BTU propane ducted furnace
12-volt engineered wiring harnesses

Driver's Compartment

Dash entertainment system
USB ports
Back-up camera
Power cab door locks
Power cab door windows
Power mirrors with defrost
Cruise control
Tilt telescoping steering wheel
Chassis-house battery radio power switch
Sun visors
12-volt power outlet
Central cab locking with 2 remotes
Windshield shades
Swivel seat base for driver & passenger seats
Driver & passenger courtesy lights

General Interior

Stereo system
Separate speaker zones

LED lights

Spyder® multiplex coach control system
Satellite system compatible
Privacy shades
Two captain's chair booster cushions
Soft vinyl ceiling
Vinyl flooring throughout
Entrance door assist handle
USB ports
Professionally designed interior décor packages
On demand hot water
House water filter system
DS exterior service center with plumbing & drain connections
12-volt pad heaters on black & grey tanks
Water pump (Shurflo® 3.0 gpm/55 psi)
Gravity potable fresh water fill
Pressurized city fresh water fill

Living Area

Living area TV
Bunk over cab
Face-to-face dinette booth
Tinted living area windows
House radio/DVD/Bluetooth

Galley

2-burner cooktop with tempered glass cover
Convection microwave oven
6.5-cubic foot gas/electric refrigerator
Single bowl stainless sink
Designer faucet w/spray head
Task lights over counter
Under the counter lighting
Fire extinguisher
110v inverted outlet

Multi-Purpose Room

Murphy bed (60" x 74")
70-inch sofa
Two wardrobes
Three drawers & two compartments
32-inch HDMI television
Inverted outlets for CPAP machine
USB ports
LED reading lights

OPTIONAL FEATURES ON THIS COACH

Power rear stabilizers
15k AC w/heat pump
Premium sliding shades for side windows & windshield
Exterior TV

In-dash navigation system

Side view cameras
Truma Comfort Plus tankless water heater
Central vacuum system
Complete solar system w/panels

OTHER OPTIONAL FEATURES AVAILABLE

Equalizer 4-point leveling jacks
Theater seating
Leatherette sofa w/tri-fold hide-a-bed

SELECTED STANDARD OPTIONS

Imperial full body paint
Sandstone interior
Russet cabinets
Derby Leatherette

OTHER SELECTABLE STANDARD OPTIONS

Full body paint: Omni, Mountain Peak, Cordova, Gulfside, Frontier
Interiors: Tectona, Truffle
Cabinetry: English Chestnut, Honeycomb
Leatherette: Creamé, Strada Enamel

MEASUREMENTS

Wheelbase – 170.3"
Overall height – 11' 4"
Overall length – 25' 7"
Overall width – 7' 6"
Interior height – 6' 8"
Interior width – 7' 3"

WEIGHTS & CAPACITIES

GVWR – 11,030 lb.
GCWR – 15,250 lb.
UVW – 10,060 lb. (will vary depending on options)
CCC – 670 lb.
Trailer hitch capacity – 5,000 lb. rated hitch with 500 lb. vertical tongue weight & 7-pin connector.

POWER TRAIN

Engine – 3.0 6-cyl. turbo diesel engine 188 hp
Torque – 325 lb.
Transmission – 5-speed automatic tip-shift transmission
Tire Size – LT215/85R16
Alternator – 160 amps

ACCOMMODATIONS

Sleeps – 4
Fuel tank – 26.4 gallons
Fresh water – 32 gallons
Black water – 27-gallons
Grey water – 33-gallons
DEF – 4.8 gallons
Propane tank – 20-gallons /16 gallons usable

MSRP

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

UVW

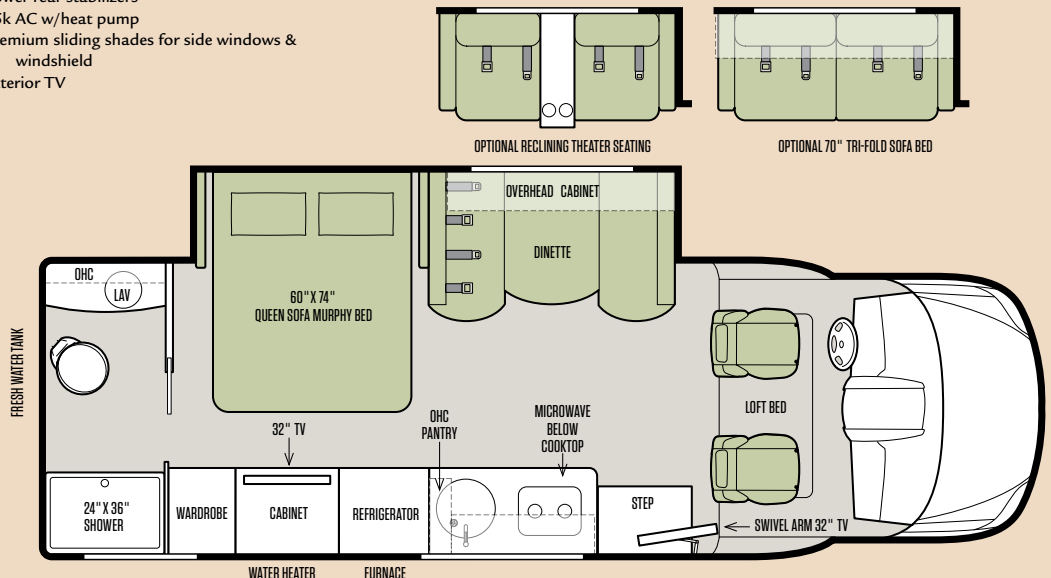
This is the approximate weight of the vehicle with a full fuel tank, engine oil, and coolants. The UVW does not include cargo, fresh water, LP gas, passengers, or dealer-installed accessories.

DEALERS

To locate the Tiffin dealer nearest to 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.



Smoothing Out the Road

Tiffin's integration of the Compressible Liquid Adaptive Suspension System on Ford-based Allegro motorhomes paves the way for superior handling and comfort

By Bob Livingston, MotorHome Magazine

TIFFIN'S ALLEGRO GAS-POWERED MOTORHOMES built on Ford's venerable F-53 chassis are now offered with a unique suspension upgrade that civilizes the ride to a point rivaling diesel pushers. While Ford's chassis have a proven track record for reliability, up until now there have been a few compromises owners must make when opting for the gas chassis. To improve handling and ride quality, Detroit Custom Chassis, LLC, builders of the Ford F-53 chassis, is now offering motorhome manufacturers underpinnings with the Compressible Liquid Adaptive Suspension System (CLASS), from LiquidSpring, which promises to be a game changer in the gas-powered Class A segment of the RV industry. Tiffin is the first manufacturer to offer the LiquidSpring suspension system on Class A motorhomes.

In order to accommodate higher gross vehicle weight ratings (GVWR), stock chassis rely on leaf springs and shock absorbers, which provide weight control but lead to a rougher ride, imprecise steering input, and body roll. With the LiquidSpring suspension upgrade, owners will enjoy the luxury and amenities offered in Allegro gas-powered motorhomes without sacrificing the comfort, previously experienced only when driving a diesel pusher.

The LiquidSpring rear suspension is a five-link system that takes the place of the standard leaf springs and shocks, and uses sophisticated electronics to manage compressible liquid silicone via specially designed struts and control arms—improving stability while reducing road shock and vibrations.

In efforts to mitigate some of the handling issues, the auto industry has been working on solutions for more than 100 years. Shock absorbers have been the auto industry's bread and butter solution for years, with air bags entering the scene 50 years ago. While air bags help somewhat, they were still subject to the same tradeoffs between ride quality and handling. Shock absorbers are key components, but only provide limited control, and once they heat up, damping is compromised.

LiquidSpring ventured into the suspension business while on a mission to smooth out the ride in huge off-road trucks used in underground mining. These trucks were known to



shake people uncontrollably, decreasing production brought on by fatigue and injury. Most engineers were skeptical of compressible liquid, but the company made it work, prototyping a system for mining and other fields that smoothed out the ride so dramatically that it doubled production capability and prolonged suspension life remarkably on these big rigs.

While the company's mining-truck invention taught it how to change stiffness through compressible liquid, there were no electronics at the time to manage the process. Fast forward to 2012 and company engineers found a way to learn the characteristics of fluid using electronics and introduced a product to the bus and ambulance industries that offered dramatic improvements in ride quality. The ambulance industry was actually able to document improvements in patients' health, often deteriorated (fatigue) by adverse vibrations and the bumpy ride to the hospital. Today, 90 percent of these vehicles equipped with improved suspension technology employ the LiquidSpring components.

From this experience and success, a new system was developed for the Ford F-53 and cutaway chassis.

To get here, company engineers were charged with understanding what happens to fluid under different temperatures and pressures, and how it flows. In the end, the system had to work harmoniously with the mechanical aspects of a suspension, as well as eliminating the common tradeoffs between ride quality and handling. Sensors for suspension height, speed, braking and steering input are used to process information through proprietary algorithms that allow the system to react to body roll in milliseconds.

LiquidSpring's suspension system has three ride modes: comfort, normal, and sport. Comfort bias is toward a better ride, while the sport mode focuses on handling. These controls

allow CLASS-equipped Allegro motorhomes to travel in the comfort mode for the best ride quality and will automatically respond to driving conditions, seamlessly changing the spring rate and adjusting load levels (compensating for payload distribution) without driver input. The driver can elect the sport mode, which also provides a comfortable ride, but the spring rate ramps up more aggressively as conditions dictate. The driver can also adjust height up to 4 inches using the manual controls on the interface panel that's mounted on the dash as long as speed is slower than 10 mph.

Motorhomes on the F-53 chassis are subject to body oscillations while negotiating driveways and other dips in the road when turning. The factory sway bar helps control some body roll, but is not compliant enough to do much on driveways (think entrance to service stations). With the CLASS integrated into the Ford chassis, owners can expect uncomfortable oscillations to virtually disappear.

Driving on city streets will produce the most dramatic dif-

ferences. When negotiating dips in the road, especially those in the middle of the turning zone, the CLASS option will reduce the side-to-side motion that makes it difficult for passengers to stand in the aisle and/or walk to the rear bedroom. In back, the comfort will be improved to a point where sleeping on the bed becomes pleasant.

The real eye opener for those who relish driving is the ability to aggressively power into the turns, even on roads with dips in the middle of the pavement, without adverse reactions. With the CLASS componentry, drivers will maintain complete control, sans body roll, restoring suspension predictability and confidence. Jarring will be eliminated; noise levels will decrease dramatically. Long drives will be fun again.

When it comes to improving road manners of Allegro motorhomes on the Ford F-53 chassis, the LiquidSpring system over delivers on the results. The CLASS transformation is truly a game changer for owners looking to take Class A gasser ride quality and handling to a higher level.

Recalls for 2016–2018

Kidde NHTSA # 17E-062; Tiffin NHTSA # 17V-841, Kidde Fire Extinguisher Recall

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.

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 Incor-

rect Weight Capacity Sticker on Allegro Open Road Hitch

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

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

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

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

Tiffin Motorhomes has decided that a defect, which relates to motor vehicle safety, exists on the following models of motorhomes: 2010–2012 Phaeton’s that are built with 2010 EPA-Certified engines on a PowerGlide Chassis. It has been found that the exhaust pipe is mounted too close to the underside of the floor. A heat shield and insulation that was previously installed on these coaches may fail and allow excessive heat to contact the floor of the coach which can result in a fire. Tiffin Motorhomes will remove the existing *side inlet* DPF exhaust configuration, and install a new *end inlet* DPF exhaust configuration on these coaches to provide greater clearance between the exhaust tube and the floor. This repair will be made at no cost to you. This repair will take approximately 12 hours to complete. NOTE: This is an expansion of 15V-612.

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

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

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

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

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 at-

tached 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.

Adventure Caravans celebrates 25th anniversary with two new tours. Five most popular tours offered at 5% discount for first time guests.

Adventure Caravans celebrates its 25th anniversary in 2019 with two new tours. Its five most popular tours are offered at a 5% discount for first time guests.

With a current RV vacation catalog featuring more than 50 professionally led RV tours, Adventure Caravans is excited to announce two new tours for 2019 and 2020.

Be charmed by the true south on their *Dixie Belle Tour*.

Take the ultimate tour of North and South Carolina including Eastern Georgia just for the peach of it! Enjoy quaint mountain towns, pertinent historic sites, cities and beaches.

Get lost in the Land of Enchantment on their *Enchanted New Mexico Tour*.

Adventure awaits at every corner of New Mexico. Native American culture abounds as we visit national and state treasures and

explore their vast history. With the dramatic landscape of red and yellow cliffs, acres of towering rock walls, vivid colors, and vast skies, this enchanted vacation is surely a treat.

“For 25 years, our priority has been and continues to be customer service,” Tina Poole, owner of Adventure Caravans said. “We are celebrating our Silver Anniversary in 2019. Since 1994, Adventure Caravans has led the way in guided RV vacations. Each vacation package includes a unique theme, combining a blend of activities and free time to explore the special areas we visit. Our caravanners will discover great restaurants, cultural connections, special entertainment, and unrivaled support from our office staff, wagonmasters, and tailgunners. Each itinerary will pique the interest of nature lovers, history buffs, and culture enthusiasts. We want you to experience the adventure while we do the rest!” **See our ad on page 69.**

In 2019, Adventure Caravans is offering its **five most popular tours** to First Timers at a *five percent discount*. You can also explore our 50-tour catalog for more choices.

1. Alaska & Canadian Rockies including the Calgary Stampede

— Choose from our three Alaska adventures. Experience the majestic landscapes and diverse wildlife as we venture into the heart of Alaska. Pan for gold in Fairbanks, and watch for humpbacks, orcas, and glaciers on a Kenai Fjords Wildlife cruise.



2. The Great Polar Bear Migration

— There is nothing like seeing polar bears in their natural habitat. We encounter the Artic wilderness by traversing the tundra in specialized polar vehicles to get up close and personal as we watch mothers tend to cubs and young adult males play-fight as they wait for Hudson Bay to freeze over.



3. Albuquerque Balloon Fiesta — From dawn patrols to evening glows, this is an action-packed itinerary. Balloons are the focus of this rally. Four days of adventure include:

♦ A drive along the Turquoise Trail takes us to Santa Fe. ♦ A ride up to the Sandia Peak Tram gives us a breathtaking view of the area.



♦ A visit to Sky City and the Acoma Pueblo where native people have lived for centuries. Camping accommodations include city water, pre-paid pump-outs, 30-amp electrical service, and a private hospitality tent with drinks and snacks available all day and eighteen hot meals during your stay, so you have more time to experience the adventure.

4. Grand Circle: The Western National Parks Caravan

— Explore the great national parks of the Southwest. Immerse yourself in the beauty and history as we focus on the highlights each park offers. We will: ♦ Visit the North Rim of the Grand Canyon. ♦ Travel to the South Rim in a first class observation dome train. ♦ Drift down the Colorado River at night, as dancing lights illuminate the canyon walls. ♦ Stroll through Jerome and imagine life there 100 years ago. ♦ Ride the Durango & Silverton Railroad to Silverton,



Colorado. ♦ Enjoy a scenic boat ride to the Rainbow Bridge on Lake Powell. and ♦ Visit beautiful Sedona and its energy vortexes.

5. Great River Road & Fall Colors

— Enjoy the splendid fall color as we visit many

of the interesting sites along the Great River Road, including: ♦ A lunch cruise on the Mississippi River. ♦ Relive Tom Sawyer’s escapades and adventures in Hannibal. ♦ Tour the Elvis sites in Memphis including the famous Sun Studios and a Graceland Platinum Tour. ♦ Ending in New Orleans, visit the Mardi Gras World float-building operation and experience the fun, food, and folklore of Cajun Country.



Tina and her entire staff invite you to join the Adventure Caravans family and offer first time guests a 5% discount on tours and rallies (except overseas and cruises).

For more information, or to request a FREE Adventure Caravans Vacation Guide, call 936-327-3428, or email info@adventurecaravans.com or visit adventurecaravans.com.

Taos, Chama, and Chaco

Experience new wonders around every curve on New Mexico's US 64



NORTHWESTERN NEW MEXICO ALONG U.S. Highway 64 is a traveler's multi-course feast. You can debate which is the appetizer, entrée, or dessert: Taos's art scene and outdoorsy vibe; Chama's Cumbres & Toltec Scenic Railroad excursion trip; or the monumental edifices of our First People's endeavors at Chama Culture National Historical Park near Bloomfield. For condiments the menu proposes the Enchanted Circle Drive around 13,161-ft. Wheeler Peak near Taos, and the sapphire waters of Navajo Lake just east of Bloomfield. Two weeks will melt away in a flash during the warmer months amidst this region's delicious landscapes. Highway 64 is a good two-lane road that dishes up curves and hills on the Enchanted Circle but is gentler between Taos and Bloomfield.

The Earliest Explorers

Evidence of the first Taos Valley settlements at Pot Creek goes back to 1000 AD. Circular pit houses at Pot Creek Cultural Site were created by Tiwa family groups and were dug deeply into the earth for insulation. Within 200 years, probably due to trading with tribes from farther south, above-ground adobe dwellings were constructed directly above these pit houses. The Pot Creek Pueblo, now on the SMU-in-Taos Campus, was nearly as big as Taos Pueblo, with ground-floor rooms for storage and utilitarian needs, and upper stories for habitation. Since some rooms were never finished, Pot Creek builders may have decided that the Taos Pueblo site was more advantageous, and moved there. Today's Taos Puebloans speak the Tiwa language, and have inhabited Taos Pueblo continuously since around 1320.

In 1540 the Spanish were the first Europeans to arrive in Taos Valley, looking for gold. Finding none, they nevertheless returned to colonize the area. The Tiwa resented the Spanish imposition of

Text and photography by Suzanne Clemenz

their values and the Catholic faith. In 1680, after decades of discontent and five years of planning under San Juan Pueblo's leader, Po'pay, a massive uprising with warriors from numerous Pueblos successfully ousted the Spanish, driving them back to what is now the Mexican border area. The Spanish returned permanently 16 years later, led by Don Diego de Vargas, as told in the previous issue of *Roughing It Smoothly*. For the next 120 years there were struggles, mutual learning, intermarrying, a steady influx of Spanish and Mexican immigrants, and eventually trappers and traders from the United States.

In 1821 Mexico declared its independence from Spain. After the Mexican-American war of 1846, the United States claimed ownership of former Spanish lands in New Mexico. A land grant system eventually established boundaries between tribes and the Spanish and Mexican settlers. U.S. explorers, tourists, and settlers began arriving from the east, especially when the Santa Fe Railroad reached Albuquerque.

The Foundation of the Taos Art Scene

In 1893, American travelers included two young Paris-trained artists from New York, Ernest Blumenschein and Bert Phillips, who were working as illustrators. They came west to experience its mountains and wide-open spaces. When one of their wagon wheels broke in the mountains near Taos, the ensuing delay caused them to be drawn in by Taos's landscapes, native culture, and architecture. They sought to capture the effects of brilliant, humidity-free skies and light on the drama of Taos scenery. To this day that Southwestern light inspires people to go back home, sell out, and move west. Blumenschein and Phillips painted for about three months before Blumenschein returned to New York to sell their paintings. He introduced new subject matter, colors, landforms, and a flourishing native culture to eastern art lovers. Phillips had made Taos his home immediately. Both of them encouraged their artist friends to see Taos with their own eyes. They came. They stayed. By 1915 their friends Joseph Sharp, Oscar Berninghaus, E. Irving Couse, and W. Herbert Dunton were thriving on sales of Taos subject matter because of exhibitions of their art in major American cities. Together these pioneer artists founded the Taos Society of Artists (TSA.) Along with eastern art patrons, many eastern and western artists also saw TSA artists' work and moved to Taos, swelling the TSA membership. Indian artists expanded their own creative talents to include oil paintings, often painting less romanticized, more natural subjects that appealed to art buyers.

Meanwhile Europe's modern art movement, exemplified by Toulouse-Lautrec, van Gogh, Cézanne, Picasso, and many others, was taking root on our side of the pond. Some of those artists came to Taos in the early 1900s and interpreted the TSA's fresh subject matter with new, more simplified and abstracted painting techniques. As with the melding of Spanish, Mexican, and American cultures in New Mexico, the TSA artists, surprisingly led by conservative Ernest Blumenschein, began to be influenced and to adapt some modernist techniques to their paintings.

You can view many TSA artists' paintings at the Ernest L. Blumenschein Home & Museum near the running horses mural on Ledoux Street, at the Harwood Museum of Art on Ledoux Street, and at the Taos Art Museum at Fechin House a couple of blocks north of Taos Plaza. You can also arrange a tour of the E. Irving Couse House and Studio—Joseph H. Sharp Studios on Kit Carson Street.

Of course, with such a strong early foundation of art, there are now several dozen galleries featuring traditional and newer art media in Taos. Pick up the handy *Taos Gallery Guide* at

The total span of the Rio Grande Gorge Bridge west of Taos is 1,280 feet. It is about 600 feet above the Rio Grande River. The bridge was completed in 1965. ♦ This mural of wild mustangs gallops down LeDoux Street just south of Taos Plaza. ♦ No one lifts an eyebrow in laid-back Taos when a horse and rider go clopping down a gallery-lined street. ♦ The Rio de Pueblo de Taos is a stream originating in Blue Lake. The lake was returned to Taos Pueblo under Richard Nixon because of its centuries of spiritual significance to the tribe.

the Taos Visitor Center, with maps showing all galleries. Most galleries are within easy walking distance of Taos Plaza. The Plaza itself has few galleries, but Paseo del Pueblo Norte from the Plaza north, Kit Carson Street from the Plaza east, Ledoux Street just south of the Plaza, and Bent Street, a two-minute walk north of the Plaza off Paseo del Pueblo Norte, have many enticing galleries. On Bent Street, some fine north-side galleries look like tiny old homes. Go right in—you may meet some artists. On Bent Street's south side there's a pedestrian mall with a coop art gallery, shops with handmade crafts, plus the delectable Bent

and looking for lite bites, Parcht Bottleshop +Bites gets raves for premium charcuterie meats and fine cheeses knowledgeably paired with fine wines and craft beers. It's at street level at the east end of Taos Plaza, under The Gorge Bar & Grill. And don't forget Bent Street Café & Deli for a wonderful lunch such as their Shrimp Tossed in Lemon Caper Cream over angel hair pasta. They have a great breakfast menu, too. As for Mexican food, New Mexico is acknowledged even in other Southwestern states as the best. The Chiles en Nogada at Bella's Mexican Grill, for example, has poblano chilies filled with shredded meat,



Street Café & Deli where you can nosh and rest your feet. There are outlier galleries elsewhere in town. And don't forget that you can buy original Indian pottery, jewelry, and other hand-crafted arts, often directly from the artist, at the venerable Taos Pueblo straight north from town on Veterans, then Star Roads.

Some galleries that illustrate the diversity of Taos art today include the Thom Wheeler Studio Gallery where you might catch the artist himself who is happy to talk about his paintings, metal and glass works, pottery, sculptures, and wood pieces. Stop by the dazzling Michael McCormick & Sons Gallery with its cadre of well-known contemporary artists. Taos Studio Works on Paseo del Pueblo Norte includes glass artist Ellen L. Goodrich who pieces tiny shards of stained and colored glass into dynamic scenes and florals right there at the studio. There's even upscale wearable art at Aventura by Lynn Wilkinson on Kit Carson, where Pendleton blankets are worked into dramatic coats, capes, and vests. Google their names. Taos has an annual Art Festival about the last weekend of September.

Cuisine, a la Taos

Doc Martin's Restaurant & Adobe Bar in the historic Taos Inn has been a favorite of visiting luminaries since 1936, and has won awards from *Wine Enthusiast*, *Wine Spectator*, and Trip Advisor. The Inn is actually several old adobe houses surrounding a small plaza. The Taos Society of Artists was founded in Doc and Helen Martin's dining room. If you're a wine aficionado

spices, fruits, and aromatics, then topped with a walnut-based cream sauce and pomegranate seeds. Colorful and delish!

The Venerable Taos Pueblo

Taos Pueblo, a Tiwa-speaking community, has been continuously occupied since it was built between 1000–1450 AD, and is a National Historic Landmark. It is also a UNESCO World Heritage Site. No U.S. community is older. Unlike the stone pueblos you'll soon see at Salmon, Aztec, and Chaco Canyon, Taos pueblos are built of adobe, a mixture of the area's clay-based soil,



straw, and water. Adobe is sun-dried and needs to be reapplied periodically. There are multi-roomed north and south pueblos with a small stream between them. Over 1900 Indians live on surrounding Toas lands, but only about 150 people spend the bulk of their time in the pueblos, which have no plumbing or electricity. Most Taosenos have modern homes nearby.

Pay your entrance fee at the admissions window when you arrive, and arrange for a volunteer guide to start your visit. You can wander around without a guide, but you'll miss insights, information, points of interest, and conversations that will

A Cornucopia for Outdoor Enthusiasts

Taos Ski Resort is listed in the Top 25 Ski Resorts by *Travel & Leisure* magazine. It has numerous downhill runs, cross country, snow shoeing, and skimobile areas. There is also an abundance of fair-weather outdoor fun in Taos Ski Valley. You can go hiking, horseback riding, llama trekking, fly fishing, rock climbing, river rafting, take a chairlift ride, dine, enjoy spa services, attend chamber music concerts, do the Up and Over 10K run, take a magical, very chilly full moon guided hike to Williams Lake, photograph everything you encounter, sample a wine festival,



enhance your visit. Remember to photograph residents only with their permission! There is a list of Feast Days on the Taos Pueblo website, and the second weekend of July is the annual Taos Pueblo Pow-Wow.

There are shops inside the Pueblo selling their mica-flecked pottery, silver jewelry, leatherwork, and more. Artists often combine Indian traditions and contemporary techniques in their paintings. The Pueblo usually closes for about ten weeks in late winter to early spring. You might want to wait a day after stronger rainfall to visit to avoid the soggy soil you'll walk on.

and dine in the scented mountain air. Flatlander alert: that 10K run starts at 10,000 feet and climbs another 1,000 feet! One company guides a morning mountain-bike tour, then takes you rafting down the Rio Grande in the afternoon.

There are additional outdoor opportunities in the town of Taos. Take photos under different lighting conditions from and of the Rio Grande Gorge Bridge above the very dramatic 650 foot deep Rio Grande Gorge. Visit Ojo Caliente Mineral Springs Resort & Spa to enjoy 13 sulphur-free pools, a mud pool, and day-spa services. Photograph from all angles, in Ansel Adam's

Clockwise on page 22: Ernest Blumenschein was a founder of the Taos Society of Artists. His namesake museum was his home in the 1920s and contains early TSA art works. ♦ Taos Art Museum at Fechin House was designed by famed artist Nicolai Fechin and features his extensive woodworking along with his and other Taos Society of Artists' works. ♦ Upstairs in this Taos Plaza building is The Gorge Bar & Grill. On street level is Parcht Bottleshop + Bites. The plaza has concerts and other events throughout the year.

Clockwise this page: In old Taos Pueblo, a ramada shades a beehive orno (oven) used for cooking and firing pottery. ♦ Summer's monsoon rains make the Rio Grande muddy sometimes, but they also create increased flow and better rapids for rafters to navigate. ♦ Whether from a hot air balloon or from the Rio Grande Gorge Bridge, the Gorge is a spectacular sight. The West Rim trail of Rio Grande del Norte National Monument runs atop the right hand cliffs shown here. Big horn sheep are often seen from the trail or the river.





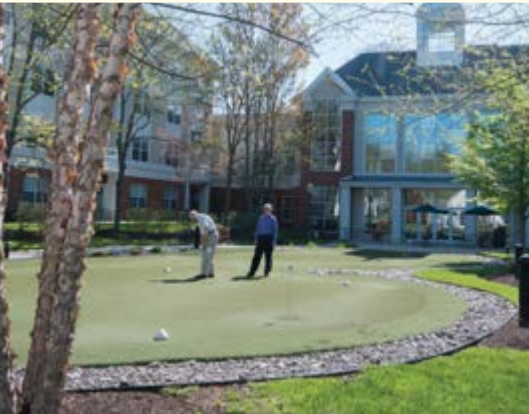
footsteps, the famous and massive 18th century adobe San Francisco de Asis Church just south of town.

Rio Grande del Norte National Monument is north of Hwy 64, mostly on the east side of the Rio Grande. It has hiking, fishing, hunting, mountain biking, boat launches, wildlife viewing, whitewater rafting, birding, and mountain biking. A long, skinny tail of the Monument south of the Rio Grande Gorge Bridge vista point follows a trail with dramatic views along the West Rim to the Monument's southern facilities. Two campgrounds in the Monument, Pilar and Rio Bravo near the visitor center on Hwy. 68, have dirt roads, pull-thru campsites with water and electricity but no sewer or dump station. Dust devils during windy conditions can play havoc with any open awnings. Access is 17 miles south of Taos near the Monument's southern visitor center at the Hwy 570 turnoff. Alternately, for a very tidy and convenient RV campground with all the bells and whistles, stay at Taos Monte Bello RV Park on US 64 about 10 minutes north of town, with easy access to the Hwy 522 Enchanted Scenic Drive. From Monte Bello RV Park you can also access the northern Wild Rivers Visitor Center of Rio Grande del Norte National Monument and the bulk of the Monument's land area.

The Enchanted Circle Tour — A Scenic Byway

Spend from 4 hours to several days taking the 84-mile Enchanted Circle Tour north of town around Wheeler Peak and back to Taos. If you want a quick overview of this spectacular drive, allow half a day. If you can explore at leisure there is much to see, especially in late September/early October when the quaking aspens are tossing their golden tresses against the azure sky from within deep green conifers. Look for wildflowers in late spring and summer. From US 64 north of town, an intersection gives you the choice of turning onto Hwy 150 into Taos Ski Valley, or taking SR 522 to the Enchanted Circle. The first point of interest on SR 522 is off-road a bit at the D.H. Lawrence Memorial. Lawrence famously wrote *Lady Chatterly's Lover* and other books, and loved his New Mexico get-away so much that he arranged to be interred there. On Thursdays and Fridays a guided tour may be available. Back on Route 522 there's a west turnoff to the Red River Fish Hatchery which has restrooms, picnic tables, and educational displays. Then, in Questa, turn right onto SR 38 but stop at Artesanos de Questa, a coop for painters, glass artists, wood workers, sculptors, and tinsmiths. There are several well-reviewed cafes in Questa. Heading east on SR 38 you'll know you're in the Rocky Mountains, and you'll need a variety of superlatives to describe them.

Monte Bello RV Park on US 64 north of town has 45 x 70-ft pull-thrus, a convenience store, ADA showers and restrooms, a barbecue, and a picnic pavilion. ♦ Angel Fire's Veterans Memorial State Park is dedicated exclusively to Vietnam veterans. It includes this lovely chapel and a visitor center with a computer to help veterans connect with each other. ♦ The Enchanted Circle Drive is 84 miles long with 3000 feet of elevation change. It encircles New Mexico's highest mountain. Want to camp? Try Angel Nest RV Park in Eagle Nest.



RECREATION, *minus* the VEHICLE.

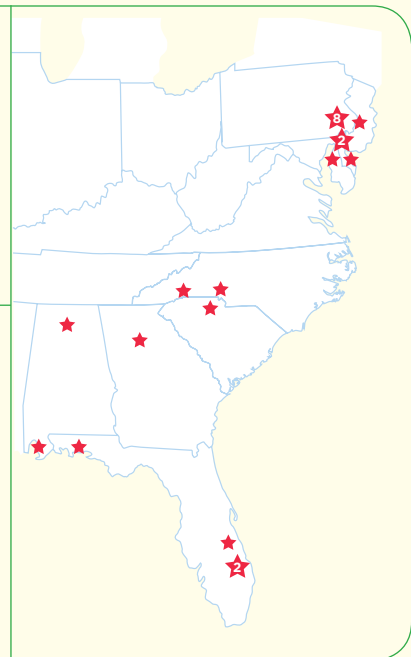


If you think RV living is freeing, you'll enjoy the freedom of Acts Retirement-Life Communities. We give you plenty of choices, from expanded culinary options to updated fitness centers. There are 23 different communities in 9 states to choose from, so there's likely to be one close to family and friends. And Acts Life Care® protects your nest egg with predictable monthly fees, so you're free from long-term worries, too.



Where Loving-Kindness Lives

FOR PRICING AND MORE INFORMATION: Visit [Acts.com/RV](https://www.actsretirement.com/RV)



ALABAMA | DELAWARE | FLORIDA | GEORGIA | MARYLAND | NEW JERSEY | NORTH CAROLINA | PENNSYLVANIA | SOUTH CAROLINA





Red River is a bit east on SR 38. This ski resort town has summer activities including chair lift rides, mountain tubing, disc golf, hiking, and advanced mountain biking, plus plenty of dining options. Back on the road, watch for elk and other wildlife all the way to the east side of Wheeler Peak and Eagle Nest. On the way to Eagle Nest a few remnants of Elizabethtown's mining days can be seen from the Elizabethtown Overlook side road to the west. Then you are going south on SR 38, which soon ends at Eagle Nest. There are restaurants and breweries in town. Bear southwest on US 64. Recreational opportunities at nearby Eagle Nest State Park include boating and fishing at the sparkling Eagle Nest Lake. There are 11 fishable species, and you are encouraged to keep any Northern pike, which are not native to the lake. Just as you bear southwest on US 64 after Eagle Nest, take time to visit the sweeping, evocative Vietnam Veterans Memorial, a simple moving tribute to our fallen soldiers. Back on 64 look for the SR 434 turnoff to Angel Fire. This lovely ski resort town has a beautiful golf course plus over 60 miles of bike park with jump lines, super chunks, and other trail features. Or try zip lines that zoom you at 60 mph through the mountains. Then tackle the wiggliest part of US 64. Slow down and look for artist studios, especially in Shady Brook, as you return to that remarkable gem of a town, Taos, New Mexico.

The Little Engines That Can, and Do

The drive northwest on US 64 from Taos to Chama is lovely—a good two-lane road with sweeping curves, wide shoulders, and many vista points for photographing the layers of mountain ridges stretching into the distance. In summer, look for wild flowers. In autumn, when mountain slopes are blanketed with yellow aspen leaves, some tinged with red, the scenery is simply splendid. Don't rush! It's the journey, not the destination, between Taos and Chama. As you finally level out south of Chama there's an RV park about 2 miles south of town and one not far north of the train depot on Hwy 17. Be sure your kitchen is stocked in case Chama's water department turns off the town's water supply, which is disconcerting if somewhat rare. The Subway restaurant valiantly stays open, water or not. No wonder it's the biggest Subway anywhere.

The train is the thriving reason for little Chama's existence these days. Besides the tourism brought by the train, construction, agriculture, forestry, fishing, and hunting contribute to Chama's financial well-being. The three or four restaurants have well-prepared food and somewhat erratic service. Ah, but that

Some passengers extend their Cumbres & Toltec fun by leapfrogging ahead to photograph the train along picturesque Hwy 17. ♦ The train's open gondola is great for photography of both wide vistas and groves of trees. Everyone has a train seat, which is nice when it gets nippy at over 10,000 feet elevation. ♦ The Cumbres & Toltec Scenic Railroad often needs two engines to ascend from an 8,000-ft. elevation in Chama to 10,015 feet at Cumbres Pass. ♦ Passengers can board the excursion train at either end of the ride. Antonito, shown here, has a handful of restaurants in town and RV parks on Hwy 17.



Now welcoming guests.

Phase 1 of our Class A Motorcoach Resort offers:

- 45 spacious sites located on 26+ acres with lake
 - 4 beautiful bay style cottage plans
 - Upscale owners lodge with all amenities
- Heated & cooled pool with outdoor kitchen
- Pool house with wood burning fireplace

TRAVEL FAR. LIVE LOCAL.

BOOK YOUR STAY ONLINE OR CALL US.

FairhopeMotorcoachResort.com • 251.622.2340 • 11251 Hwy. 104, Fairhope, Alabama

authentic old yellow train depot nursing those steaming black iron horses! Snorting, clinking, and exhaling noisily, they wheeze up to the water tower north of the depot and return to smash and clank-click onto red passenger cars, ready for duty. Have breakfast in your Tiffin to assure getting to your train or comfy bus on time. Reserve your train seats weeks in advance for Parlor or Deluxe Tourist cars, but Coach class is comfortable and seats are often available last minute. There is a Concessions car with snacks and non-alcoholic drinks. Walk through to the open-roofed gondola car any time for unobstructed views of the breath-taking high mountain, deep canyons scenery. In autumn you are right in the middle of those high, dense aspen groves you viewed on the way to Chama. Stock up on gasps before you board the train.

Docents roam the train dishing out good humor and railroad history. For the full day trip (highly recommended) you can board the train in Chama, New Mexico, or Antonito, Colorado, and you'll go one way by bus, one by train. The bus ride is an engaging and very scenic one-hour ride, with bears, elk, deer, and smaller mammals frequently seen. The bus cannot traverse the same route as the train so you have new vistas whether on the bus or the train. For half-day trips you change trains at the lunch stop, then return to your starting point. The train weaves between Colorado and New Mexico 11 times during your trip. Part of the fun can be spending an hour, morning or evening, racing ahead of the train along Hwy 17 to stop frequently and photograph it in many beautiful settings until it veers away from the highway.

The Cumbres & Toltec Scenic Railroad (C&T) route was completed in 1880 to serve the many silver mines of southwestern Colorado's San Juan Mountains. It was part of the Denver & Rio Grande Railroad (D&RG), a network of 2,783 narrow-gauge miles connecting Colorado, New Mexico, and Utah. Narrow-gauge railroads are more suitable to mountains because they cost less to build in rugged terrain, and because the trains can handle



tighter curves that hug the mountains. Don't worry—the train's maximum speed is 12 mph. The C&T has tracks that are three feet between rails, versus the standard gauge of 4'8". Standard gauge was adopted in early U.S. railroading because widely available British locomotives used standard gauge.

In the late 1800s, the U.S. silver market collapse impacted the Denver & Rio Grande line. It limped along, probably because of the world wars, through a post-WWII natural gas boom, then closed in 1969. Railway preservationists and local civic leaders banded together to save the most scenic portion of the D&RG between Chama and Antonito.

The states of New Mexico and Colorado jointly purchased the track, structures, and equipment in 1970, and the Cumbres & Toltec Scenic Railroad was born. *USA Today* readers rated the C&T railroad the best train ride in North America. The railroad has been in over 20 films, mini-series, and documentaries. The C&T has five historic coal-fired steam locomotives

Navajo Lake State Park near Bloomfield, New Mexico, has 150 miles of shoreline, two marinas, good RV camping, houseboating and other watercrafts, fishing, and hiking. ♦ Fajada Butte in Chaco Culture National Historical Park has ruins high on its almost 400-ft. cliffs. The butte has famous astronomical petroglyphs related to solar and lunar cycles.

pulling passengers on the longest, highest train ride in the U.S.—64 miles long, 10,015 feet high! There are special event trains, a Friends of the Cumbres & Toltec organization, and fireman and engineering classes at beginner and advanced levels. The train rides are exciting experiences. Don't be surprised if the Cumbres & Toltec choo-choos its way right into your heart. I think it can, I think it can!

Navajo Lake State Park

Navajo Lake is 708,600 acre-feet of glittering water impounded from the San Juan River west of Chama near Bloomfield. Besides serving irrigation, municipal, power generation, and industrial needs, 840,000 visitors annually enjoy a wealth of outdoor recreation on the lake's waters and shores. There are two marinas off US 64. Sims Marina is smaller and has RV camping with power, water, showers, a dump station, and rentals from paddleboards to houseboats. It is 18 miles off US 64 on a fairly straight road. The Pine River Marina about four miles off US 64 is much bigger than Sims and has a summer café and shopping with similar RV accommodations and boat rentals. Besides enjoying watercraft, popular activities include fishing, birding, and hiking. Fishing guide services are available and species include Northern pike, trout, salmon, catfish, perch, bluegill, and crappie. There's fly fishing on the San Juan River below the lake's dam. A couple of nights near water may be good preparation for dryer lands to come in Chaco Canyon.

The Starry-eyed Culture of Chaco Canyon

It is hard to overstate the importance of Chaco Culture National Historical Park in the history of humankind in the U.S. The world has also taken note, and it is a UNESCO World Heritage Site. Many descendants of the Chaco builders now live in pueblo villages in New Mexico, Colorado, Utah, and Arizona. A number of long-abandoned Chacoan pueblos are now National Parks and Monuments, or, like Salmon Ruins, conserved by other entities. The achievements of the Chaco

culture include what today's zoning departments might call planned area developments. They were indeed master-planned, and were the largest dwellings in North America for some five hundred years. Part of the intrigue of visiting Chaco is that you come away with more questions than answers. How they achieved so much with only stone, bone, and wood tools speaks of their extraordinary vision, organizational skills, engineering expertise, and a strong work ethic. Water

catchment basins and diversions for agriculture and personal use in a high desert were also part of their achievements.

An understanding of astronomy is common to native peoples in many places in the world, especially for navigation and agriculture. The Chacoans designed their great houses (very large apartment/kiva/plaza complexes) not only as individual projects but in relation to each other and with solar and lunar cycles. Viewing 3D models or images of Pueblo Bonito,



Sunrise at Schroon Lake
New York

Introducing the Aqua-Hot 250-Diesel System

Joy Is A Very Long, Very Hot Shower After A Morning Swim

A perfect experience now available for the **Allegro RED**



Comfort Zones
On Board

Your outdoor adventures shouldn't be followed by two-minute tepid showers and too-loud, skin-drying propane forced-air heat!

Feel a new level of luxury. Constant hot water. Quiet, moist heat circulation. Move up to the 250D high performance diesel-fueled heating for Class-A small diesel pusher coaches. **Comfort Has Evolved.**

Aqua-Hot

Get the warm feeling of home



TIFFIN MOTORHOMES

Specify the new Aqua-Hot 250D on the **Allegro RED** coach.

©2019, Aqua-Hot Heating Systems, Inc. (800) 685-4298 or (303) 651-5500 www.aquahot.com

Chetro Ketl, and the Salmon and Aztec pueblos near Bloomfield also speaks to their sophisticated design aesthetics. Just as in modern times, their building techniques grew more sophisticated each generation from 900 to about 1190 AD. Earlier walls were of single-wide unshaped stones with very visible mortar. Later walls were two stones wide, bonded with mortar. Eventually *each stone* was shaped into rectangular blocks. Two parallel walls were laid up with a gap between them that was filled with stone rubble and almost invisible exterior mortar. Walls were two or more feet thick. This was a

core-and-veneer technique that progressively used more almost identically-sized stones. Just think: Stone tools and no wheels or beasts of burden. It is exhausting just to contemplate it.

Purchase the Robert Redford-narrated *The Mysteries of Chaco Canyon* DVD at the Salmon Ruins Museum in Bloomfield and view it before you visit Chaco. It has great fundamentals about what's to come. Bloomfield's Salmon Ruins and nearby Aztec Ruins National Monument are smaller and later than Chaco, yet visiting them in that order—Salmon, Aztec, and Chaco—may preclude your dismiss-

ing the smaller ruins. They are part of the Chaco story. The excellent visitor center with exhibits and videos at Salmon Ruins (pronounced Saul-mun after the pioneer settler who safeguarded them) is actually the San Juan County Archaeological Research Center and Library, and is full of expertise. The friendly research staff who pop in and out of the back rooms will answer questions and point out books, newsletters, and video about the Chaco available in the book store.

Call Salmon Ruins Museum several weeks in advance of your visit to reserve an all-day archaeologist or researcher-led tour. Your guide drives up to six passengers in a Chevy Suburban on the 42 miles (including 16 miles of mostly washboard dirt road) to Chaco Canyon. Entrance fees and a hearty picnic lunch are included. Pepper your guide with questions about Chaco while riding there and the ride becomes a mini-seminar. Once there, the tour's pace is leisurely and the paths are fairly easy. You'll visit the imposing remnants of Pueblo Bonito and Chetro Ketl pueblos, noticing the progression of building techniques. On the canyon wall you'll see petroglyphs and log-sized holes used to 'sand' log ends to standard sizes. There's a trail to an immense segment of canyon wall that fell almost onto Pueblo Bonito. You'll learn about the plazas and kivas of the two great houses, and step into rooms where your guide explains construction details. You'll visualize Chacoans in green fields of crops down the center of the canyon. Questions excite more questions all day long. Your last Chaco stop is the visitor center for exhibits including some 3D scale models of completed 'big houses' at their prime. And then it's back to Bloomfield. People who camp at Chaco (mostly tents, pickups, camping trailers, and occasional smaller Class C motorhomes) or take day trips get only a 45-minute ranger-



An alignment of doorways on this ground floor and on the one above (the ceiling is missing) shows that there was one less room upstairs than down. ♦ Archaeologist guide Eric speculates that these joined kivas were built to make distant traders feel at home in Chetro Ketl pueblo.

led talk and walk versus eight or nine hours with an archeologist/researcher/driver on the private tour. The tour is about \$190 for one or two people, \$50 for each additional person.

Want more time at Chaco? Do the all-day guided trip first, to learn intensively and to scout the dirt road's condition, which varies. Drive back for another day with your tow car, or with your Wayfarer to camp. Then you can visit many more ruins scattered over nine miles of the canyon. Each is different. You can scramble up to the canyon wall and overlook Pueblo Bonito. Each visit makes the Chacoan people seem more real and their accomplishments more mind-boggling.

Absorb this: Each pueblo was designed as a whole, and strong foundations were built to support the two, three, or four stories to be added decades or generations later. The ceiling or roof of each story is supported by good-sized tree trunks that are among the 220,000 ponderosa pines used in building all the pueblos. The trunks were felled, trimmed, and carried from 50 to 75 miles away with no wheeled carts or beasts of burden. Pueblo Bonito ultimately had 700 rooms and five stories. It was as big as the Roman Coliseum, and covers almost three acres. Many rooms had specific purposes besides habitation, including for working with turquoise, for storage or trash, and as latrines below rooms that have a hole in the floor.

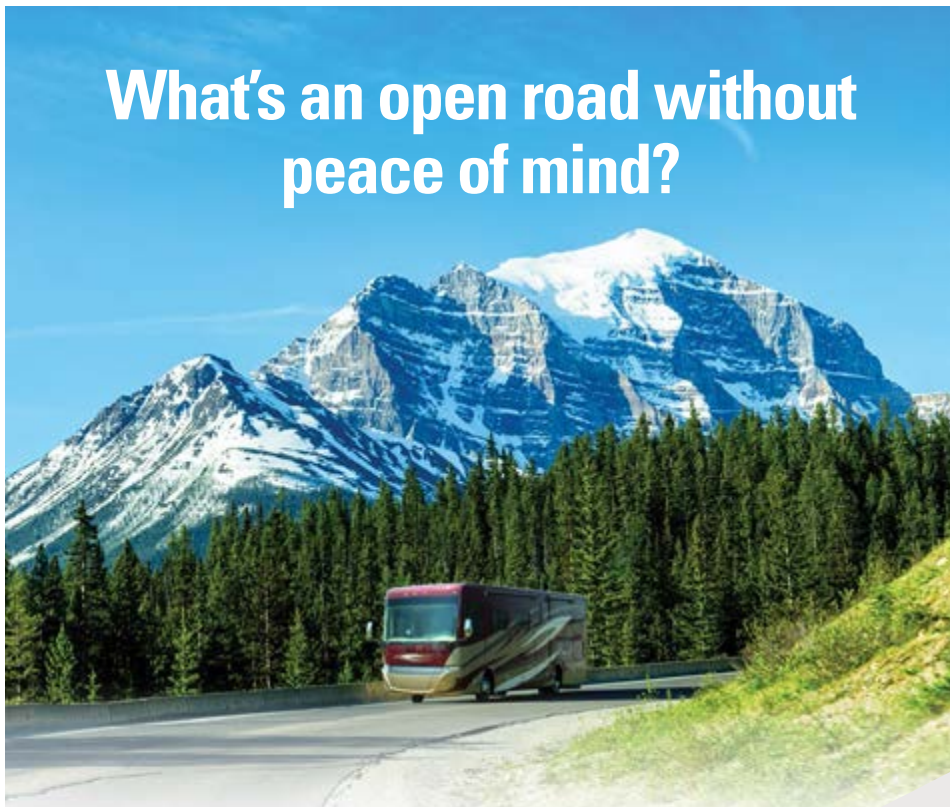
The center wall across the great plazas of Pueblo Bonito and Chetro Kettle were aligned true north and south, as are Tsintje Kletsin and Pueblo Alto. 'Apartments' rise in receding stories from the plazas. Long, straight back or front walls of D-shaped pueblos are perfectly aligned with the arc of the sun's travel across the sky on summers' solar solstices. The north-south center plaza wall of Pueblo Bonito marks the beginning of a 30-ft wide, bordered, smoothed road which starts atop the canyon and ends 35 miles north above a steep cliff. This is thought to symbolize the Chacoans creation legend in which humankind emerged from the north. Everything Chacoan, it seems, had meaning

in its design, so that people could live in harmony with, and perhaps mirror, the designs and mechanisms of nature.

Almost all pueblos are either aligned with the sun or with the 18.6-year cycle of maximum and minimum moonrise. Fajada Butte, which you'll see standing by itself as you enter Chaco Canyon, is famous for its Sun Dagger petroglyphs. Three 10 feet tall, flat and roundish rock slabs were precisely placed on edge, overlapping each other, in front

of two spiral petroglyphs pecked onto the butte's south wall. At noon on summer solstices, light slips between slender spaces between the rock slabs and creates a dagger-shaped shaft of sunlight through the middle of the smaller spiral. The larger spiral records the lunar cycle and works something like this: The spiral has 9.25 rings and measures the 18.5-year cycle of the moon's path back and forth across the horizon at moonrise. A shaft of moonlight pierces the space between the

What's an open road without peace of mind?



We didn't stop at making the best performing battery in outdoor adventure. We weren't done when we made it the most affordable, either. We pressed on, crafting the most reliable deep cycle, lithium ion battery on the market.

Battle born. Adventure ready.

The Battle Born Battery by Dragonfly Energy

Power your next escape at BattleBornBatteries.com

OEM distribution available at dragonflyenergy.com



Get out there, stay out there.™



rock slabs, falling on the outermost (maximum) ring when the moon ‘stops’ after 9.3 years of moving toward its northern-most point. Then it works its way back over 9.3 years to the southern-most (minimum) point, indicated by moonlight falling on the far right of the spiral. That’s the general idea. (Google “Fajada Butte lunar calendar” for a scientific explanation.) Two pueblos, Pueblo Pintado and Kin Bineola, have long walls in alignment with the maximum rising moon. Two others, Penasco Blanca and Una Vida, align with the minimum rising moon.

Droughts may have caused the abandonment of Chaco Canyon. Windows were sealed with mortar and stone, and kivas were burned. During the 1200’s people drifted away to places like Salmon Ruins near the San Juan River, Aztec on the Animas River, and much farther away. Over the next two hundred years the Shoshone, Ute, Navajo, and Apaches visited at least in the processes of hunting, gathering, or during raiding travels. They learned from what they found there.

Spanish and Mexican explorers noted Chaco but did not stay. The Smithsonian scouted Chaco Canyon and did studies in the 1870s. In 1896 the New York Museum of Natural History began formal excavation and study of Pueblo Bonito. Sixty thousand artifacts were sent to the Museum, where they remain. Salmon Ruins, probably because of protective private ownership, is unique in retaining its artifacts at the Museum, which are still in the research and cataloging stages. National Geographic Society archaeologist Neil Judd spent seven summers from 1920-1927 excavating Pueblo Bonito, and was puzzled by finding only 69 hearths within its 700 rooms. A quantity of small, family-sized ruins in Chaco Canyon suggests that the big pueblos may have been used more for housing distant traders, and for ceremonies. Trading partners included regional tribes plus Mexico, Central America, and the Pacific Coast. The jury is still out on many hypotheses. New interpretations and discoveries are ongoing.

Aztec National Monument is in Aztec, New Mexico, seven miles north of Bloomfield. It has a great visitor center, a Chacoan pueblo ruins, a huge kiva that was reconstructed in its original place so that you can enter it, and masonry work reminiscent of the more advanced techniques at Chaco. Salmon, Aztec, and many other pueblos in the Four Corners area are considered Chacoan outliers. Descendants return to Chaco periodically for ceremonial or spiritual purposes. Chaco is the place where their forbearers created a magnificent civilization that incubated, hatched, soared, and then left. We are left to wonder about the living, breathing people who achieved so much in a beautiful, remote, treeless canyon in northern New Mexico. RIS

This is the reconstructed interior on its original site of the big kiva at Aztec Ruins National Monument. Note the circular bench, the fire pit, and the smoke/egress hole. ♦ Chetro Ketl pueblo’s large kiva is 35 feet wide. The reinforced round holes supported logs that held up the flat roof. The kiva is still used by Chacoan descendants. ♦ Pueblo Bonito looms like a mountain range when approached from the east side. It is the biggest of several ‘Great Houses’ and had over 700 rooms, some five stories high.

Mobile living made easy.



"TURNS OUR PATIO AREA INTO AN EXTENDED LIVING SPACE"

- STACEY AND GARY QUIMBY



9100 AWNING

"We are thrilled that our motorhome came with Dometic awnings that turn our patio area into an extended living space, which gives us additional shade and comfort since we are solar powered and rarely parked in the shade."

- Stacey and Gary Quimby

To learn more about Dometic awnings or to find the perfect awning to fit your needs visit:

dometic.com/awnings.




campers inn® RV ACWORTH

TWO STRONG AND TALENTED RV COMPANIES WERE moving in the same direction in North Georgia in the Summer of 2017, neither fully aware of the others' plans and goals until a mutual business acquaintance brought them together. The outcome was a financially strong RV dealership with significant talent in top management as well as sales, F&I, and service and parts managers.

The new company evolved from the well-laid plans of Joel Cline. He was destined to become a Georgian before he was born in West Palm Beach, Florida. Joel's parents visited Dahlonega, Georgia, in the 1960s and could not forget the charming little town in the foothills of the state's Appalachian Mountains. In 1980 the Clines made their move to Dahlonega with Joel and his two older sisters.

During the summers, Joel got a taste of rural life working in the vineyards at Chateau Élan. After high school, he took business courses at Truett-McConnell College. Joel then worked for 10 years in a different industry before deciding to make a change. Through networking with friends, he met Julie Cox who was in management at Camping Time RV. Joel was hired for a sales position on January 1, 2004 at Camping Time. Martin Zonnenberg, the owner, started his business in the mid-eighties selling pop-up campers from his pop-up camper office. Twenty years later with three locations in the Greater Atlanta area—Oakwood, Woodstock, and Snellville, Camping Time RV had grown

Text and photography by Fred Thompson

large enough to attract the attention of Camping World.

When Zonnenberg sold the business in 2006, Joel remained with the company under its new ownership. By 2008 he was promoted to general manager of the Woodstock store. In early 2009, Joel transferred back to the Oakwood store where he served as general manager until 2012. Later that year, he accepted a position as regional vice president with oversight over multiple stores for the next few years.

Joel was reflective about the last 14 years. "I have been on a path that afforded me the opportunity to learn a lot about the entirety of this business. Considering the increase of RV sales we were experiencing and the potential for more growth in the coming years, it was very clear there would be a tremendous demand for RV service," he said. "As dealerships recovered from the recession, we saw bank floorplans, inventories, and RV sales increase. We did not see the industry's service facilities and capacity grow at the same rate comparatively. Service not keeping pace with RV sales is a major factor that led to this opportunity.

"In the summer of 2016, I knew I wanted to make a major change in my career," Joel continued. "My father and my mother were both fighting and winning their battles with cancer which gave me a great deal of perspective and determination. My wife, Elizabeth, and I discussed our options and aspirations. Our son, Walker, was four, and our two older sons, Christian and Tyler, would soon be working or in college. Elizabeth was very involved in the school, church, and community where we live in Buford, which is a long way from Acworth. We could not move

anytime soon, and I knew it would be hard, but we decided as a family we would give it all we had."

Joel sought advice from Martin Zonnenberg. "I went to Martin for advice, but soon found a partner," he continued. "Martin is a great man and a brilliant businessman. It was a no-brainer. I was already looking for property and found this location here in Acworth. We bought it, broke ground, and began signing up RV manufacturers."

Martin and Joel agreed that the operating premise for opening their new RV dealership would be centered around service.

"From the first day we opened our new store, I wanted to

establish our culture and values—a culture that insists we ask, 'what happens next? What happens after you buy?'" Joel said.

So many of the sales staff who had worked for Joel had it right. When they made buying an RV a fun experience, it became a big deal to their buyers, even an emotional experience as they anticipated what the RV was going to mean as it played a part in building a strong family who looked forward to being together in our great state and national parks.

"I wanted everyone who became a part of our team to share common goals and remove any road blocks that might prevent us from achieving our shared goals. When we all care and we all believe, amazing things start to happen! Amazing things are happening faster than we ever thought they would," Joel emphasized. "I believe we have a great culture. We all understand that the right values are the foundation of any successful business culture. We take care of each other and empower our team. In return we will take care of our customers better than anyone else. We are always learning new and better practices. The industry has changed quickly, so will we. Customers are very aware of the culture of a company. The goal will never be, 'How many can you possibly sell in this store?' It will always be, 'How many can you take care of?'"

"We were aware that Tiffin had lost a dealership in the Atlanta area and might be interested in talking with us," Joel said. "Martin had known Andy Baer, Tiffin's assistant general manager, for several years and reached out to TMH in mid-2017 to discuss our plans."

"With Joel's business plan, the location in Acworth, and Martin's strong backing, we made a commitment to accept them as our Atlanta dealer," Andy said, when interviewed for this story. "Not long after our agreement, Jeff Hirsch, president and CEO of Campers Inn RV, expressed an interest in enlarging his company's presence in Georgia. Campers Inn stores were already selling the Tiffin brand in several states, including their store in Byron, Georgia, near Macon. Their first acquisition in the Atlanta area was Peco Campers in Tucker, near Stone Mountain. I put Jeff in touch with Martin and Joel and they began a dialogue



16-BAY SERVICE CENTER



The accessories store and the showroom flow together, creating a very pleasant open-air atmosphere.

that eventually led to forming a partnership under the Campers Inn RV brand.”

The two companies quickly realized they shared core values. After one day of talks, they were thinking, “Let’s do this together and plan a third store in the Atlanta area.” There was immediate support in helping build the infrastructure to operate the business. Martin has owned three stores and is an industry leader in consulting on fixed operations. Jeff successfully acquired and developed 19 stores stretching from New Hampshire to Florida and west to Kentucky and North Dakota. Ben Hirsch, Jeff’s nephew, joined the company five years ago after a 10-year career in the Army. His academic background includes a BS degree from West Point and an MBA from The Wharton School, University of Pennsylvania. The Campers Inn stores use the process manuals he has written for every department in an RV dealership. “They are great partners,” Joel noted. “Jeff is an amazing visionary who can take a good idea and come up with a way to apply it on a grand

scale. Ben is a well-respected industry leader and along with Martin we all collaborate very well together,” Joel stated.

Although he is an operating partner, Joel quickly acknowledges he learned from many key people in the business, like Julie Cox who now is the general manager of the Acworth store. “I learned more from Julie than from any other person in this business early in my career,” Joel said. “She hired me 14 years ago when she was the GM at Martin’s Oakwood Camping Time RV store. Julie can do it all. She has a tremendous wealth of knowledge.”

The interview moved to Julie who was not far away. “In 1996, I was a single mom with two children,” she began. “Martin hired me as a bookkeeper, a position that gave me an overall perspective on the business. I fell in love with the business and wanted to do it all. Martin indulged me and I started out as a service advisor—working with the owners to write the service orders and later working with warranty confirmations, applications, and ordering of parts. Sales was my next stop for a couple of years—loved that part of the business, too, and soon moved into sales management. As a bookkeeper, I was pretty good

with numbers which may have made the transitions easier for me. I worked in F&I for a couple of years before I became the general sales manager and finance director for all three of Martin’s stores.”

After CW bought Zonnenberg’s three stores in 2006, Julie was promoted to regional vice president, supervising 13 stores in the southeast. In 2012 she moved to Nashville to open a new store for Camping World.

“Joel called early in 2017 to ask if I would be interested in moving back to Atlanta,” Julie continued. “I was ready to break with CW, but it was much too early to let the cat out of the bag. I moved in January to help a small operation hire and train a sales and service staff, a good interim job.

“They broke ground in March and I came on board in September,” Julie said. “Thinking we would be able to open on January 1, 2018, we held a job fair in November. The county delayed our certificate of occupancy for two months which gave us an opportunity to train two service personnel in the Tucker store where I was working until the Acworth facility was completed.”

Under its new brand name, Campers Inn RV staged its first indoor show on January 18 at the Cobb Galleria. It had the double benefit of introducing Campers Inn RV—Acworth to the public and attracting applications for all departments. “People were flocking to us,” Julie said. “We had our pick of the top applicants from the greater Atlanta area. We had already signed up with most of our manufacturers, so we began stocking inventory in January and February. By February we had enough people to assemble the shelving for the parts department and get initial inventory in place. Things were really coming together.”

By opening day on March 1, Campers Inn RV—Acworth had 11 sales associates (now called ‘RV Matchmakers’) and two sales managers; two F&I managers; a parts manager and two parts assistants; one service manager overseeing 10 technicians; a shop foreman; three service advisors and a warranty manager; an office manager and three staffers. To keep inventory and



Julie Cox hired Joel Cline in January 2004, launching his career in the recreational vehicle industry. Their careers parted in 2012 when Julie moved to Nashville. As Joel's dream began to take shape, he invited Julie to play a key role in the new Acworth location of Campers Inn RV.

premises shipshape, they hired full-time clean-up and detailing crews.

"We are on track for our first 12 months ending February 28 for selling 550 units, towables and motorized, for sales of \$29 million including service," Julie said. "Our inventory now is approximately 240 towables and 80 motorized which includes 12 Tiffins on average. Interest rates and fuel costs look good. As long as the economy remains stable, we are looking for 50 percent growth in 2019."

When Julie was first hired by Martin Zonnenberg, she was a single mom with two children—Sydney, 4½, and Joseph, 2. Today, 23 years later, Sydney is married to Joshua Downing; she is the office manager and Joshua is the service manager. They have two daughters, Sophia, 6, and Aubree, 2. Joe, now 25, is also working at Campers Inn, serving on the detailing and clean-up crews.

Joshua Downing joined Campers Inn RV in November 2017 after building his resume in service over the past five years with Camping World. "I actually began working in parts at CW here in Atlanta where I first met Joel," Joshua began. "Then Sydney and I moved to Nashville where I began working as a service advisor. After two years I moved up to service manager."

Joshua moved back to the Atlanta area with his family in 2016 to help start a new Open Roads dealership. "I learned about Joel's plans in Acworth and wanted to work with him again," he noted. "I was offered the service advisor's job in November 2017. It was a great experience to plan and launch the parts and service

departments. We have 16 service bays in our fixed operations. Following the premise for starting this company, we focus on service after the sale."

Joshua was integrally involved in staffing and training the service advisors. One of the three service advisors also serves as the delivery coordinator in charge of owner training. "Training a service advisor takes about a year," he began. "It is one of the most stressful jobs in the dealership. Many times an owner will arrive very frustrated with the problems he is experiencing with his RV and just 'unloads' on the service advisor. Never taking the irate owner's complaints personally, the SA often must be a master diplomat and turn the situation around and put it on the right track."

Campers Inn RV uses the System 2K Motility Software Solutions program to plan and track the service being performed on each RV. Each of the 16 bays has air, water, and 50-amp service. "We can service anything that is in the box and on the outside of the box that Tiffin builds," Joshua said. "We can repair or replace a roof and all of the equipment that's on the roof. We can pull a slide

and repair it, repair or replace windows, and the entry door. We repair anything that is inside the motorhome including all appliances and cabinetry. Our techs do electronics, electrical, and plumbing. We also do oil changes on the engine and the generator. TMH wants their dealers to handle all the service needed on their coaches except major chassis and engine work. Three of our goals here at our Acworth location will be to acquire a 60,000 lb. lift and a paint booth and qualify our technicians to work on the PowerGlide chassis." Joshua was promoted to service manager in September.

"We have a well-defined service advisor procedure," service advisor Aaron Dube explained. "I check the coach on arrival to determine if we have prior service records that may identify any continuing problems. The owner relates his service needs and problems over the counter to me and then I go through his coach with him to develop a service ticket. I use an iPad to record the list of repairs and take pictures that are incorporated into the service plan. I check his flexibility with the schedule we can offer and go over warranty issues that will be checked by our warranty advisor. After reviewing the ticket, the owner signs and authorizes the work. Our assistant service manager, David Johnson, reviews the ticket to check my work. The technicians use an iPad to track their progress on the repairs as well as their chargeable time."

Before the owner leaves, the SA sets a "promise date" in three days to assure him the repairs are on schedule and to advise him regarding what has been discovered about warranty coverage. Calls continue at three or four-day intervals, or more often if a service incident or question arises that needs to be discussed. The software program reminds the SA to call the owner even if there is nothing of consequence to report and say, "Calling just to let you know we have not forgotten about you." Every call is recorded in the database along with the service records. When all of the specified service has been completed, the SA goes over the completed repairs with the technician. When the



Administrative, sales, service, and finance managers. *Standing from left:* Nycole Mauldin, Sydney Downing, Russell Wilbanks, Jeff Spencer, Jacek Wysocki, Mike Heidelberg. *Kneeling:* Joshua Downing, Joel Cline. *Not shown:* Todd Towns.

delivery takes place, the SA goes over the completed repairs with the owner to make sure he is satisfied with the outcome.

Service advisors are trained initially at Campers Inn RV's headquarters and store in Jacksonville, Florida. "I have been a service advisor for two months," Aaron said. "Russ Underberg, the regional vice president for parts and service, conducted the training classes which were really thorough. He uses role-playing scenarios the SA will encounter with owners. I was a general manager with Zaxby's before my job here at Campers Inn."

Other managers in the parts and service department include David Thornton, OEM parts manager; Russell Wilbanks, parts manager; and David Johnson, assistant service manager.

Assistant service manager and foreman, David Johnson, schedules the work being done in the 16 service bays. The lead technician, Shane Cox, is an RVIA master certified technician. RVIA training instructors are scheduled in January to teach classes to bring all of CI's techs

up to certified and master certified status. Joshua emphasized that two weeks of classes do not produce certified technicians, but that it is the *beginning* of a well-planned training program that will continue with online training over the next year. Techs from other CI stores will also be enrolled. "Our goal is to have nine techs in Acworth who can work on all of Tiffin's brands," Joshua said. "We expect to have 12 technicians by the end of Spring 2019 and a total of 16 by the end of Summer 2019. Due to the continually evolving technology in motorhomes, Campers Inn will have four technicians training new owners to use their coaches. One technician will be assigned only to Tiffin coaches."

A number of years ago, Campers Inn RV implemented the use of a Customer Satisfaction Index (CSI). A department within the company made phone calls to new owners and owners who had received service. The satisfaction scores were based on several questions that the owner answered with numerical weight. Now with 20 stores, a company-wide marketing department does the CSI questionnaire first with an email, then follows with a text message to encourage a response from the owner. Store reviews are distributed monthly.

Joshua Downing was impressed with

Jeff and Ben Hirsch's sincere concern with building solid relationships with employees and managers at all levels in their stores. "They both gave me their cell phone numbers and asked me to call them whenever I needed their input or assistance," he said.

On another occasion Jeff came to Acworth and related the poignant story of his father being ignored by an arrogant salesman when he visited a small RV store in his work clothes looking for a camper to take his family to the National Boy Scout Jamboree. He bought the camper elsewhere and later opened a lot in his front yard to sell pop-up campers, operating on the premise that every person who came by to check out his campers would be treated with kindness and respect. Within 15 years that tiny business was well on its way to becoming the largest family-owned RV company in the U.S. "After telling his story, Jeff asked our employees to relate their personal stories," Joshua said.

"We have a wonderful group of people here at Campers Inn RV-Acworth who really care about how they do their job to serve our customers," Joshua assured.

The new facilities at Acworth were carefully designed to accommodate the company's culture. "Upon first entering this building, visitors are greeted by a large open concept—ceilings 30 feet high, glass walls bringing in the light," Joel pointed out. "I hate sheetrock enclosing a lot of small sales and F&I offices. We do business out in the open, completely normal. People are meant to collaborate and be around each other. Sitting behind a closed door and in front of a computer is not natural. Our business is always conducted face-to-face. People want transparency."

Overlooking the large indoor showroom, the so-called "sales tower" provides desk space to both sales managers, the internet sales manager, two F&I managers, and the company's general manager. As needed, each can make use of a glass-enclosed office that will seat several visiting customers.

Todd Towns, the company's business manager, provides F&I services and is assisted by Jacek Wysocki. "In arranging fi-



Sales team. *Standing from left:* Todd Bragg, Tony Griffin, Steve Timpson, Ben Gillis. *Kneeling:* Fred Roberts, Matt Kramer, John Ivankovich. *Not shown:* Marvin Hayes, Sandra Wilbanks, Richard Barraclough.

nancing options, Jacek and I try to save the customer money while giving them the best experience possible. We process the papers for the loan, the credit application, and the title work while serving as the liaison between sales and management. We make sure the buyer gets all of his questions answered,” Todd explained. “We also show them the benefit of policies that cover future repairs. We try to tailor the policies based on the way they use their RVs.

“Everyone’s financial situation is different,” Todd noted. “There are options for everyone. We will find a way to create a plan that will fit the customer’s financial ability. Providing direction and assistance in financing is just as important as the salesman finding the best camper or motorhome for the new owner’s needs and lifestyle.”

Jeff Spencer began his career 19 years ago with Camping Time and was transferred to RV World of Georgia in 2016 after it was acquired by Camping World. “I have known Joel since 2004,” Jeff said. “He brought me in as one of the sales manag-

ers shortly before this store opened. We have 11 sales associates now, but expect to see that number grow to at least 15 in 2019, maybe more.”

Jeff is very pleased with the company’s emphasis on sales training. “Sobel University has been retained to train our sales associates. Their four-day classes are built around scenarios of problem-solution-benefit. Then they do one-on-one sessions on specific subjects. When they are ready, we send our recent hires to Red Bay for factory training.

“All of our sales staff are in different stages of sales education. If someone makes a mistake in handling a sale, we just regard that as a ‘teaching moment.’ Each sales person is an extension of the sales manager. If our sales associates are not successful, we will not be successful,” Jeff said. “As each sales associate’s proficiency increases, we qualify them to sell our high end units like the Allegro Bus and the Phaeton.

“We have minor competition in the Class A diesel pusher market here in the Atlanta area,” Jeff noted. “Campers Inn RV has such a different mission with our ‘Service After the Sale’ philosophy. Another factor of our service philosophy is our membership in the Priority RV Network. If an owner purchases from a dealer

in the Network and later experiences a trip-interruption problem, the nearest dealer in the network will take care of that owner and start service within 24 hours after the owner’s RV arrives.”

“Integrity Pricing” is guaranteed on all quotations for a new RV. Every quote will include (1) customer orientation and training (COT), (2) freight, (3) detailing, and (4) dealer prep. COT includes in-depth training in the use of all systems in the coach, a class, and a Q&A session. The new owner must be completely satisfied with the orientation and training provided by Campers Inn RV.

Perhaps the most impressive policy at Campers Inn RV-Acworth is this statement which Jeff reiterated in the interview: “Our sales cannot outpace our ability to service everything we sell.”

Mike Heidelberg was at the top position as general sales manager with a highly respected automobile dealership. He relates a story that is heard often at successful RV dealerships. “A salesman who worked for me quit and began a new career at an RV dealership. I never heard from him again,” he said. “After 26 years in the automobile business, I realized I was just bored. I investigated an RV dealership across from Hennessey Honda and never went back. Fortunately, I met Joel Cline there eight years ago which is why I am here today as a sales manager.

“I enjoy helping people in this lifestyle find the RV that best suits their needs,” Mike continued. “At 57, I feel like the last of the Mohicans. I want to pass on my skills and share my knowledge with our sales team. As we grow this coming year, I will hire mature professionals who have the ability to create a very pleasant buying experience, make sure the customer selects the right RV for his style of camping, and emphasizes the importance of our service after the sale to ensure long use of the RV.

“When I met Jeff Hirsch, I knew I had found a new world in this industry,” Mike said. “Atlanta is a great market for Campers Inn. With Joel and Jeff’s MO for running this business, we have a solid financial footing. All of Tiffin’s brands have competitive price points, plus the best



Service team. *Standing from left:* Jackson Ellis, Joshua Downing, James McGuyer, Oblin Velez, Alex Hopkins. *Kneeling:* David Johnson, Brian Low, Nick Schival, Michael Chavez. *Not shown:* Shane Cox, Jordan Aube, Steve Frye, Bart Smith, Paul Miceli, Jaelyn Green, Waldo Gordon, Jeremy Stephenson, and Jarrod Pyle.

warranty service in our industry. On our end, Jaelyn Green does a great job processing warranty claims for our customers.”

As the company’s Business Development Coordinator (BDC), Tracey Smith works the internet for its Acworth location. “I handle online inquiries and follow up first with a phone call and then an email,” Tracey explained. “I ask questions to narrow the internet browser’s search and then send the lead to a sales person

who prepares to work with the customer either by phone or onsite. In the first two weeks of November, we had 53 leads. Five were parts-service related, 40 were supplied with additional information, and eight resulted in sales.”

The chat box on Campers Inn’s corporate website generates inquiries that are handed off to any of the company’s 20 locations. Individual stores have their own Facebook pages from which leads are developed. Tracey forwards the leads to the salesmen who have the appropriate product knowledge and skills to address the customers’ inquiries and interests.

Tracey’s job history is a good example of upward job mobility in the RV industry. She started as a receptionist at an-

other dealership and then spent five years as an internal service advisor/coordinator. She joined Campers Inn RV-Acworth and moved into sales. Joel offered Tracey the BDC job. She learned the job at the Raleigh, North Carolina, store and came back to Acworth to teach the sales staff. “I often work at night,” she says, “because that is when buyers shop.”

As a few of the sales staff had time between customers, I dropped by their offices to pick up some interesting vignettes on their careers.

Fred Roberts started in January. “I worked in CW’s Woodstock store where I knew Joel,” he said. “I wanted to follow him here and I really wanted to sell Tiffins. I had lost a lot of sales to a Tiffin dealer when I was selling Fleetwoods and Winnebagos. I guess you could say I was swimming upstream. I am really excited about our prospects for growth here at Campers Inn RV.”

Shane Cox was working for the Open Roads dealership before coming to Campers Inn. “I am an industrial electrician by training and trade,” Shane said. “I worked for Joel when he was with Camping World. Both Julie and Joel recruited me.”

Stephen Timpson has been with the company for five months. “I was selling mobile software platforms to Fortune 500 companies,” he began. “In that business, the sales cycle requires three to nine months depending on how many people in the business are involved in making the buying decision. The customer needs assessment is similar. However, in the RV business the sales cycle is usually one week. With motorhome/RV selling, you can easily get the two decision makers together. Not so with big business. Everybody who comes in wants to have fun. My job is to find the right unit for them and ask our F&I to find the right financing.”

Stephen saw the ad for the CI sales position on an internet job bulletin. “I lived only 15 minutes away from Campers Inn,” he said. “The large showroom and



One of the Tiffin displays at Campers Inn RV – Acworth. The dealership usually carries 13 or more Tiffin coaches in their inventory.


open, airy interior space make this such a nice working environment. I used YouTube videos to learn the equipment and other salesmen helped me as well.”

When companies put people like Tony Griffin on their sales teams, they will be sure to receive a lot of referrals and repeat business. Tony had a solid 18-year career selling aircraft parts when he accepted a new position as building maintenance supervisor for a small Christian K-12 school in Kennesaw, Georgia. “I made the job change to make it possible for me to pick up my two boys each day when they got out of school,” he began. “Camping was a big part of our family life. Rebecca

and I started out with a pop-up camper, then a travel trailer, and finally a 32-foot fifth wheel that slept 10. Of course, that many beds meant a lot of our children’s friends often camped with us. We enjoyed COE campgrounds on lakes and in the mountains. When the youngest graduated, we decided to downsize to a 43-foot fifth wheel that visits 6, feeds 4, and sleeps 2. The boys are now 26 and 23.”

Tony decided about two years ago it might be time for another job change that wasn’t quite as demanding. “That’s when I met Julie Cox at Open Roads RV,” he continued. “She hired me and then brought me to Campers Inn with her last fall. The

biggest challenge in this job was mastering the sales process. I had to overcome a slight amount of anxiety in getting to know people for the first time. But in this business, it is quite natural to regard customers as friends. On social media, I let my customers know where we will be camping so we can visit and I can help them with their new RVs. We enjoy the camping lifestyle and sharing it with friends.”

After reviewing my notes for this story, I realized that Tony’s closing remark was reflected in all of the interviews I did with the folks here at Campers Inn RV-Acworth. “We enjoy the camping lifestyle and sharing it with friends.” 



HERITAGE[®]

MOTORCOACH RESORT & MARINA



heritageorangebeach.com

800-730-7032



Leigh Tiffin

TIFFIN'S THIRD GENERATION TAKES LEADERSHIP ROLES

MY EARLIEST MEMORY was visiting Tiffin Motorhomes and being thrilled by the big train set that Papa Bob had set up in the main office. I was four years old. My parents lived in Red Bay, my dad worked at the plant, and I got to visit there often,” Van Leigh Tiffin, Jr. reminisced about his childhood memories of growing up in an RV family.

That was 26 years ago. Leigh is now general manager of Van-Leigh RV in Burnsville, Mississippi, a company with 200 employees building luxury fifth-wheel recreational vehicles. Just 45 minutes north of Red Bay, the small town straddles four-lane U.S. 72, an east-west thoroughfare that connects Northwest Alabama and Memphis. The company opened in 2014. Currently, the plant is manufacturing four units a day.

Leigh's parents, Van and Michelle, moved from Red Bay to Muscle Shoals in 1994 in time for him to start first grade. Sports began to play a role in his life on most Saturdays in the Fall when his family, uncles, aunts, cousins, and grandparents headed for Tuscaloosa to watch the Crimson Tide play the South's hallowed game of football. Of course, it was more than being great fans—Van, Leigh's father, was an All-America place kicker at Alabama from 1983–86.

Even before grade school began, Leigh was playing league T-ball and by seventh grade was playing football. In eighth grade he began kicking for the junior high team and a year later was place kicking for the varsity.

“My dad was my primary kicking teacher in high school,” Leigh began. “He also did an annual kicking camp in Tuscaloosa with Chris Moore, who played for the Buffalo Bills. I went to that camp in my sixth and seventh grade years. The head coach of the Muscle Shoals High School football team was Curley Hallman. He had coached at Southern Miss, LSU, and Mississippi State before he came to Muscle Shoals.”

When Leigh finished high school, he entertained thoughts of kicking for another SEC team. There would be a lot of pressure to follow his dad's success at Alabama. But Coach Hallman was adamant. “You are a legacy player,” he emphasized.

“I agreed to go as a ‘preferred walk-on,’” Leigh explained.

“Mike Shula, Alabama's coach in 2006 when I finished high school, was one of dad's teammates at Alabama. As a ‘preferred,’ I went to training camp where the coaches decided to make me a scholarship player. I shared the kicking job in my freshman year with Jamie Christensen. After Coach Shula left at the end of the 2006 season, I played the next three years for Coach Saban.”



Third in a series by Fred Thompson

Three of Leigh's kicking records still stand: (1) All Time Leading Point Scorer, 385. (2) Most Career Field Goals, 83. (3) Most Field Goals in a Single Season, 30. He regards the 2009 Alabama-Tennessee game as his most memorable. Bama won 12-10 on Leigh's four field goals.

Leigh graduated from the University of Alabama in 2009 with a B.S. degree in business management. He returned to Muscle Shoals and began working at Tiffin Motorhomes. "I worked at the plant for a year. In December 2010, I married Baylee Ellson. We dated while we were in school. She was a platform diver on Alabama's swimming and diving team."

Concerned about proving himself in the business world apart from the family business, Leigh enrolled at the University of Alabama-Birmingham to study for a master's degree in health care administration. While he was studying at UAB, he picked up enough additional courses to earn a B.S. degree in accounting. "I had a good experience and really enjoyed working for a health care company at their facilities in West Virginia and Tennessee.

"The Tiffin clan is a close-knit family and the beckoning call to come back was strong," Leigh continued. "With a long history in motorhomes and a great reputation in the RV industry, Papa Bob, Dad, and I decided in 2014 to start a new plant and make an entry into the fifth wheel towable market.

"The two plants we found in Burnsville were formerly used to build mobile homes. The cabinet and woodworking shops are in the 70,000 sq. ft. plant adjacent to U.S. 72," Leigh explained. "This operation has 60 employees. We are really proud of what we do in this plant. The quality of our interiors distinguishes our product. We start in the mill room to get boards the exact thickness required to build our cabinets, doors, fascias, moldings, and tables. The interiors for each unit are constructed in modules that will create the living room, kitchen, bedroom, and bath. After each module is stained and varnished, it is transported to the second plant where it will be installed on the assembly line in the room for which it was designed. Our assembly plant occupies approximately 80,000 sq. ft. and employs 130."

In Tiffin's Water Way plant in nearby Iuka, the new company had a seasoned RV supplier for fiberglass components. "They make the front and rear caps and our exterior fiberglass panels," Leigh said. "The large parts department in Red Bay carried many of the same parts we needed. Dad's experience in prototype development, cabinetry, and general woodworking was a huge asset as well as understanding assembly line construction. Johnson RV has done a great job designing and building our upholstered furniture. Tishomingo County is very business friendly to new companies."

Leigh pointed out the nearly overwhelming challenges. The start-up costs. Training a workforce from largely unskilled labor. Getting our name out to dealers who already had suppliers

for fifth wheels. Developing a customer service department. Setting up the business infrastructure to run a company.

"Creating an assembly line that focused on quality and productivity at the same time was essential to our success. In making the wall sandwich and component modules, we also do some pretty sophisticated off-line manufacturing," Leigh noted. "Now that we are producing four units every day, it is like building a complete house every 110 minutes. Our workforce here is comparable to the workforce in the Red Bay plant. By division of labor and specific training at each workstation in the assembly line, everyone becomes an expert in their part of the build process. We estimate that 95 percent of our employees have a real skill. For example, you don't hire a 12-volt electrician. You identify an employee with aptitude and train.

"We have a sub-set of employees who are key trainers," Leigh continued. "After four years with the company, they are very knowledgeable. They have demo training skills. As the years go by, we are really developing a team of professionals."

Leigh identified three challenges that constantly change. First, building a fifth wheel is fundamentally different from building a motorhome because it is simpler in its design and construction. But it has a cantilevered room, one and sometimes two interior stairwells, and a much higher ceiling in part of the structure. It is a physically large structure balanced on two axles and four wheels, compared to the heavy chassis and single ceiling height of a motorhome.

Second, each floor plan has different production and manufacturing challenges to which they apply their collective experience. And third, management realizes the importance of training employees to anticipate and meet the expectations of our customers.

"If you look at the history of our industry, success depends on how you design the product. Keep it as simple as possible, but repeatable," he said. "If the engineering team has a design that is needlessly complicated, the execution on the assembly line will not be as reliable. If you must depend on an employee who is key to executing a complicated build process and you lose that employee, then you have to start over with the training or the design or both. Simplicity also makes it easier for our dealers to work on our product. Our dealers are competent to do the repairs that need to be done, but our goal is to build a product that requires very little maintenance."

Leigh noted that a factor in the company's long-term success will be manufacturing a product that requires very little warranty work in the first six months of ownership. "The plan to achieve the quality build that we want is very intentional and deliberate," Leigh emphasized. "We are taking the time to improve our engineering under the leadership of Jamie Myrick, our chief engineer who joined us from Tiffin Motorhomes' engineering



Jamie Myrick, the company's chief engineer, consults with Leigh Tiffin and Freddie Swinney, national sales manager, concerning possible changes to improve one of the units on the assembly line.

staff in Red Bay. He oversees the work of our seven engineers.”

Leigh is alert to the constant and rapid changes taking place in the RV industry. “This is a fast-moving and very competitive business,” he said. “You can’t wait forever to make changes in your product. Of course, the model year changes are very important, but we make changes every week.”

Leigh’s grandfather, whom he unabashedly calls “Papa Bob” as he mentions him in conversation, has had a great influence on him and the culture that is permeating this now four-year-old company. “Papa Bob has hammered home year after year the importance of customers being able to communicate directly with the owners of the company. He makes himself available to the owners of Tiffin motorhomes. His availability is an example to all of the management at Tiffin Motorhomes. That has accomplished two things: a family atmosphere and customer service that is the benchmark in the industry. He is a great communicator. He builds relationships with his managers, his employees, and his customers. Nothing is more powerful than what Papa Bob does. If owners will get to know us, they will find in this company a family atmosphere combined with an entrepreneurial spirit. When a motorhome owner becomes a part of Tiffin Motorhomes, he really becomes part of a family that is always there for him and willing to help.”

Part of communicating the culture of Vanleigh RV falls on the shoulders of Freddie Swinney, the company’s national sales man-

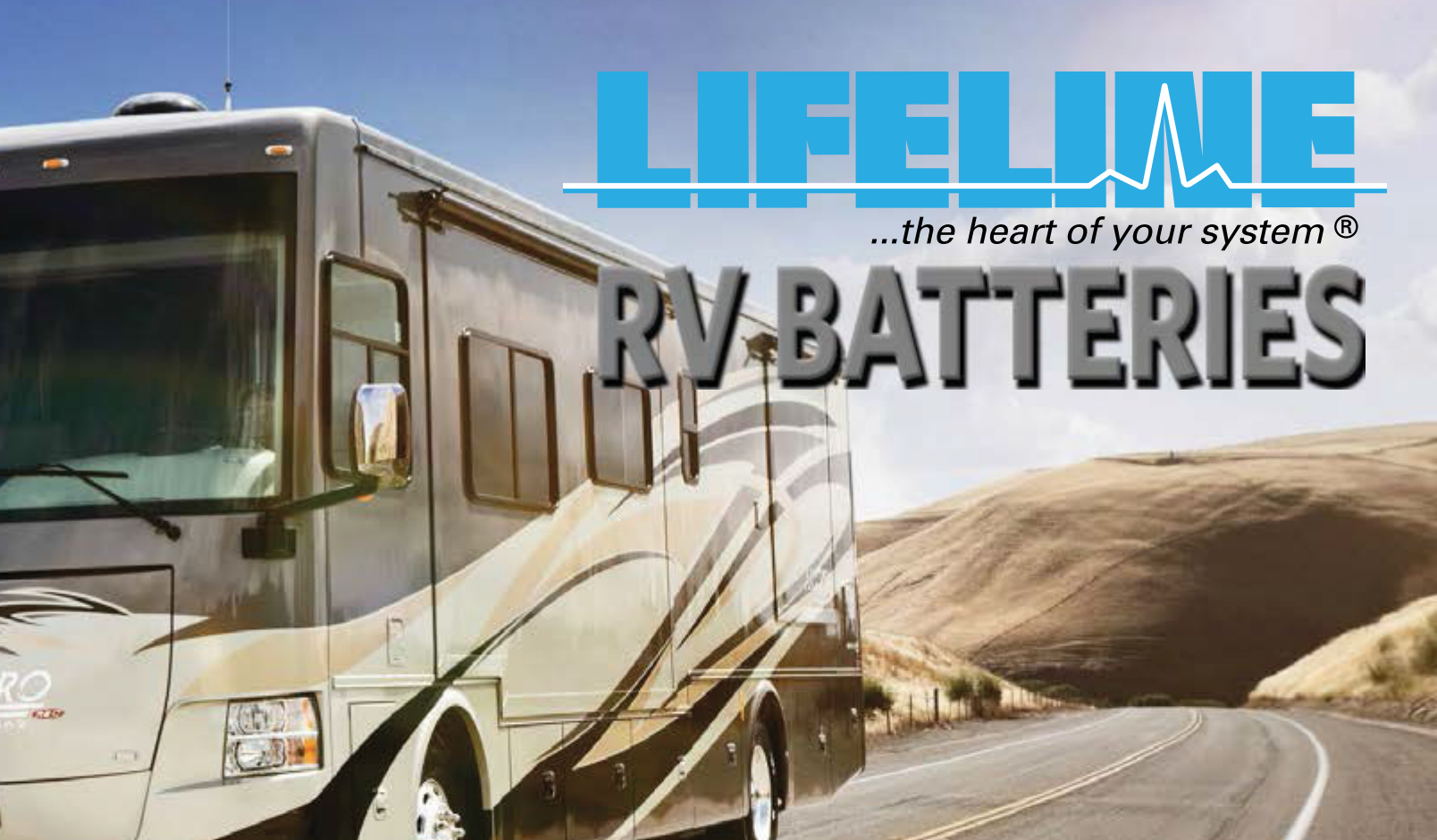
ager. “We have three regional sales managers out in the field,” he began. “In just four years, we have established 80 dealers. Most of our sales are in the Sun Belt, but we do have dealers in the western states and the northeast. We certainly have room to expand our network. We bring the salesmen from our dealerships here for training in how we build a quality fifth wheel and for an introduction to our culture and our customer service. We now have 10 technicians in customer service and support. Just a few miles from the factory, Tishomingo RV is handling our factory customer service.”

Leigh very succinctly completed the interview with these remarks. “While I worked in the health care business for two years, I was a part of a thoroughly organized corporation

with many departments that interacted to achieve objectives. My associates were college educated and we had professional office personnel. The biggest adjustment for me in managing the daily operations of Vanleigh RV was training. We started from ground zero. From scratch, we had to develop the production methodology for every department and the integration of each department’s contribution into an assembly line that worked productively to build a quality fifth-wheel recreational vehicle. From scratch, we trained a work force and then a customer service team,” he said reflectively. “It was stressful for our managers and for our employees. We handled our stress with grace. Everybody has their own style. We have grown every year and it is gratifying to see the fruits of our labor—a beautiful Vilano or Beacon rolling off the line.”

Leigh Tiffin thrives on challenges and problem solving. He knows where to go for help, but self-reliance and dedication is part of his DNA. In planning when to schedule the best time for an interview, I asked Van’s advice. “You may have to catch him in the middle of the night,” he smiled. “I called him at 4:10 a.m. when I got up last Tuesday and he was already at the plant. He got Bob’s gene on that.”

Leigh admits the job is stressful. “Twelve hour days are not unusual for people who manage production in manufacturing plants,” he said. “Knowing how to relax when you leave the plant is the key. I love spending time with Baylee and the kids. Ava is seven and Van Leigh III is almost six. Twice a year we pack up a Vilano or a Phaeton and go camping. That’s how you enjoy this lifestyle, right?” RIS

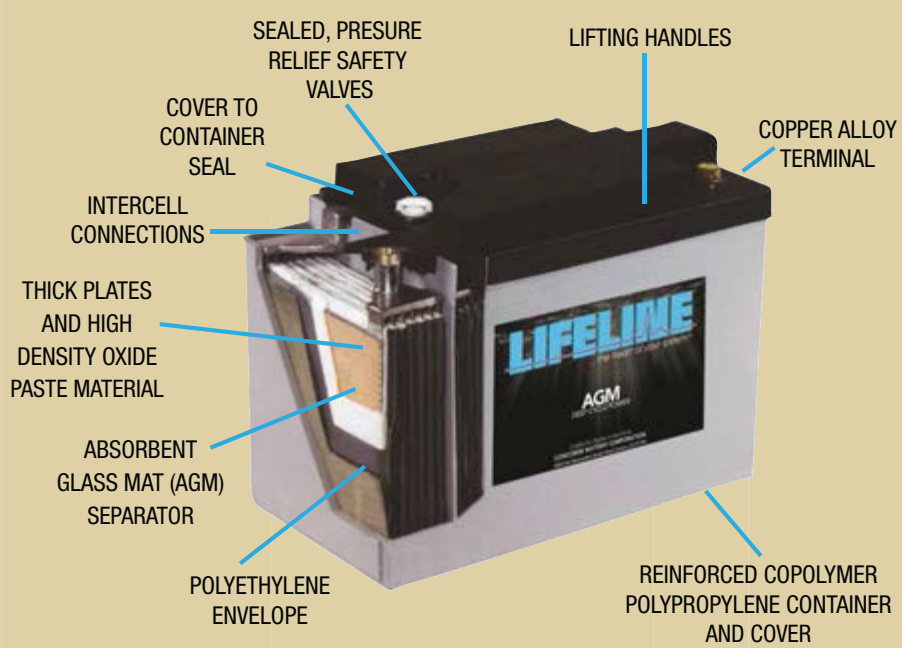


LIFELINE

...the heart of your system®

RV BATTERIES

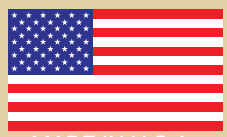
The original AGM manufacturers for the Marine and RV industry



Lifeline, a pioneer in AGM technology, was developed in 1985 for military aircraft. Lifeline's series of maintenance free deep cycle batteries has been the leading AGM battery in the Marine and Motor Coach industry for the past 15 years. To learn more about Lifeline Batteries, contact us or visit our website

LIFELINE BATTERIES, INC.

292 E. Arrow Hwy
San Dimas, CA 91773
800-527-3224
www.lifelinebatteries.com



MADE IN U.S.A.

Ask about a Lifeline Battery Upgrade



We Sold Our Allegro Bay

We have sold our 2005 Allegro Bay to Roland Fipps. Please add him to your mailing list for *Roughing It Smoothly*. He will appreciate receiving it. We provided him with all of our back issues since we purchased our Allegro Bay in May 2010. The magazine is informative, interesting, of professional quality, and something my wife and I looked forward to receiving every quarter. We cherish the wonderful memories of our life with our Allegro Bay. The Allegro Bay will surely brighten his future.

Bob Barley, Austin, Texas

We Say, "Geaux Tigers."

Most people from Red Bay, Alabama, yell "Roll Tide" and "Go Bama." But no, not our motorhome. Even though our Allegro was born in the heart of Northwest Alabama, we have raised her to be a proud LSU Tiger fan. Every Saturday home game, you can find her (and us) just around the corner from Tiger Stadium waving Purple & Gold. So even though our coach's roots run deep in Bama



Country, we say "Geaux Tigers!"

Lauren Slaven, Sulphur, Louisiana

Our Best Summer Vacation

This summer my wife and I took our nine-year-old granddaughter, Zoe, to Georgetown, Kentucky, to visit the Creation Museum and the Ark. We also visited the Cincinnati Zoo and, of course, got in some horseback riding. We stayed at Whispering Hills RV Park near Georgetown. It is a fairly new park in a great location with a super nice staff. Our best summer vacation!

Sonny Fisher, Easley, South Carolina

Tatonkas Everywhere

For three-and-a-half weeks this past fall, four couples in their Tiffin coaches traveled together through California to Nevada and on east into Utah and Colorado, then north through Wyoming, Idaho, Montana, and South Dakota. Some of our favorite stops included Mt. Rushmore, Crazy Horse monument, museums, and interesting cemeteries. Wild Bill



Hickok and Calamity Jane are buried next to each other in the Mount Moriah Cemetery in Deadwood, South Dakota.

We loved all of the Old West towns—history at its best. There were Tatonkas (buffalo) everywhere. Yellowstone is a "must see." The fall time of year was so beautiful.

Gail Wisener, Box Elder, South Dakota

We Have Reached That Time

Please discontinue mailing *Roughing It Smoothly* to us. We have reached that time in our lives when we are no longer RVing and have sold our Open Road. We loved our unit. In traveling in it throughout the country, we made years of wonderful memories. Keep up the wonderful RV manufacturing and your great magazine!

Harold & Mary Moody, Reno, Nevada

Two-Time Allegro Owner Misses "The Life"

I read the great story in RIS Volume 14:2 about Hilton Head, South Carolina. I've been there twice. It's a great place and you

covered it very well! I have been a two-time Allegro owner, from 2008 to 2012. They were great RVs and sold easily. I am now 95, and miss the "RV Life." I look forward to each issue of *Roughing It Smoothly*, please keep sending it. The best rally we attended was in 2008, Casa de Fruita, at Gilroy, Colorado, with Bob and the gang from Red Bay. My wife won the big prize in Bingo, and we won the first prize in the golf outing. Thank you to everyone for the memories.

Robert Christoferson
Sun City, Arizona

91+ and Just Sold My Motorhome

As a 91+ year-old ex-traveler, I have sold my Phaeton, which I hated to do. It was my second Tiffin motorhome. My wife, soon to be 94, is now legally blind. No one can enjoy traveling if you can't see. You may remove my name from your mailing list as I know how expensive it is to produce and mail *RIS*. I wish to thank Bob Tiffin for building the finest motorhomes available. Thanks to all Tiffin employees for their good service.

William Webster
Mount Enterprise, Texas

Dear Mr. Webster,
Anyone who has owned two Tiffin motorhomes is entitled to receive *Roughing It Smoothly* at no charge for life. Hopefully, you can enjoy some vicarious travel.

Fred Thompson
EDITOR & PUBLISHER

Spring 2018 Issue

Your Volume 15, Number 2 was outstanding. Having grown up in Northwest Washington, I thought Suzanne Clemenz story, "The Far North of the Far Northwest," was outstanding. Having driven the town bus for 15 years at Kennedy Space Center, Fred Thompson's article on the Space Program was excellent, very well written. Really enjoyed it.

Ivan C. Briggs, Titusville, Florida

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. Tell us about the interesting places you've been, an unusual experience, a great destination, or just a good place to camp and hang out. We welcome your pictures. Please attach high resolution images if you email. "From the Road" contributors will receive a free tee shirt while supplies last.

—Fred Thompson, editor

YOUR DESTINATION AWAITS YOU
Roadmaster makes towing simple, easy and trouble-free.

NIGHTHAWK

THE WORLD'S ONLY ILLUMINATING TOW BAR

Best non-binding tow bar in the industry, with 8,000 lb. towing weight capacity.

While others use hollow steel tubing for their inner arms, Roadmaster uses SOLID stainless steel. It looks better and lasts longer.

Longest tow bars arms produced, for maximum stability in towing.

INVISI BRAKE

NOTHING TO PUT IN OR TAKE OUT. NOTHING TO SET UP.

Trickle charges your battery while towing. Invisibrake will NOT cause a dead battery.

Energizes your car's power brakes so you receive the same braking while towing as driving.

Audible alarm warns of extended braking or emergency breakaway.

ROADMASTER
Time Tested • Time Proven

roadmasterinc.com | (800) 669-9690

85-5978 / 12.18

Tiffin Inaugural Wayfarer Rally River Plantation RV Resort Sevierville, Tennessee

By Sally Moore

We are excited to announce our inaugural *Tiffin Wayfarer Rally* to be held at River Plantation RV Resort in beautiful Sevierville, Tennessee, the gateway to the Great Smoky Mountains National Park! The rally starts Monday, May 13, 2019 with check-out on Thursday, May 16th. We are offering an optional additional night's camping that includes a chartered bus trip across the mountains to Cherokee, North Carolina and back with scenic stops along the way for an additional fee as long as space is available. This rally is open to Wayfarer coaches only. If you wish to arrive at River Plantation RV Resort prior to Monday, May 13th, contact the RV resort directly to book your reservation for pre or post rally stays after you receive confirmation of your rally registration from the Tiffin Allegro Club office.

River Plantation RV Resort is located in a peaceful valley bordered by the Little Pigeon River and only minutes from Pigeon Forge, Gatlinburg, Cades Cove, and Knoxville. It is an ideal place to explore the majestic Great Smoky Mountains National Park and Pigeon Forge offers attractions such as Dollywood, WonderWorks, Ripley's Aquarium, and the Titanic. Pigeon Forge is known for its excellent dinner theaters including the Dixie Stampede, Country Tonight, the Hatfields and McCoy's, and many others. The park is filled with hiking trails including the famous Clingman's Dome trail. With more than 300 factory outlets and delicious dining at the best restaurants, there is fun for everyone.

The rally goes on sale Tuesday, January 22, 2019 at 11:00 AM Central Standard Time and will be for Wayfarer coaches only. Descriptions of all Tiffin rallies can be found at the Tiffin Motorhomes website, tiffinmotorhomes.com. We have three rallies marketed to our Class A coaches and the one Wayfarer rally scheduled for 2019.

Your registration cost of \$399 for a Wayfarer with two persons or \$299 for one person will include several catered meals, seminars pertaining to the Wayfarer coach, three nights camping, great entertainment, and minor service repairs by Wayfarer technicians. New Wayfarer coaches will be on display! Come to the rally and enjoy meeting members of the Tiffin family and other representatives from the Wayfarer plant in Winfield, Alabama. River Plantation is a full service resort with full hookups including water, electric, sewer, and cable.

If you wish to add another night to the rally, you may opt in for the scenic bus trip across the Smoky Mountains to Cherokee and back at an additional cost of \$100 for two people/\$80 for one person. Buses have limited seating so this option is only available as space permits.

The rally registration form does not appear until exactly 11:00 AM Central Standard Time on January 22nd. Because Tiffin Rallies sell out quickly, we recommend you be at the Tiffin website and familiarize yourself with the layout. Go to the Owners Page; Tiffin Allegro Club; Rallies. To register for the rally, click the link to open the registration form and start typing. Auto-Fill is a great feature to use on your device. You will need the following information:

Select Rally Package:

- Three Nights Camping with Two People—\$399
- Three Nights Camping with One Person—\$299
- Four Nights Camping with Bus Tour for Two People—\$499
- Four Nights Camping with Bus Tour for One Person—\$379

Tiffin Allegro Club Membership #

Name of Passenger 1

Primary Cell Phone #

Name of Passenger 2

Secondary Phone #

Address

Email Address

Desire to Park with:

Handicap Section Requested? Yes or no

Click **Submit** and the PayPal page will open for payment. **Wait for it!** Sign-in to your PayPal account or click at the bottom of the page to pay as a GUEST using your credit card.

The registration company (Wufoo, Inc.) counts the rally registrations as they receive them online, not when you click SUBMIT. When the maximum number of registrations are received, the registration link is automatically closed and you will receive a message saying the rally is full. If you see this message, immediately return to the Tiffin website and add your name to the Wait List because we always have cancellations prior to the rally. Internet speed greatly affects how fast your registration form is received by Wufoo. We strongly suggest you go to an area with high-speed, reliable internet. If you try to register on your smart phone or mini-tablet, the form may not be displayed properly.

If you make an error when registering, DON'T TRY to GO BACK as the website may lock you out and you may miss the opportunity to register. Submit your form and call us at the Tiffin Allegro Club office at 256-356-8522 to correct any errors.

If you have any questions about the registration process, please call the Tiffin Allegro Club office prior to trying to register. Good luck and we hope to see you in Sevierville!

Tiffin Allegro Club Summer Rally Rock Springs, Wyoming

By Sally Moore

Saddle up and join us in the wild, wild west June 17-21, 2019 for the Tiffin Allegro Club's summer rally in Rock Spring, Wyoming! This is a wonderful area to visit as it's considered the southern gateway to the Grand Tetons and Yellowstone National Park. Rock Springs is conveniently located on Interstate 80 near the Flaming Gorge National Recreation Area and east of the Great Salt Lake and Salt Lake City, Utah. Rock Springs is at a higher elevation and temperatures should be very comfortable.

This rally goes on sale Tuesday, February 19th at 11:00 AM Central Standard Time. Descriptions of our 2019 rallies can be found at the Tiffin Motorhomes website, tiffinmotorhomes.com. The rally will be held at the Sweetwater Events Center and we will have a display of beautiful new Tiffin motorhomes available to tempt you!

The fairgrounds' campground has **50 AMP electrical service, water, and sewer**. Your rally fee of \$499 for a coach with two persons or \$399 for one person and coach includes camping for four nights with full hookups. Also included are educational seminars, several catered meals, great entertainment, fun & fellowship with other Tiffin owners, and minor service repairs by our famous Tiffin service techs! Meet several representatives from Tiffin Motorhomes!

The registration form does not appear until exactly 11:00 AM Central Standard Time on February 19th. Because the Tiffin Rallies are selling out quickly, we recommend you be at the Tiffin website and familiarize yourself with the layout. Go to the Owners Page; Tiffin Allegro Club; Rallies. To register for the rally, click the link to open the registration form and start typing. Auto-Fill is a great feature on your device! You will need the following information:

Select Rally Package:

Tiffin RV with Two People—\$499

Tiffin RV with One Person—\$399

Number of additional guests in coach @ \$150 per person

Total # of people in the RV

Tiffin Allegro Club Membership #

Name of Passenger 1

Name of Passenger 2

Address

Primary Cell Phone #

Secondary Phone #

Email Address

Model of Coach – use drop down box of model names

Year of Coach

Length of Coach – please just state length of your coach/not the floorplan-40 or 36 or 34 for example

First Tiffin Rally? Yes or No

Handicap Section Requested? Yes or No

Click **Submit** and the PayPal page will open for payment. **Wait for it!** Sign-in to your PayPal account or click at the bottom of the page to pay as a GUEST using your credit card.

The registration company (Wufoo, Inc.) counts the rally registrations as they receive them online, not when you click SUBMIT. When the maximum number of registrations are received, the registration link is automatically closed and you will receive a message saying the rally is full. If you see this message, immediately return to the Tiffin website and add your name to the Wait List as we always have cancellations. Internet speed greatly affects how fast your registration form is received by Wufoo. We strongly suggest you go to an area with high-speed, reliable internet. If you try to register on your smart phone or mini-tablet, the form may not be displayed properly.

If you make an error when registering, DON'T TRY to GO BACK as the website may lock you out and you may miss the opportunity to register. Submit your form and call us at the Tiffin Allegro Club office at 256-356-8522 to correct any errors.

If you have any questions about the registration process, please call the Tiffin Allegro Club office prior to trying to register. Good luck and we hope to see you in Rock Springs!



2019 RALLY SCHEDULE

Mark your calendars now and make plans to join us at one of the following 2019 Tiffin Allegro Club rallies! Our rallies provide you the opportunity for comradery with other Tiffin owners, minor repairs/service by Tiffin service techs & factory representatives, meals, entertainment, seminars, and other fun activities. The newest and latest Tiffin coaches will be on display! Each year our rallies sell out (often within minutes on the first day!) so don't delay in getting your registration completed. Give us a call at 256-356-8522 if you have any questions about the following rallies. Registration forms will be available online at tiffinmotorhomes.com at 11:00 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.

Golden Village Palms RV Resort, Hemet, California **SOLD OUT**

Arrive Monday April 8, 2019
Depart Friday April 12, 2019

Sweetwater Events Complex, Rock Springs, Wyoming

Arrive Monday June 17, 2019
Depart Friday June 21, 2019
Registration opens at 11:00 AM Central Time February 19, 2019

State Fair of West Virginia, Lewisburg, West Virginia

Arrive Monday October 21, 2019
Depart Friday October 25, 2019
Registration opens at 11:00 AM CDST, June 4, 2019



INAUGURAL WAYFARER RALLY

TIFFIN WAYFARER COACHES ONLY River Plantation RV Resort, Sevierville, Tennessee

Arrive Monday May 13, 2019
Depart Friday May 17, 2019
Registration opens at
11:00 AM CST, January 22, 2019



You may wish to order some of the Allegro Club's signature merchandise in time for your next rally. See our full catalog at tiffinsideroads.com.

ALL PURPOSE TOTE
The perfect extra large tote for everyday use.

- 600-denier polyester
- Zippered main compartment
- Front pocket
- Interior zippered pocket with key fob
- Dimensions: 15.75" h x 13.5" w x 7.25" d

\$5000 Available in Black, Red, Royal

TIFFIN ALLEGRO Club

ZIPPERED PADFOLIO WITH 8 1/2" X 11" PAD

- Multi-pockets
- Black

ALL WEATHER INDOOR/OUTDOOR CARPET MATS

- Dimensions: 2' x 3'
- Available in Silver Gray with Black Imprint, Sable Tan with Ivory Imprint

COLLAPSIBLE PLASTIC BOWL

- 5.3/4" Diameter
- Great for pets also

STAINLESS STEEL TRAVEL MUG

- Hand wash only
- Slender base fits inside cup holders
- 16 oz. capacity

FLASHLIGHT

- 4" Compact LED

UMBRELLA

- Black and white
- 58" Arc
- Automatically opens with one touch
- Ergonomic wooden handle
- Fabric/mesh carrying bag

VEHICLE TAG

- Metal
- Black with Silver Design

METAL LICENSE PLATE FRAME

- Silver with black

COASTERS

- 4" Diameter Absorbent Soapstone Coasters
- Set of four with Wooden Display Holder

KEYCHAIN

- Silver with black insert

Phone 256-336-8522 • Tiffin Allegro Club • Tiffin Motorhomes

PERFORMANCE FLEECE CREWNECK SWEATSHIRT & 1/4-ZIP PULLOVER SWEATSHIRT

Stay active in performance sweatshirts powered by Dry Zone® moisture-wicking technology.

- 100% polyester
- Taped neck
- Locker patch
- Self-fabric cuffs and hem

ADULT SIZES: S-4XL

PC390 Crewneck Sweatshirt
Available in Charcoal, Deep Navy, Jet Black, Red, Royal, Silver

PC390Q 1/4-Zip Pullover Sweatshirt
Available in Charcoal, Deep Navy, Jet Black, Red, Royal, Silver

SANDWICH BILL CAP

- Fabric: 100% cotton twill
- Structure: Structured
- Profile: Mid
- Closure: Hook and loop

CP85 Available in Black, Navy, Stone

SANDWICH BILL CAP WITH STRIPED CLOSURE

This popular style, with its contrast sandwich bill, has an exceptionally soft feel and appearance.

- Fabric: 100% enzyme-washed cotton twill
- Structure: Unstructured
- Profile: Low
- Closure: Striped hook and loop

CB30 Available in Black, Navy, Stone, Pink

FASHION VISOR

This 3-garrel visor has a self fabric sweatband.

- Fabric: 100% washed cotton twill
- Closure: Hook and loop

CP45 Available in Black, Green Oasis, Khaki, Navy, Red, Pink, White

Phone 256-336-8522 • Tiffin Allegro Club • Tiffin Motorhomes

BUILT FOR WHEREVER THE ROAD TAKES YOU.

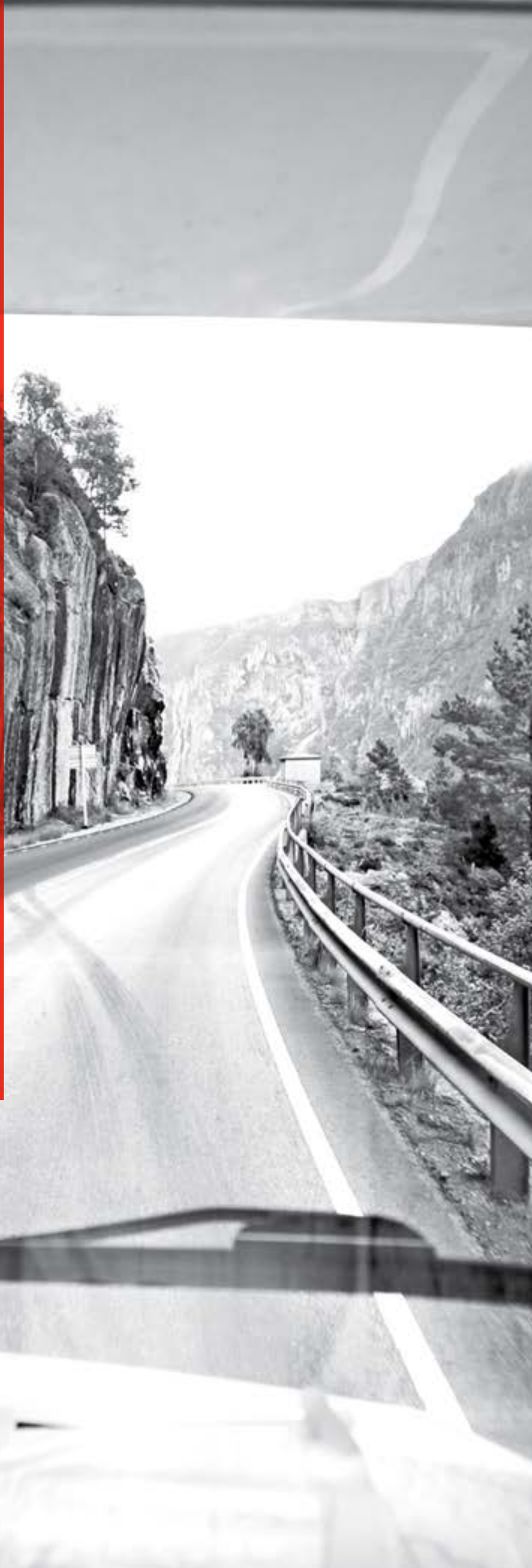
Cummins gives your RV the performance and reliability you've been looking for. Climb hills with ease, as our B6.7 and L9 series of diesel engines let you tackle any obstacle in your path. A diesel RV powered by Cummins produces more torque at lower engine speeds, giving you less noise, fewer downshifts and a more enjoyable ride.

Plus, with less maintenance and better MPG than gas engines, a diesel engine from Cummins will keep you on the road longer, and backed by our support team of 3700 service locations and 40 dedicated Coach Care Facilities.

Learn more at Cummins.com/Diesel-RV



ALWAYS ON



Ben and Rosemary Whittemore

CAREERS IN COMMUNICATION AND TRANSPORTATION

Text and photography by Fred Thompson

BEN WHITTEMORE RETIRED IN 2001 from an executive position with *The Washington Post*, one of the nation's leading daily newspapers, ranked with *The New York Times*, the *Los Angeles Times*, and *The Wall Street Journal*. When he completed his 40-year career with *The Post*, he was serving as the Director of Circulation Operations. His climb to a top management position demonstrated his innate ability, personal motivation, and organization skills that buoyed him to the top of his profession.

Ben was born in Red Bud, Georgia, in 1937, a place where his family had deep roots. "My dad was a topographic engineer for the eastern division of the U.S. Geological Survey," Ben explained. "His work centered on surveying and developing topographic maps.

"A typical assignment would last four to 12 weeks," he said. "He was one of many topographic engineers. We traveled in a 1941 Chevrolet panel truck. My mother sat in the passenger seat, my father drove, and I sat on a box between their seats."

By the time Ben graduated from high school, he had attended over 30 schools. "We were known as the 'survey kids.' Dad continued with field assignments until 1953 when he accepted a two-year position in Kentucky where I was able to attend my last two years of high school."

When he was 14, during one of his father's longer assignments, he got his first introduction to the newspaper industry with a paper route. During the two-year assignment in Kentucky, Ben found a job cleaning motorcycles at a Harley-Davidson store.

"They called me 'the kid' and allowed me to do the final assembly of the handle bars and pedals after the new motorcycles were uncrated," Ben said. "The job created in me a lifelong passion for riding motorcycles. It has always been great fun."

Ben saved enough to buy an old Whizzer, a Schwinn bicycle with a motor attached. "Dad stopped by the store one day and saw me working on a bike. Realizing how passionate I was about motorcycles, he worked out a trade of my Whizzer for a one-cylinder (125 cc) Harley-Davidson," he recalled.

"In 1952 the store owner ordered a Harley-Davidson K-Model," Ben related. "It was Harley's first twin cylinder engine that had a foot shift and a hand clutch. Motorcycle enthusiasts

were skeptical of the foot shift, so the store owner had a demonstrator he would let me ride in town on weekends." His passion for motorcycles would resurface later as he and Rosemary found opportunities to make long trips on some of the best motorcycles ever built by Harley-Davidson.

After his high school graduation, he joined the Army and went through basic training at Fort Jackson in Columbia, South Carolina. During his transfer to Fort Leonard Wood in Missouri for combat engineer training, he traveled on a Greyhound bus from St. Louis to the post. "I enjoyed that bus trip so much that



I decided right then I wanted to be a bus driver when I finished my two years with the Army." After several months at Fort Leonard Wood, he was stationed in South Korea two years after the truce ended the Korean War. When he completed his military service in the summer of 1957, Ben found a position in Washington training to be a fingerprint specialist with the FBI for an annual salary of \$3,300.

Rosemary Tolliver grew up in Pierpoint, West Virginia, the oldest of six children. "I had four brothers and my sister was the youngest of our bunch," Rosemary began. "My daddy was a coal miner and we lived in the little mining town of Pierpoint. We went to church every time the doors opened. At night Daddy

read the Bible to our family and Mother led us in prayer. At church, Daddy sat on one end of the pew and Mother sat on the other end. With all six children, we filled up the pew.

“In high school, the girls took classes in office skills—typing, shorthand, English, filing,” Rosemary continued. “In the days prior to interstates, Pierpoint was a ten-hour drive from Washington. Government agencies came to our school to interview, test the students, and hire them for clerical work. One of my friends and I were accepted for jobs with the FBI.”

Through connections with a friend, *The Washington Post* approached Ben with an opportunity as an independent contractor with full service responsibilities including sales, service, and collections for a defined area. *The Post* guaranteed he would net \$100 a week which increased his annual earnings by 50 percent. Ben’s first area was in Arlington, Virginia with over 3,000 subscribers. Forty youth carriers took care of the delivery and collections. While Ben was dating one of Rosemary’s friends, he



was invited to a birthday party where he met her. “Later I called Rosemary and asked for a date to take her to morning church services the next Sunday,” Ben recalled. “Since distributing the Sunday paper required being up for most of Saturday night, I tried to take a nap for a couple of hours before church and overslept. I stood her up on our first date, Sunday, November 17, 1957. Rosemary was very forgiving and we dated frequently over the next four weeks. I gave her an engagement ring on December 16 and we married on March 15, 1958.”

Ben reflected often about his two years in the Army. He remembered the 140-mile trip on the Greyhound bus and his fascination with the driver’s job. While perusing the job ads

in *The Post* one day, he spotted a job opening for a Continental Trailways driver. “I scheduled an interview and was accepted for training,” Ben smiled as he related how pleased he was to get the job. “I predominantly drove the Washington–New York City route, a five-hour drive before I-95 was finished. When the interstate was completed, it shaved an hour off the trip.”

Since he had time-off intervals between his trips, he continued to help the newspaper when they needed him, sometimes filling in for distribution managers who needed breaks. The continued association with *The Post* eventually brought an unexpected offer for a new management position. In 1982 Ben was promoted to home delivery circulation manager for Virginia. In 1983 he became the manager of the entire home delivery department, handling over five hundred thousand subscriptions. The home delivery department consisted of 300 distribution agents. In 1990, he was promoted to Director of Circulation Operations.

The Whittemores bought a home in Springfield, Virginia, in Fairfax County. “We lived there and worshiped with the Church of God in Dunn Loring for 35 years,” Rosemary said. “Our two boys, Bill and John, now 60 and 57, went to public school while we lived there. Our home had a revolving door. Young people often stayed in our home. I often had to ask, ‘How many are we having for dinner?’

“Paul was one of our regulars,” Rosemary continued. “He married a girl from our church. He and Bill were very close, like brothers. When they finished college, they bought houses next door to each other. Paul and Abriel had three children, and they are all grown and married now. Their children are like our grandchildren and even call us ‘Grandma’ and ‘Grandpa.’ With all of the young people and the rest of our church family, we had a wonderful 35 years in Dunn Loring. Two years ago we experienced the saddest time in our lives when we lost Abriel to ovarian cancer.

“Today, Bill lives in Front Royal, Virginia. He has developed expertise in the specialized laws and regulations that contractors to the Federal Government must follow. While practicing as a CPA, his focus is business consulting, helping his clients be successful while navigating and complying with these specialized laws,” Ben continued with their family’s story. “He and his wife of thirty-six years, Teresa, have one daughter, Kristina, who recently graduated from Penn State with an RN degree.”

“We wanted to give Kristina and her now husband, Matt, a present that was something very special for their wedding,” Rosemary said. “We located a restoration bindery and had my family Bible rebound. It was the same Bible that my daddy read to us when we were growing up in Pierpoint.”

“John lives in Dallas and has been working in membership association management for over 30 years,” Ben said. “He earned a degree in history from George Mason University. While he was working at the Fairfax County Courthouse, a co-worker suggested he would be a good fit for working for the Young Presidents’ Organization. He took the advice, interviewed, and over a 24-year period of time served in various YPO positions in Washington, DC, New York, and Dallas.

Through the connections John was able to make at YPO, when his brother, Bill, was diagnosed with advanced prostate cancer, Bill was able to be admitted at Johns Hopkins University Hospital where he was treated successfully and fully recovered.”

In the two decades preceding his retirement in 2001, Ben’s job responsibilities and areas of influence expanded exponentially – having oversight of retail sales distribution in stores and over 7,000 coin-operated newspaper vending machines. “While the subscriber circulation was stable at any given point in time, retail and machine sales could vary hugely. When a Washington sports team was playing a West Coast team, I had to make the call to run without the game in our content or delay the presses and publish the edition late. Either way, I pleased or displeased about half of our readers. I attended the daily ‘Story Conference’ meetings, chaired by Ben Bradlee or Len Downie, *The Post’s* executive editors. The perceived demand for stories would have to be factored into quantities ordered for each press run. Because Wash-

ington was the power center in the western hemisphere, our stories always had local, state, national, and international bearings.”

Ben Whittmore counted it an honor that *The Post’s* top management placed a high value on his ability, motivation, and organizational skills. Georgetown University did, too. His accomplishments at the newspaper were evaluated to be equivalent to a university’s bachelor’s degree. In 1984, he enrolled in Georgetown’s certificate program modeled after their MBA program. He completed that program in 18 months while he was working full time. He also took advantage of focused programs offered by the American Management Association in which class members attended classes for two weeks followed by six weeks of homework.

During his career, Ben was elected twice to serve as president of the Newspaper Circulation Managers’ Association. “As Director of Circulation Operations, three primary managers reported to me: Transportation ; Suburban and Country; and Single Copy Distributions.”

“Our production equipment was aging and our infrastructure and buildings were no longer up to the job. In 1994, I was asked to join the team visiting and studying the printing technology and circulation systems of the country’s major newspapers. We had an open expense account to travel and conduct the study. They instructed us to ‘learn everything we could to assist our management teams in selecting the right presses for



our operation and designing the most efficient facilities.”

When he completed his mission, Ben was asked to serve on the committee to find the land to build the new printing plant to house the four-color presses. The committee selected 18.5 acres on Greenbelt Road in College Park, Maryland. The press selection committee proposed going from 13 presses to eight. Mitsubishi won the press contract. Clark Construction of Bethesda, Maryland, built the 324,000 square-foot newspaper printing plant that accommodated four of the presses. The other four presses went to *The Post's* existing printing plant in Springfield, Virginia.

By the mid-eighties, Bill and John were out of college and into their careers, leaving Ben and Rosemary with an empty nest. With a well-established career, Ben was drawing more vacation time that allowed the couple to travel in all 50 states by motorcycle. “We made four trips from the east coast to the west coast and back, each time using different routes,” Ben said. “Then we went to Prince Edward Island and the Maritime provinces. On other trips we visited all of the Canadian provinces except the Northwest Territories and Nunavut. We stayed in motels and I planned our daily destinations, making our overnight reservations for the entire trip before leaving home. I am a stickler about reservations and staying on my planned itinerary. We kept all of our reservations on every trip.”

“My favorite trip was to Prince Edward Island,” Rosemary

volunteered. “And Ben didn’t tell you that we went to Australia and traveled the Outback on a motorcycle.”

While Ben and Rosemary share a love of *traveling* on motorcycles, he also enjoyed *working on* and *restoring* motorcycles. “I found a Harley Davidson model 125 in San Jose, California. The owner was willing to sell, so I had him crate it and ship it to me. I enjoyed restoring it since it was very similar to the first motorcycle I owned. Several years later while visiting a bike shop in Mount Vernon, Illinois, I found a K-Model Harley and asked about buying it. The owner was reluctant to sell, but later he called to offer it. I bought it and spent many enjoyable hours restoring it.

“I never restored a motorcycle that I did not have some connection to in the past,” Ben noted. “In doing my first restoration, I was more interested in making it look really sharp. When I entered it in a contest, I learned the judges evaluated an entry on how well it was restored to its original condition without extra chrome, etc. I later became a judge in antique motorcycle shows after I learned how to correctly restore them.”

In planning for his retirement in 2001, Ben began drawing house plans with features that accommodated their hobbies, lifestyle, and entertaining their friends. Ben is an accomplished carpenter and furniture craftsman who enjoys an extensive workshop in his basement. They began looking for a large lot in a pleasant subdivision and found it in Charles Town, West



SOUTHWEST FLORIDA'S NEWEST LUXURY MOTORCOACH RESORT

- 54 ACRE GATED COMMUNITY
- 22 ACRE LAKE
- OUTDOOR POOL & SPA
- SUNDECK
- SHADED DOG PARK
- PICKLEBALL COURTS
- CLUBHOUSE
- WI-FI HOTSPOTS
- CATERING KITCHEN
- FITNESS FACILITY
- SAUNA
- LAUNDRY
- ICE AND VENDING
- OBSERVATION PIER
- WALKING TRAILS
- NATURE PRESERVE

Call for Reservations and Ownership Opportunities! **(239) 674-9159**

13090 Golden Palms Circle, Fort Myers, FL 33913 • www.goldenpalmsrvresort.com



Clockwise from above: Driving large vehicles is a fun job to Ben Whittemore. His first serious civilian job was a five-year stint driving the Washington–New York City route for Trailways. ♦ For a short time, he operated the mobile lounges that transported passengers from the gates at Dulles International Airport to the jets parked on the concrete aprons. ♦ After retiring from *The Post*, Ben answered a want ad and got a job driving a 16-ton propane delivery truck for AmeriGas. ♦ The Whittemores enjoyed motorcycle trips through all 50 states, Australia, and every province in Canada except the Northwest Territories and Nunavut. ♦ The Whittemores’ 2010 Allegro RED did not come with a retractable floor over the stairwell. Ben convinced the Tiffin service techs that he could retrofit the retractable unit designed for a Phaeton. They shipped him the parts and he accomplished the job with only a few supporting phone calls. A cold day in November demanded jackets but the Whittemores were happy to provide a tour of their Allegro RED and show the many additions he had made for their coach, including a retractable 42-inch TV behind the PS sofa, a tray ceiling with LED lighting, and a double recliner on the DS custom designed and built by a local company.

Virginia. You have to study a map to realize that a small town in West Virginia can actually be only 40 miles west and a little north from the Washington–Dulles Airport. The gently rolling hills in the subdivision had been an apple orchard, plus the rural surroundings fit into their idea of a quiet place to retire.

As if he did not have enough to keep himself busy, Ben frequently checked the “help wanted” ads in the local newspaper. Remember the Trailways job? “I would enjoy driving a big truck,” he told Rosemary after he found a ‘help wanted’ ad for driving a 16-ton propane delivery truck for Amerigas. He applied for and got the job. Since the job was not a full-time position, it fit into their retirement plans. Seven years later when he was thinking about leaving, the company made him the first seasonal driver to ever be assigned a brand new propane delivery truck. “Just one more year,” he assured Rosemary.

In 2009 Ben and Rosemary bought a new 2010 Allegro RED 36QSA from a Tiffin dealer in northern Virginia not far from their home. “We have made many trips in the RED towing our Jeep Wrangler Limited. I had originally planned to put our Harley-Davidson Trike on the back of my pickup and tow the

whole package,” he said. “Unfortunately, however, I learned too late that the RED has a 5,000-lb. maximum towing weight.”

Ben has upgraded their Allegro RED in so many ways that it now looks more like a Phaeton than a RED. The sides of each slide-out have been painted to match the patterns of the full-body paint job. All the latches on the basement doors have been upgraded to chrome. The DS couch was replaced with theater seating. And, yes, a lift TV now rises in front of the PS forward window. The front overhead TV was replaced with matching cabinets. Fluorescent ceiling lights were replaced with LEDs. Ben also designed and installed tray ceilings in the main cabin and bedroom. The Whittemore coach reflects pride of ownership and Ben’s shop skills.





Three years ago the Whittemores decided to spend their winters in Florida. “It was time for my routine physical in November prior to our departure for Florida,” Ben explained. “My doctor ordered a CAT scan and discovered something in my right lung. A PET scan showed what appeared to be food in the lower right section of the lung. The doctor noted that the food would probably turn into scar tissue. If it had been cancer, he said, the image would have appeared at the top of the lung. We agreed to check on it every six months and went on to Florida as planned.”

Earlier this year the six-month checkup revealed an early

stage cancer in Ben’s left upper lung. The six-month checkups had paid off. Immediate surgery and chemo treatments were scheduled and the results have been encouraging. Following a good January report, Ben and Rosemary are planning to attend all three of the Allegro Club rallies scheduled for 2019: Hemet, California; Rock Springs, Wyoming; and Lewisburg, West Virginia. More regional trips are planned on their Harley-Davidson trike with heated suits for cold weather riding. Slowing down to a more sedate lifestyle is not in the current game plan. They usually begin planning new trips soon after returning home. **RIS**

Girard Awnings now being offered on Tiffin Motorhomes for 2019!

Girard RV awnings are known for having innovative product designs, superior quality, and first class rated customer service. Tiffin’s fine line of motorhomes combined with Girard’s cutting edge electronic technology will put its customers at the top of their class.



girardrv.com



Cats Don't Have Nine Lives

by Dr. John Pilarczyk

Most people just assume that cats have nine lives, but they don't. They only have one life to live. Keeping your cats indoors in your home or RV will help preserve that life and keep them healthier. Here are some reasons why keeping your cat inside is better for them.

First, not everyone likes cats. Irritated neighbors or community interlopers could pose a threat if your cat is allowed to roam free during day or night.

Some people like cats too much and might actually take your cat home as a souvenir or think your cat is homeless and needs a place to reside. While microchips can prove ownership, you first have to know who took your feline and that could be tough to find out. It is far better to keep your cat indoors and not have to go through this. Microchipping is still important for that one time your cat may actually find its way outside by accident.

Rabies occurs in all areas of the United States. RVer's who travel through many parts of our country may be more likely to have their pet exposed to this disease. The common domestic cat is the animal that most frequently tests positive for rabies. I know you vaccinate your cat, but why test fate? Cats roaming outdoors often hang out with feral cats, raccoons, and other creatures that are capable of transmitting rabies.

Parasites can be another problem for free-roaming cats. Hookworm, roundworms, tapeworms, fleas, any of these parasites may be coming into your home or RV when your feline comes back inside. Exposure to mosquitoes will expose them to heartworms. Yes, cats can get heartworms. Fleas are the intermediate host to tapeworms. As cats groom themselves, they swallow the flea and the tapeworm cyst is released. It is possible to expose your cat to fleas and ticks while they're indoors, but, when kept inside, the chances are greatly reduced.

Cats frequently fight over territory. So when your feline is out and about, he or she may run into a feral cat and be challenged by that cat who sees your feline as an intruder. These fights can get pretty bad, producing massive abscesses and debilitating wounds. So keep Muffin inside and save a lot of expenses at your local veterinarian.

Cats are difficult to see when they are crossing a street. They may act like a deer and dart into traffic when scared. Many a cat has been hit by a car and run away from the scene only to be found dead three or four blocks away from the accident. This won't happen if kept indoors.

Our bird populations are not fans of cats. Cats are natural

hunters and will hunt for fun even when well fed. Feral and free-roaming cats can devastate bird, lizard, and other reptile and amphibious populations. Don't add to the problem by letting Fluffy out to roam.

Feline immunodeficiency virus (FIV), better known as feline AIDs and feline leukemia, is ever present in the feral cat population. Exposure through cat bites and saliva perpetuates the disease, so your cat may be exposed without you being aware of it. The disease is usually fatal, and even if your cat is vaccinated, they may not get full protection. Feline AIDs may not show up for years, but cats that test positive are infectious and can be carriers. Do your cat a favor and keep it inside. Also be careful introducing stray cats into your home. A lot of owners like to feed stray cats and expose their cats to FIV by doing so.

Finally, there are foxes, coyotes, stray dogs, alligators, mountain lions, and a few more of Mother Nature's beasts that can make a quick meal of your cat. Even if your cat makes it home after this ordeal, the injuries will be significant and expensive to deal with at the emergency clinic. Why take a chance? Your cat is fine indoors. If you take it outside, keep it on a leash and don't leave it unattended. You could convert your patio to a screened-in area to let your cat wander under supervision.

There are programs in many cities that provide for feral cats to be captured and spayed or neutered and then released if not adoptable. These feral cats probably have a life expectancy of seven to eight years if lucky. Why contribute to the feral population? Keep your pet inside and neutered.

Happy travels with your felines,
John & Kay

PS: Commentary

Florida has just passed legislation against greyhound racing. I believe this is a mistake as many of these dogs will be euthanized if a home is not found for them. These dogs were bred to race and that's what they live for. Will we ban horse racing next or how about the Iditarod? Dogs that are trained for racing need to work. If we take this away from them, then we will start to see a whole slew of bad behavioral traits and psychoses developing. During our summer stay in Alaska, we visited many kennels housing dogs that raced in the Iditarod. These dogs live for that race. You can see it in their responses when the sleds are brought out. Many breeds were bred for a special purpose, so let's be careful what we legislate against.

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:

HWH[®] Room Extension Mechanisms

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



*Get the look and dependability
you want...today.*

www.HWH.com
800-321-3494

Six of Our First Ten Presidents Were Virginians

James Monroe, the Fifth President of the United States, AND HIS ESTATE AT HIGHLAND

Part Three of a Series

by Fred Thompson

During the third year of President James Madison's second term, a political and social mood was beginning to surface that reflected a fresh optimism. With the end of the Napoleonic Wars, U.S. politicians were paying less attention to European affairs and beginning to demonstrate the capacity to pass laws to strengthen their young country. In 1816, the political climate favored the development of national programs and institutions, including a protective tariff, internal improvements that included roads, canals, and bridges, and the revival of a Bank of the United States, which this time would be called the Second National Bank.

James Monroe decided in the summer of 1816 to run for president. He was considered by many to be the heir apparent. With



over 30 years in elected offices and diplomatic service, he was then in his sixth year as secretary of state in Madison's cabinet and enjoyed high public regard. Monroe was the last of the Founding Fathers who had lived and served under the governance of the United Kingdom. At 18 he left his studies at William and Mary to fight with General George Washington's troops in New York and at the Battle of Trenton. His military service was well known by the public.

Monroe was challenged in the 1816 Democratic-Republican congressional nominating caucus by Secretary of the Treasury William H. Crawford who would soon complete eight years of service in Madison's cabinet. New York Governor Daniel D. Tompkins was backed by several congressmen from New York. Although he had substantial support, Crawford decided to defer to Monroe, thinking



The Capture of the Hessians at Trenton, December 26, 1776, by John Trumbull, showing Captain William Washington, with wounded hand, on the right and Lieutenant James Monroe, severely wounded and helped by Dr. Riker, left of center.

he could eventually run for president as Monroe's successor. Tompkins also stepped aside and won the party's vice presidential nomination. Monroe received 183 of the 217 electoral votes, winning every state except Delaware, Connecticut, and Massachusetts.

While on a tour of the U.S. after taking office on March 4, 1817, President Monroe made a speech in Boston. The *Columbian Centinel*, owned by Benjamin Russell, published an editorial on July 12, 1817, hailing his visit as the beginning of "An Era of Good Feelings." The hard-hitting Federalist Party, once supported by the *Centinel*, was in sharp decline. As his tour stopped in other cities, Monroe received welcoming ceremonies and speeches that included expressions of goodwill.

With the fading of the Federalists, the U.S. essentially became a one-party country, at least on the national level. Heading the Democratic-Republican ticket in the 1820 presidential election, Monroe received all but one electoral vote. One author defined the "good feelings" as complacency. Another observed, "Sectionalism was in comparative abeyance, replaced by a rather unassertive nationalism."

James Monroe was born on April 28, 1758 in Westmoreland County, Virginia, to Spence Monroe, of Scottish descent, and Elizabeth Jones Monroe, of Welsh descent. Perhaps not as wealthy as some of their prominent neighbors, the Monroes were in the planter class, farming a modest five to six hundred acres. James was the second oldest, four years younger than his only sister Elizabeth. He was home schooled until he was eleven when he was enrolled in a private academy operated by Rev. Archibald Campbell.

James studied the classics, Latin, Greek, and mathematics

at the academy until he was 16. In 1774 Spence Monroe died. His mother's brother, Joseph Jones, took the family under his wing and enrolled James at the College of William and Mary in Williamsburg, where Thomas Jefferson had begun his academic studies 14 years earlier.

As Virginia's colonial capital, Williamsburg became a beehive of resistance to British policy, especially after the fighting began in April 1775. The House of Burgesses was in almost constant debate as they decided on courses of action. Lord Dunmore, the royal governor, fled Williamsburg in mid-June 1775 to seek safety in a more secure British domain. Less than a week later a group of students from the college, including Monroe, raided the Governor's Palace, seized the arms and munitions stored there, and delivered their cache to the local militia.

In February 1776, in the fervor of the times, Monroe went home to Westmoreland County where he joined the newly organized Third Virginia Infantry Regiment. Three months later, the regiment participated in an attack on Lord Dunmore's camp on Gwynn's Island in the Chesapeake Bay and then marched to Williamsburg. In August 1776, the Third Virginia joined George Washington's army in New York, where they participated in the battles of Harlem Heights and White Plains. Suffering defeat, Washington's troops retreated south to Philadelphia.

In December, General Washington planned his surprise attack on Trenton. The general knew his troops were demoralized from the defeats in New York and desperately needed a major victory to get the revolution back on track. In the days leading up to the attack, he sent reconnaissance teams led by his cousin Captain William Washington to eliminate British cavalry patrols, capture dispatch riders, and attack pickets posted



Elizabeth Kortright Monroe
First Lady of the United States 1817 to 1825

—JOHN VANDERLYN, Artist

by the Hessian mercenaries. The patrols identified northern and southern routes into Trenton to allow General Washington to split his forces and attack the encampment from opposite sides.

On the night of the attack after only a third of the general's troops made a successful crossing of the ice-packed Delaware, Lt. James Monroe volunteered for a company led by Captain Washington that went ahead of the main army and secured the routes leading into Trenton. The attack by General Washington on both sides of the Hessian encampment left them in confusion. Captain Washington's troops swooped in and captured nearly 900 Hessians. He received wounds to both hands while Lt. Monroe was severely wounded in the shoulder and had to be carried from the battlefield. After his recovery, Monroe was promoted to captain for heroism. In 1777 he fought in the Battles of Brandywine and Germantown. In late 1777 he advanced to the rank of major and became aide-de-camp to General William Alexander (Lord Stirling). During the severe winter of 1777–78, Monroe suffered with the troops at Valley Forge. He served as a scout for General Washington at the Battle of Monmouth and later as adjutant general to General Alexander.

In 1780 Monroe began the study of law under Thomas Jefferson, who was the governor of Virginia at the time. It was the beginning of a powerful relationship that influenced much of

Monroe's career. Fifteen years his senior, Jefferson became a mentor to Monroe.

Monroe was elected to the Virginia House of Delegates in 1782 at the age of 24. The following year he began a three-year appointment as Virginia's Delegate to the Congress of the Confederation. During that time he fought for the right of the U.S. to use the Mississippi River as an unimpeded shipping route for the growing volume of agricultural products produced by the young country.

In 1786 James Monroe married Elizabeth Kortright of New York City, where Monroe was serving in the Congress of the Confederation. She was the daughter of Lawrence Kortright, a wealthy merchant, and Hannah Aspinwall. He was 28 and she was a mere 17.

Monroe retired from the Congress that same year and the young couple moved to Fredericksburg, Virginia, where he began practicing law. His propensity to remain in politics was unmistakable. He was elected again to the Virginia House of Delegates and became a member in 1788 of the state convention which was charged with the responsibility to evaluate the new federal Constitution.

Following the death of Senator William Grayson on March 12, 1790, Monroe was elected to complete his term and then reelected in 1791. He served from November 9, 1790 until his resignation May 27, 1794, to accept President Washington's appointment as Minister Plenipotentiary to France. Many considered the appointment ironic given Monroe's vigorous opposition to the President's programs.

Washington was certainly aware he was appointing a Francophile who could likely secure for the U.S. a favorable reception for improving trade and treaties. Monroe's warm reception in France and his enthusiasm for the French Revolution put the Federalists on edge since they encouraged close ties with England, not France. Monroe showed no interest in placating the French objections to the Jay Treaty that regulated commerce and navigation between the U.S. and Great Britain during the Napoleonic Wars. On the contrary, they regarded the Jay Treaty as a violation of the French–American treaty of commerce and amity of 1778. Monroe led the French to believe that Congress would never ratify the Jay Treaty. When the treaty was later ratified by Congress, the French and Monroe were outraged.

To his credit, at least from President Washington's perspective, Monroe secured the protection of U.S. trade from French attacks, a hostile activity that had persisted for years during British-French conflicts. He used his influence to secure the release of Thomas Payne who had been arrested for writing seditious essays supporting the revolution and Madame Adrienne de La Fayette, the wife of the Marquis de Lafayette. Monroe also persuaded the French to support U.S. navigational rights on the Mississippi River. However, the mouth of the river and the Port of New Orleans were controlled by Spain. In 1795 the U.S. and Spain signed Pinckney's Treaty, granting the U.S. limited rights to use the Port of New Orleans.

President Washington, though not fully aware of Monroe's criticism of the Jay Treaty, sensed his minister was disruptive to the point that he failed to safeguard the national interest. He recalled Monroe in November 1796. He arrived home in the spring of 1797 and resumed his dual career of farmer and attorney. Jefferson and Madison urged him to run for Congress, but he focused instead on state politics. He was elected as Virginia's governor in the fall of 1799, serving from December 28, 1799 to December 1, 1802.

In 1798 Spain revoked the Pinckney Treaty that allowed the United States the use of the Port of New Orleans, shutting down agricultural shipments from the Midwest. The United States was even more caught off guard when Spain restored Louisiana to France with the treaty of San Ildefonso in October 1800. However, the territory nominally remained under Spanish control until a legal transfer to France was made on November 30, 1803. In 1801, anticipating the future transfer to France, Spain's district administrator in New Orleans restored the "right of deposit" for U.S. goods warehoused there awaiting reshipment to Europe or U.S. east coast ports. Given the uncertainties, the Jefferson administration's best option appeared to be an attempt to buy the Port of New Orleans from France. Jefferson sent Robert Livingston to Paris in early 1801 to negotiate with France with authorization to offer \$9 million.

Just over a month after Monroe's term ended as governor, President Jefferson demonstrated continued confidence in Monroe's diplomatic ability by appointing him as envoy extraordinary and minister plenipotentiary to France to assist Robert Livingston, the resident minister, in purchasing the territory surrounding the mouth of the Mississippi River, including the Port of New Orleans.

Concurrently, Jefferson authorized Monroe to work with Charles Pinckney, the U.S. minister to Spain, in securing from Spain the cession of East and West Florida. On April 18, Monroe's responsibilities were augmented again when Jefferson commissioned him as the regular minister to Great Britain.

Monroe arrived in Paris on April 12, 1803, to assist Livingston whose negotiations were in progress. Livingston was astonished on April 11 when Napoleon's treasury minister offered all of France's holdings from Louisiana to the Pacific Northwest for \$15 million. Unable to communicate with Jefferson, the two men were certain the U.S. would accept the offer. They signed the Louisiana Purchase Treaty on April 30, 1803. The documents arrived in Washington, D.C. on July 14.

Following his assignments, Monroe left Paris for London in July 1803. After spending over a year defining his responsibilities and strategy, he went to Madrid in October 1804 to assist Pinckney in establishing the boundaries of the Louisiana Purchase and in acquiring the two Floridas. After negotiating with Spain for nine months, he returned to London in May 1805 to work on an agreement to end impressment of American seamen and seizure of American ships. The British still regarded that option as a way to stymie Franco-American trade that could hurt them

if war broke out again. In May 1806 Jefferson directed Pinckney to London to assist Monroe. Further deliberations resulted in a feckless treaty signed on December 31, 1806.

Monroe returned to the U.S. in December 1807 to resume his law practice and supervise his farms that had not been managed well in his absence. He was elected again to the Virginia House of Delegates in the spring of 1810. The following winter he was again chosen as governor, but only served for 11 months. James Madison had followed Jefferson as the fourth U.S. president and he wanted James Monroe as his secretary of state, a position Monroe held until he became president himself.

Following his appointment on April 2, 1811, he immediately was thrust into a troubled period that involved the same problems with the British: impressment and seizure. The French agreed to reduce the attacks and release seized American ships. The British were intractable. Monroe had worked for peace in London for months, but he came to favor war and joined arms with the "war hawks," including the Speaker of the House Henry



AutoMotionShade®
SPECIALTY SHADING FOR THE TRANSPORTATION, RV AND CON/AG INDUSTRY

WHEN ONLY THE BEST WILL DO!



AMS Dual Motorized Roller Shades - the leading Day/Night Shades for Cockpit and Living Area:

- Uncompromising Quality
- Exclusive AMS safety feature built into each motorized windshield shade

Thank you Tiffin Motorhomes for choosing **Auto-Motion Shade** as your original equipment supplier of Motorized Dual Roller Shades.

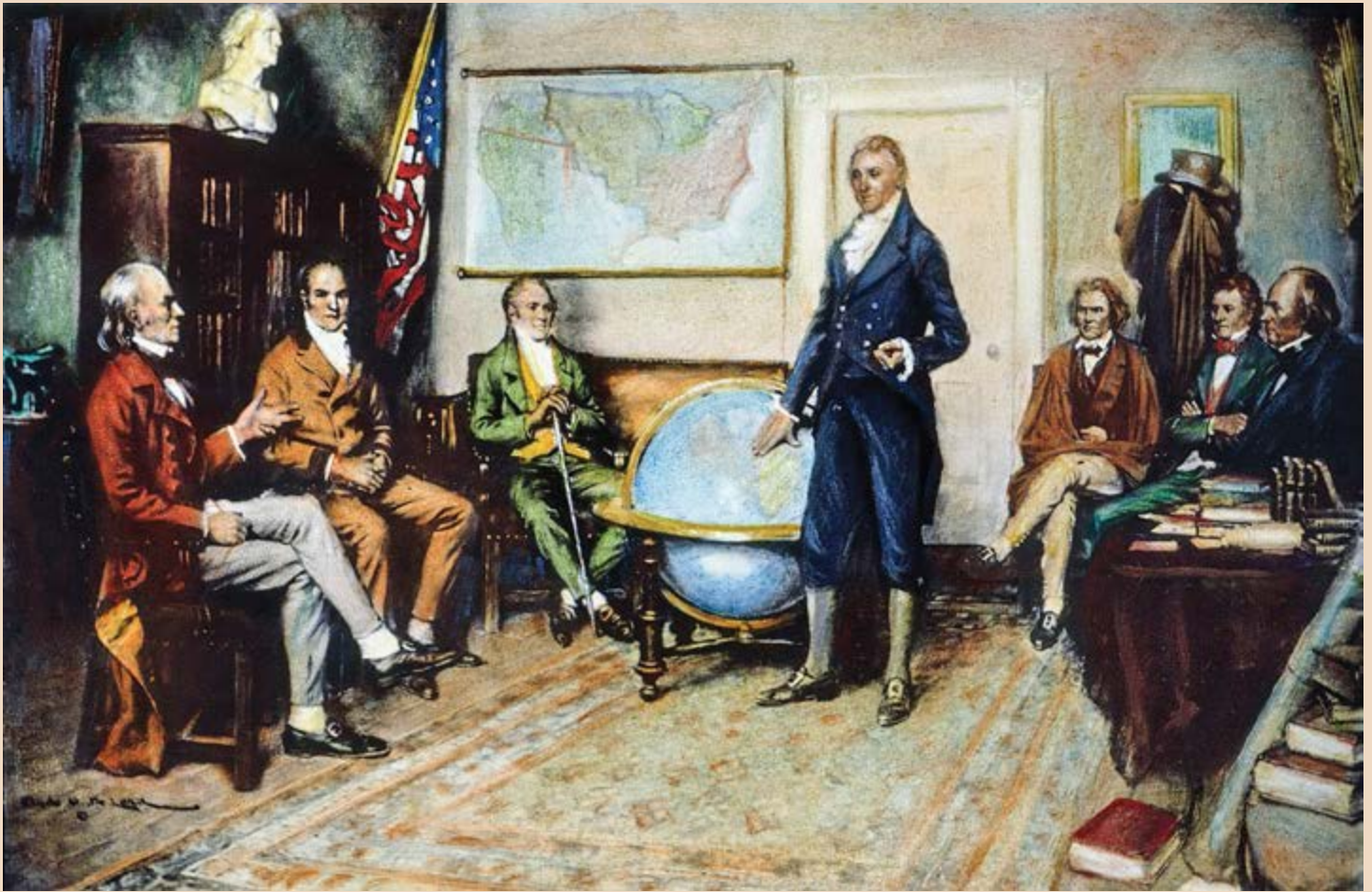
AMS - the preferred choice for providing privacy and solar protection to your motorhome.

AMS Shades - Ask for them by Name



**North America's Premier
Manufacturer of High Quality Shading
Products for the Transportation, RV
and Con/Ag Industry.**
ISO 9001:2008

www.automotionshade.com



James Monroe (standing) presiding over a cabinet meeting in 1823 that led to The Monroe Doctrine. (From left to right) John Quincy Adams, William Harris Crawford, William Wirt, John C. Calhoun, Daniel D. Tompkins, and John McLean.

—CLYDE O. DELAND, Artist

Clay. With the backing of Monroe and Clay, President Madison asked Congress to declare war on the British. The declaration was issued on June 18, 1812, initiating the War of 1812.

The war went badly for the United States and Madison quickly sought peace, but his efforts were rejected by the British. Monroe often clashed with Secretary of War John Armstrong, especially after Armstrong's poor planning for the defense of Washington virtually handed up the city to the British on a silver platter, as they ransacked and burned the Capitol and the White House on August 24, 1814, as well as other federal buildings. Madison removed Armstrong and turned to Monroe for help, appointing him secretary of war on September 27. Monroe resigned as secretary of state on October 1, but no successor was appointed and he effectively served in both capacities until February 28, 1815.

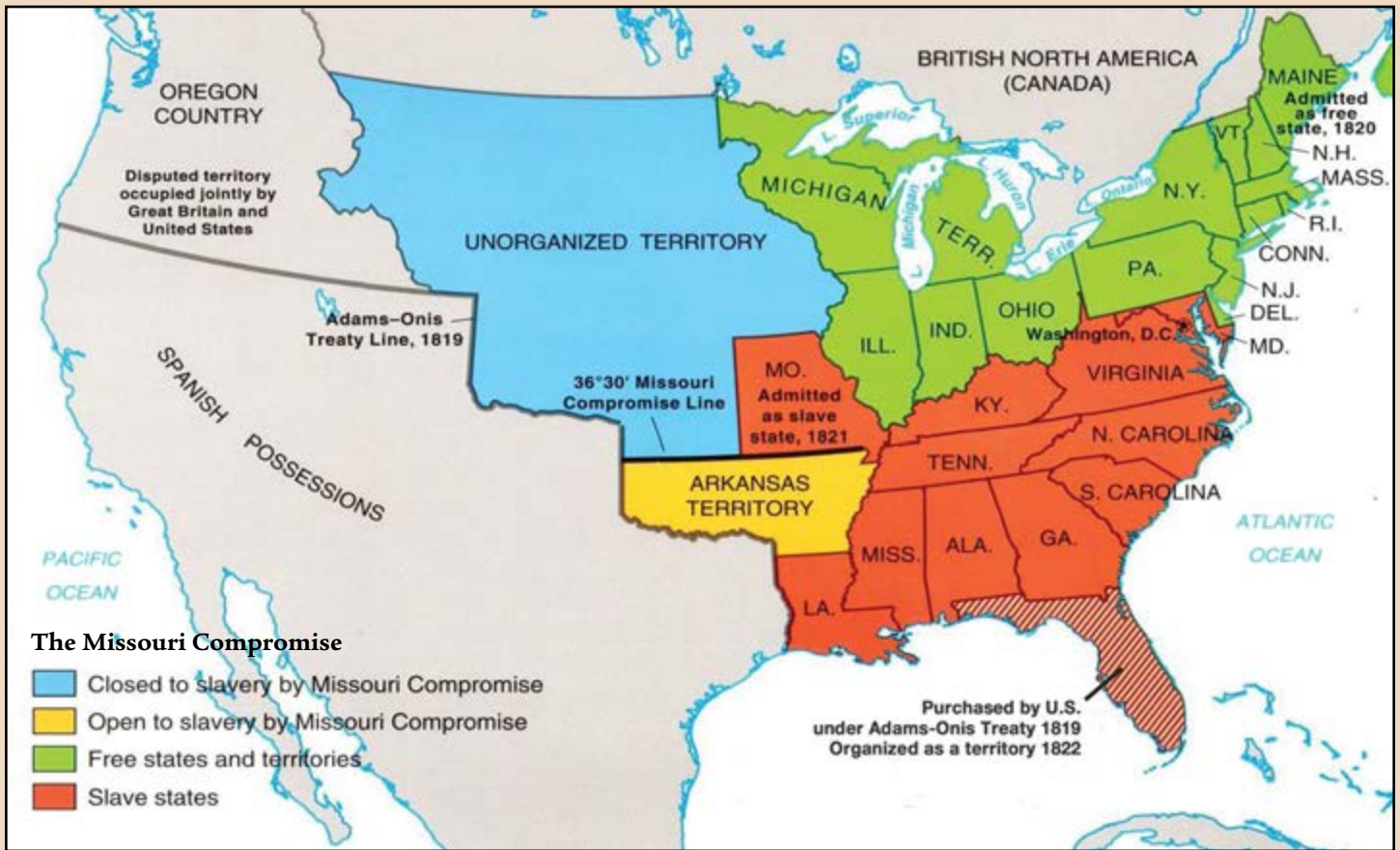
Now in command of the war effort, Monroe ordered General Andrew Jackson to prepare for the defense of an anticipated attack on New Orleans. He asked the governors of adjacent states to send their militias to reinforce Jackson. He called on Congress to draft 100,000 men, increase military compensa-

tion, and establish a new national bank to ensure funding for the war effort. Concurrently, the British agreed to negotiate a treaty in Ghent, Belgium. The treaty was signed before the clash began, but there was no way to communicate in time to stop the battle. As Monroe anticipated, British forces advanced a large army toward New Orleans. Though greatly outnumbered, the Americans won a significant victory in less than an hour. The Americans suffered around 70 casualties, while the British suffered approximately 2,000 casualties. The morale of the United States was lifted to new heights. With the end of the Napoleonic Wars in 1815, there was no reason for the British to continue impressment and seizure.

As noted in the beginning, Monroe ran for office in the fall of 1816 and won by a handsome margin over Federalist candidate Rufus King—183 electoral votes to King's 34. In the 1820 election, Monroe practically ran unopposed, receiving all of the electoral votes but one. The Federalists had ceased to function as a party.

Key figures in President Monroe's cabinet included Vice President Daniel D. Tompkins, a three-term New York governor; Secretary of State John Quincy Adams, son of the second president; Secretary of Treasury William H. Crawford, who served eight years in Madison's cabinet; and Secretary of War John C. Calhoun, South Carolina congressman and "war hawk."

An experienced diplomat, John Quincy Adams had aban-



done the Federalist Party in 1807 to support Jefferson's foreign policy. Monroe first asked General Andrew Jackson to serve as his secretary of war, but he declined.

Major issues developed in Monroe's two terms as president. You will probably recall studying the Missouri Compromise and the Monroe Doctrine in your high school American History course.

The Missouri Compromise

In February 1819, a bill enabling the people of the Missouri Territory to draft a constitution and form a government prior to admission to the Union came before the House of Representatives. New York Congressman James Tallmadge, Jr. attached an amendment that prohibited the further introduction of slaves into Missouri and required all future children of enslaved parents to be released at the age of 25. The bill passed in the House but failed in the Senate.

During the next session of Congress, the House passed a similar bill with an amendment by John W. Taylor of New York, allowing Missouri to enter the Union as a slave state. The situation was complicated by the recent admission of Alabama as a slave state, making the number of slave and free states equal. Concurrently, there was a bill in passage through the House (Jan. 3, 1820) to admit Maine as a free state. The Senate decided to connect the two measures. It passed a bill for the admission of Maine with an amendment enabling the people of Missouri to form a state constitution. Before the bill was returned to the

The Missouri Compromise added two states to the Union, Missouri and Maine, one slave and one free. It reshaped the young country politically and solidified the institution of slavery for another 40 years.

House, a second amendment was adopted excluding slavery from the Louisiana Territory north of the parallel 36° 30' north (the southern boundary of Missouri), except within the limits of the proposed state of Missouri. The House then approved the bill as amended by the Senate. The legislation passed and became known as the Missouri Compromise. It won the support of Monroe and both houses of Congress. The compromise temporarily settled the issue of slavery in the territories.

The Monroe Doctrine

As one of the Founding Fathers and a veteran of the Revolutionary War who nearly lost his life at the Battle of Trenton, Monroe was very sympathetic to the Latin American countries' attempts to free themselves from Spanish domination. He had no intention of obligating the U.S. to provide military support for fear that American intervention might cause European nations to assist Spain. In 1822 during his second term as President, Monroe officially recognized the sovereignty of Argentina, Chile, Columbia, Mexico, and Peru, all of which had won their independence from Spain. The President and Secretary of State John Quincy Adams declared the U.S. policy to uphold republican governments and to seek treaties of commerce with them on a most-favored-nation status.

In his lengthy seventh presidential message to Congress on



As the Monroe Doctrine nears its 200th anniversary, countless political cartoons can be found in newspapers and magazines illustrating its effectiveness in preventing foreign nations from colonizing and interfering with republican governments in the Western Hemisphere.

MONROE DOCTRINE CARTOON. Uncle Sam: "That's A Live Wire, Gentlemen!" A 1902 cartoon on German and British claims against Venezuela and President Theodore Roosevelt's intentions to resist proposed German attempts to occupy Venezuelan territory.

—W. A. ROGERS, Artist

December 2, 1823, President Monroe declared three edicts that can be summarized as (1) no further European colonization in the New World, (2) abstention of the United States from the political affairs of Europe, and (3) the nonintervention of European powers in the countries of the Western Hemisphere.

It was not until 1848 during President Polk's administration that the edicts were referred to as a "doctrine." Monroe also included a fourth edict in his speech that was not associated with the doctrine until 1869 which was the United States op-

position to the transfer of any existing European colonies from one European sovereign to another.

Most historians in researching the origin of the Monroe Doctrine have concluded that Secretary of State Adams was the author of the noncolonization principle. The abstention of the U.S. from European wars and politics was a common position held by all of the Founding Fathers and accepted by Secretary Adams throughout his diplomatic service. In cabinet meetings, Adams also urged that the U.S. not allow the intervention of for-

eign powers in the affairs of the nations in the Western Hemisphere.

Adams had not advocated a proclamation of these edicts to the world and especially to the European powers. Using the stage of his annual address to Congress, it was President Monroe who took the responsibility of establishing the edicts in a presidential message that he drafted himself, knowing that his address would be published in newspapers throughout the world.

Several other key issues and events occurred in President Monroe's two terms which are beyond the scope of this article, but a brief summary may be useful to the reader. For the country to grow and thrive economically, Monroe saw the need for improving the country's infrastructure, including a transportation network, but many congressmen did not



At the close of his presidency in 1825, the Monroes moved to their home at Oak Hill near Leesburg, Virginia. In August 1825, they received as guests, the Marquis de Lafayette and President John Quincy Adams. Oak Hill is privately owned and not open to visitors. It is on the National Register of Historic Places.

believe the Constitution authorized the federal government to finance internal improvements. The issue was settled in 1824 when the Supreme Court ruled in *Gibbons v. Ogden* that the Constitution's commerce clause gave the federal government the authority to regulate interstate commerce. Two important laws followed that marked the beginning of the federal government's continuous involvement in civil works: the General Survey Act to facilitate routes for roads and canals and a second act to improve navigation on the Ohio, Mississippi, and Missouri rivers.

Other major issues of national and international consequence were the acquisition of Florida from Spain, the Panic of 1819 that led to the country's first depression, and the negotiation of treaties with Britain and Russia.

At a Personal and Social Level

James and Elizabeth Monroe had two daughters, Eliza Kortright and Maria Hester, and a son who died in infancy. The First Lady's general health often prevented her from serving as hostess in the White House (still called the President's House at this time). Eliza was often at her father's side serving as the official hostess during his presidency. But the Monroe family suffered from the lack of flamboyancy provided by Dolley Madison that the Washington society had come to expect. Maria's marriage to Samuel L. Gouverneur in 1820 was the first wedding performed in the White House.

At the close of his presidency on March 4, 1825, the Monroes often spent time at Monroe Hill that is now included in the grounds of the University of Virginia. He served on the university's Board of Visitors while Jefferson was the university's rector and later under Madison, the second rector. The Monroes lived at Oak Hill in Aldie, Virginia, near Leesburg where in

August 1825, they received as guests the Marquis de Lafayette and President John Quincy Adams.

Monroe's commitment to the consuming obligations of his public life often left little time for the proper management of his farms and assets. To satisfy debts incurred by his lavish lifestyle, in 1826 he sold Highland Plantation that adjoined Jefferson's property at Monticello. He originally purchased the 1,000-acre property in 1793 that for most of his career was home to his family. The College of William and Mary, his alma mater, acquired the property and restored it. For tours and additional information, see highland.org.

During the 33 years of Monroe's ownership, Highland had several overseers

YOU NEVER KNOW WHAT LIES AHEAD





**RV Steering & Suspension
Solutions**

A Division of


**Trac Bars
Sway Bars
Custom Springs**

**Motion Controls
Performance Steering
Limited Lifetime Warranty**

SuperSteerParts.com
888-898-3281

WE WANT TO SEE YOUR TIFFIN
CALL US TODAY FOR A
FREE
4 DAY 3 NIGHT STAY



**Southwest Florida's NEWEST
Class A Luxury Motorcoach
Resort Lots For Sale!**

Located just ten miles off Interstate 75,
minutes from Punta Gorda and the Charlotte
Harbor - gateway to the Gulf of Mexico.

Thornton Creek has spacious motorcoach lots offering
flexibility and endless opportunities to build your
dream motorcoach home. The resort features six
lakes, waterfront on the Peace River, trailer, boat and
motorcycle storage with pickleball courts, a spacious
Clubhouse and swimming pool in a tropical setting.

**COME AND SEE WHAT ALL
THE EXCITEMENT IS ABOUT!**

OPEN HOUSE CELEBRATIONS!

*Free Food & Music,
Motorcoaches On Display, Property Tours*

11:00 AM - 4:00 PM

Saturday, January 5, 2019

Saturday, February 2, 2019

Saturday, March 2, 2019

Saturday, April 6, 2019

CALL FOR A FREE THREE NIGHT STAY!

**Barry Poole: 919-724-1957
Laura Poole: 919-259-5547**



*Coach must be at least 34 feet in length.



and up to 250 enslaved people who built and ran the plantation. Ironically, at the same time, Monroe called for the abolition of slavery. He blamed the debacle of slavery on the original owners of the large plantations who became wealthy through slavery. Though many slave owners who inherited their plantations and slaves admitted the evils of slavery, they could not simultaneously extricate themselves from the institution of slavery while retaining their wealth and plantations. Monroe was a prominent member of the American Colonization Society which supported the establishment of colonies outside of the U.S. for freed African-Americans. The society helped finance the transfer of several thousand freed slaves to the new colony of Liberia in Africa between 1820 and 1840. Many suggested slave owners like Monroe and Andrew Jackson wanted to

One of Oak Hill's two drawing rooms, a favorite location for entertaining guests. ♦ Recent remodeling in the library added the elaborate wood built-ins and custom wallpaper.

prevent free blacks from encouraging enslaved people on plantations to rebel. In any case, the capital of Liberia was named Monrovia in honor of James Monroe. According to one historian, Monroe took several slaves with him to Washington to serve at the White House during both of his terms since Congress did not provide a domestic staff for presidents at that time.

After his presidency, Monroe was elected as a delegate to the Virginia Constitutional Convention of 1829-30, and then was elected by the convention to serve as the presiding officer until declining health caused him to resign.

Elizabeth's failing health resulted in

EXPLORE YOUR WORLD...



New Adventurers
5% off*

Terms & Conditions Apply.
Call for details.

Celebrating

25 YEARS OF EXCELLENCE IN GUIDED RV TOURS & RALLIES
LOWER 48 | ALASKA | CANADA | OVERSEAS

Included in each package

- ✓ Professional & Experienced Staff providing Exceptional Customer Service;
- ✓ Professionally planned routes and trip itineraries - created with you in mind;
- ✓ RV Parking Fees for nights listed; Tickets & Admissions for shows, events, & activities listed; Meals & Social Parties as listed **PLUS** a few surprises;
- ✓ Merchandise Gifts and so much more.



See our new and most popular
tours on page 19.

CALL 936.327.3428 WWW.ADVENTURECARAVANS.COM FOLLOW US



her death in 1830 at Oak Hill. Monroe moved to New York City to live with his daughter Maria Hester Monroe Gouverneur. On July 4, 1831, James Monroe died of heart failure and tuberculosis, becoming the third president to have died on Independence Day. His death came 55 years after the signing of the Declaration of Independence and five years after the deaths of Thomas Jefferson and John Adams.

President Monroe was originally buried in New York in the Gouverneur family

vault in the New York City Marble Cemetery. In 1858 his remains were re-interred at the President's Circle in Hollywood Cemetery in Richmond, Virginia.

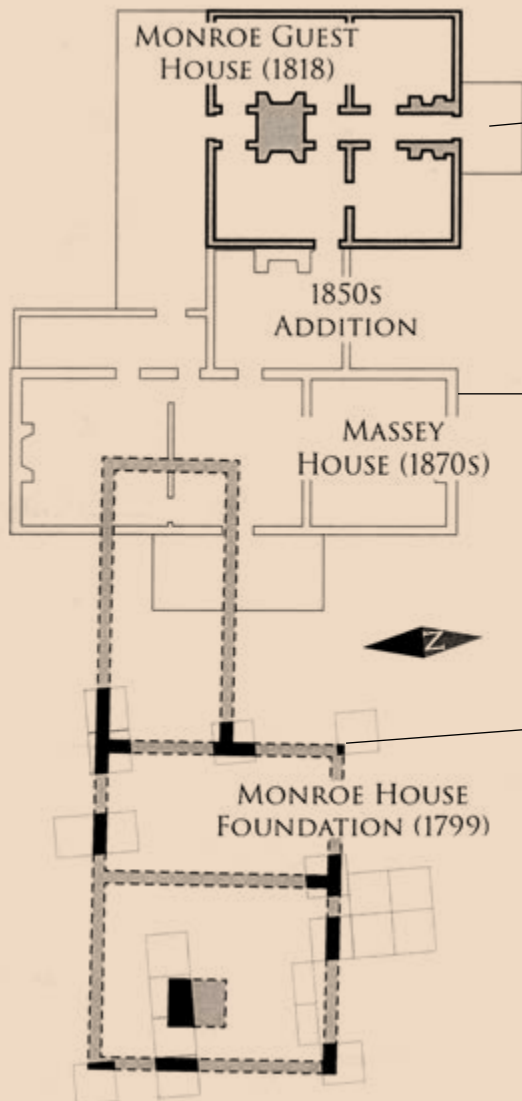
After retiring from his second term as president, Oak Hill was Monroe's only residence from 1826 to 1830. It was one of his residences during his many years of public service. The mansion was completed in 1822, during Monroe's presidency. Before that, Monroe's residence at the estate was the clapboard building known in

recent years as the Monroe Cottage.

The architecture is distinctive for "its unusual pentastyle portico." Thomas Jefferson may well have drawn plans for Oak Hill; the construction was supervised by James Hoban, designer and builder of the White House.

Structures remaining from Monroe's time include the main house, the cottage, a smokehouse, springhouse, blacksmith's shop, a square barn, the stone Stallion Barn, and possibly the Brick House. **RIS**

James Monroe HIGHLAND



New Archaeological Excavations Change the History of Highland Plantation

Within the last three years, excavations at Highland have revealed well-preserved foundations in front of the 1870s Massey House that clearly indicate the location of James Monroe's original home at Highland (ca. 1799). The foundation shows a free-standing and sizeable house that included a large chimney and a large stone cellar. Architectural debris including wall plaster, mortar, brick, nails, and window glass were discovered as excavations in the front yard continued.

With the 200th anniversary of Monroe's presidency approaching, the discovery at Highland offers refreshing insights into the

life of the last Founding Father to become president. “He is a little more in the shadows,” Sara Bon-Harper, executive director at Highland suggests. “For me, that’s why he is interesting.”

After Monroe sold the core of his Highland property in 1826, the home burned somewhere in the mid-1800s. “We have not found contemporary accounts of a fire at Highland, but later newspaper accounts refer to the destruction of the former Monroe residence, and the subsequent construction of the new Massey house in its place,” said Dr. Benjamin Ford, principal at Rivanna Archaeological Services, LLC, in Charlottesville.

Property insurance records dated in 1800 and 1809 describe the dimensions of the house now believed to have been completed in 1799, for which excavations and archaeological research

are continuing. Monroe’s correspondence to his son-in-law in a letter dated September 6, 1818, describe construction of a structure now understood to refer to the guest house. Cores taken from the corner of the standing house indicate the wood for the house was cut between the spring of 1815 and the spring of 1818. Having separate guest quarters for visiting dignitaries and friends seems to fit into his plan. Soon after the guest house was completed, he began construction of his far more elaborate home at his Oak Hill Estate.

Pastor John Massey acquired the property and constructed his Victorian home (ca. 1875) on a grade slightly higher than Monroe’s guest house (ca. 1818). An addition to the guest house in the 1850s became the connecting structure to join the two houses. RIS



1. Wood core samples and records show that the guest house was built in 1818. 2. Pastor John Massey acquired the core property and built his Victorian home in the 1870s, connecting the rear of his home to the guest house. 3. This elevation reveals the full basement of the guest house in which food was prepared for cooking in open fireplaces in one of the out buildings. 4. Rooms for other supporting crafts for the home were also located in the basement. 5. The small house at far left was the overseer’s quarters. The building in the middle was used for washing clothes, candle making, and spinning yarn. 6. The Monroes’ high-poster bed with its exquisitely carved feather and palm motifs conceals a trundle bed. A bureau (not shown), with a green marble top made for President Monroe by Washington cabinet maker Robert Davies, is one of the most significant surviving pieces from the Monroe household. 7. This room’s centerpiece is a Hepplewhite dining table purchased by James Monroe in 1786. The dining room combines American furniture with European-style tableware illustrating the Monroes’ time spent in Europe.



Inman's Answers

As the editor of "Serious Tech Talk," Danny Inman, a 44-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 . . .

Entry Door Wouldn't Open from Inside

We purchased a 2018 Phaeton QKH from Dixie RV in Hammond, Louisiana. On the way home, we were trapped inside when the entry door would not come open. After trying all kinds of options, we found the problem. The deadbolt was stuck in an

"outwards" position due to high door pressure. After pulling the door inward, the deadbolt would move back and we could open the door.

Our second problem came when we tried to push out the DS slide and it wouldn't move. We checked the breaker and found #7 out. The problem was located under the driver's seat where a wire was shorted out to ground! Poor wiring and bad location for the switch that operates the slide-outs.

Klaus & Diane Dahl, Palatine, Illinois

Dear Klaus & Diane,

There are adjustments that can be made to the entry door that will prevent it having such a tight closure. Hopefully, your door has already been adjusted. The switch locations for the forward slide-out were formerly located in the cabinet above the driver's chair. Many owners left the seat back reclined far enough to collide with the incoming wall of the slide-out which usually damaged the seat back or the fascia board on the slide-out. Moving the switch location to the seat back has forced the operator to be aware of the back's position and avoid the collision. It is very seldom that the wires for the switch get pinched under the seats.

Motorized Step Cover Not Functioning

We own a 2013 Allegro Red 34QFA. Recently the motorized step cover began making grinding noises, then it failed to move. I removed the cover itself to expose the motor and drive shaft. The motor turns but the drive shaft does not. The grinding noise appears to come from the gear drive connecting the motor to the shaft. The motor is located deep inside a narrow well and is very hard to reach. How is it replaced? Can a "do-it-yourselfer" accomplish the fix?

Mark Haugen, Scottsdale, Arizona

Dear Mark,

The unit on the Allegro RED is very difficult to reach because of the location of the generator which is not mounted on a slide-out to move it forward for servicing. You will have a very narrow area to work in. You will have to remove the step cover itself to get access to the 10mm screws that hold the motor in place. Then go underneath the motorhome and remove a cover plate to access the two other bolts that hold the motor and the drive shaft for the cover. This is a job you probably should take to an experienced technician.

"Chattering" Water Pump on Breeze

Our 2016 Tiffin Breeze has been the best RV of six I have owned. The first year, except for several recalls, was ideal. After a year or so our water pump began "chattering on and off." We took the rig to Fountain Lake RV in Polk City, Florida. They thought they fixed it. After a week the same symptoms returned, but we were back in Minnesota. Now we are wintering in Florida.

Before booking service at Lazydays at Seffner, we would like to seek your advice.

Gerald Larson, Polk City, Florida

Dear Gerald,

When the water pump is chattering on and off by itself, it could be caused by one of three things. (1) There is a water leak in your unit, letting the pressure off the pump and allowing it to come on/off for a moment or two. If this is the problem, you should find signs of a water leak somewhere in the motorhome. (2) There is a possible leak in the water valve that can be switched from "Tank Fill" to "City Water." This would allow the pressure to decrease enough to turn the pump on. But the water would be draining back into the water tank and not allow a leak to be evident. (3) It could be the internal check valve in the water pump itself that would allow the water to ease back into the tank, allowing the pump to chatter. Finding which of the three is a process of elimination. Ninety percent of fixing the problem is identifying which situation is causing the noise.

Suggestion for Better Location of Electrical Outlets in Bay

I have had two Tiffins, a Phaeton and now a 2017 Bus. Both

electrical outlets in the passenger side bay are NOT mounted in a user-friendly location. On both units, I had to raise the outlets so they are at least as high as the frame. The location down in the center interferes with anything you may have plugged in. Please raise it higher so it will not interfere with anything in the slide-out tray. Thanks for letting me vent!

Carl H. Smith, San Antonio, Texas

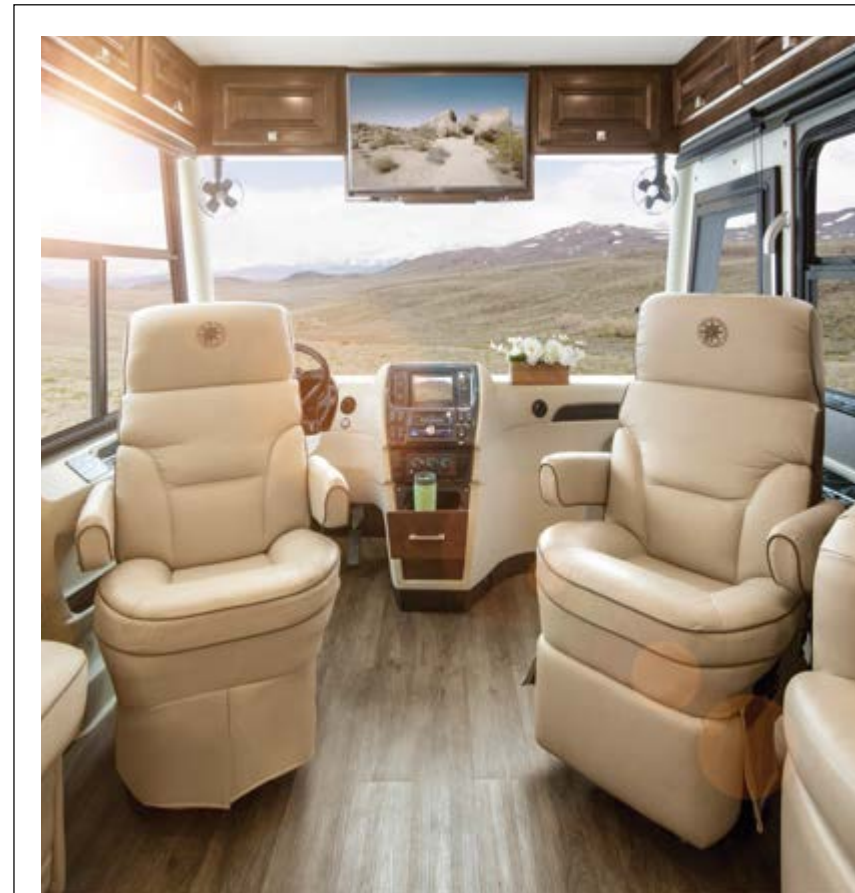
Dear Carl,

I will definitely pass your observation on to R&D and engineering to get this outlet position corrected.

Heat Pump Doesn't Switch to Propane

My 2013 Allegro Red 34QFA, when set to heat pump, will not switch to propane. Does the outside temp have to be 38°F or lower? Recently, I had an event where the thermostat was set to 70°F. The inside temp fell to 52°F and no gas heat came on. If my system will not turn on to gas, what component would cause it not to do so? Thermostat? Other?

Also, where does the rear furnace that heats the wet bay get its temperature from? It seems to me that its set point would need to be higher than the front furnace for it to come on at all.



FLEXSTEEL®
 RECREATION

*Flexsteel RV seating is designed
 for a life that rarely sits still.*

To see our full line, visit:
www.flexsteel.com

I'm concerned about protecting the wet bay. Help!

James Haig
Mobile, Alabama

Dear James,

As an example, you enter the coach and find the temperature to be 60 degrees and you select 72 degrees on your thermostat to warm the coach. The heat pump in the air conditioner will come on and be followed immediately by the propane furnace. Once the temperature in the coach reaches 72 degrees, the furnace will turn off and the heat pump will try to maintain the temperature at 72. If the temp outside continues to fall and bring down the temp inside, the heat pump will try to maintain the requested temperature until the outside temp reaches about 38 degrees. At that point the gas furnace will kick on and bring the temperature

back up. The owner can intervene at any time and turn the furnace on to prevent the temp inside from falling.

The heat for the wet bay comes from a duct connected to the front furnace. The wet bay receives heat every time the furnace comes on to heat the coach.

Dometic Toilet Leaking at Base

I have a 2014 Allegro Open Road 36LA. On several occasions, leakage has come from the base of the rear Dometic toilet. There is no pattern to when it leaks, and it does not lose a noticeable amount of water from the toilet bowl. It was checked by an RV tech, but no source of the leaking could be found. Any suggestions?

Dennis Neal
Sarasota, Florida

Dear Dennis,

Check the fresh water valve at the back

of the toilet to be sure there is no leakage around it when flushing or not flushing. If no leakage is evident there, you will have to remove the toilet to check all the fittings and lines within the ceramic toilet itself to determine where it is leaking. This is a project for which you will need an RV tech.

Request for Retractable Mirrors

We store our 2018 Allegro Bus inside. The garage door just touches the two Good Buddy rabbit ears on top and I have about two inches on each side of the mirrors when entering and exiting. Any thought to providing an option for collapsing/retracting these mirrors such as those available on SUVs?

David Eberly
Williamsburg, Virginia

Dear David,

The mirror heads are so large and heavy that no manufacturer has attempted to make a collapsible arm that would still be stable.

Fresh Water Tank Drain is Too Small!

We're on our third Tiffin motorcoach, a 2017 Allegro Red 33AA, and love it! However, all have had the same issue: the fresh water tank drain is too small! I sanitize my system before each trip to be safe. It takes an entire day mainly because it takes so long to drain the fresh tank. I suggest you increase the drain diameter on all new coaches and make it retrofit-able to existing coaches.

Ronald Stanley
Vonore, Tennessee

Dear Ronald,

Your concern is not one we hear about very often, but we will look into it and see if we should increase the diameter of the drain line.

Dashboard Issues with Allegro Open Road

We bought a 2018 Allegro Open Road coach. The dashboard didn't seem to be

SEELEVEL™ GAUGES THE TANK MONITOR THAT WORKS.



709 Display



709-BTP3 Display with Bluetooth® technology to read levels on your smartphone or tablet.

* Various other configurations available.

Eliminate the guesswork of your holding tank levels!

Ready for a trouble-free, precise and accurate solution? SEELEVEL™ is an easy DIY premium upgrade that makes this an attractive option for any RV owner. Say good-bye to 1/3, 2/3, full readings and have no more fouling issues.

Don't just SEE the LEVEL, know the level!

Find out more at rvgauge.com

GARNET INSTRUMENTS LTD. www.rvgauge.com

Distributed by: Garnet Technologies Inc. Grandbury, TX 1-877-668-7813

attached properly as hot air would blow in the unit, making the air conditioning ineffective. We took it back for work under warranty. Afterwards, we were in a rainstorm and got a bath in the front, as the dash did not stay down. Is there a “fix” for this issue?

L. Vomacka

Ponte Vedra, Florida

Dear Mr. Vomacka,

It sounds like the dash was not properly sealed underneath the hood where the dash meets the front cap below the windshield. It should be taken care of by using expandable foam from one side to the other.

Maintenance of Air Conditioner Seals

I own a 2008 Allegro Open Road 32LA. Should the seals between the roof and the air conditioners be changed? I do not have any issues, but would like to prevent one. Thanks!

Robert P. McAllister
Bensalem, Pennsylvania

Dear Robert,

Yes, it is time for the seals to be replaced on the air conditioner. It would also be a good time to pull the AC covers for complete cleaning and servicing.

Hot Water Flow to Kitchen Is Slow

I am sure there is a design error in the water flow of our 2016 Allegro Open Road 34PA. I do not understand why the water takes as long to run hot in the kitchen sink as the bathroom sink when the hot water tank is directly below the kitchen sink. This results in a real waste of water and the tank filling needlessly.

Also, there should be an outside service access to the washer and dryer.

Ervin Hordos
Salmon Arm, British Columbia

Dear Ervin,

I don't know that it should be called a design error. The manifold that disperses the hot water is in the bathroom where the most hot water is used by the washer,

sink, and shower. One solution to your problem is to put an inline T in the hot water line where it comes out of the hot water tank. This will give you a line directly to the galley sink. You get a loud “yelp” if someone is in the shower and you draw off the hot water at the galley sink.

We generally engineer the access to the washer-dryer from the inside of the coach. This eliminates having to cut an extra hole into the outside wall.

Dashboard Slide-out Tray Fix

This regards the issue with the dashboard slide-out tray sliding out of position while travelling (See RIS Vol. 15:4, p. 85). I had the same issue on my 2013 Phaeton. I replaced the slides with self-closing slides and haven't had the problem since.

Dan Jackman
French Lick, Indiana

Dear Dan,

Thanks, Dan. I was not aware that a manufacturer made a self-closing slide for that application.

Pivoting Navigational Screen?

Is it possible for future coaches to have a navigational screen that pivots for a better view for the driver?

Richard Frechette
West Palm Beach, Florida

Dear Richard,

The manufacturers of navigation systems do not make a pivot for the larger dash-installed screen. The angle at which the screen is viewed depends on the amount of curve built into the dash to face the driver. When you curve it sharply toward the driver, you eliminate the passenger's view of the screen. For the past two years in the Allegro Bus, we have offered a pivoted wall-mounted navigation screen for the passenger.

Misaligned Slides on 2013 Breeze

We have a 2013 Breeze 32BR. This past September we were camped in Cody, Wyoming. When we put out the driver's

DIAMOND SHIELD
Advanced Paint Protection System



* Shaded areas represent all coverage options. When applied, Diamond Shield is virtually invisible.

DISCOVER THE DIFFERENCE NANO-FUSION PAINT PROTECTION FILM

- OEM AUTO APPROVED
- Exclusive Lifetime Limited Warranty
- Incomparable to Prior Generations & Other Films Currently on the Market!

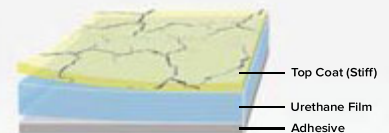
THE BEST PAINT PROTECTION SERVICE IN OUTDOOR RECREATION

- National Coverage & Mobile Service
- Personalized Customer Support
- Custom Fitting Digitally Cut Kits

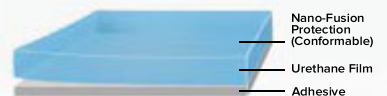
Proven to have the **BEST Clarity, Durability & Stain Resistance**

PATENTED TECHNOLOGY

ORDINARY PAINT PROTECTION
Laminated Top Coat



NANO-FUSION PAINT PROTECTION
Protection Infused Into the Film



Diamond Shield is proud to apply our Nano-Fusion Paint Protection Film as a standard on all Tiffin Class A Models

Call Today!
888.806.5862

www.DIAMOND-SHIELD.com
info@diamond-shield.com
452 Lee Rd. Rochester, NY 14606

side slide, it started out okay, but then one side started going out faster than the other side and ended up crooked. We got it to pull back in and finished our trip without using that slide. We had an RV mechanic look at it when we got home. He ran it in and out several times and it went crooked every time. He was not able

to diagnose the problem other than it had gotten misaligned. Any help will be greatly appreciated.

Tom & Renee Mortel
Emerald, Wisconsin

Dear Tom & Renee,
With the unit still moving in and out and not showing an increasing amount of

skew, the problem is likely the adjustment bolts. With the slide-out retracted, you can get to the adjustment bolts by removing the curtain behind the driver's chair. On the rear of the slide-out, you may have to use a mirror to determine if the bolts need to be adjusted. Loosen the bolts on both sides and re-align the box. If this does not work, the hydraulic system that carries the room in and out has an equalizer valve in the line between the pump and the hydraulic cylinders. You will have to trace the line servicing the system. The best way to check this valve is to reverse the two hydraulic feed lines that service the hydraulic cylinders on each side. Then run the room in and out and see if it changes the angles at which the slide is moving. If it doesn't change the angles of the room going in and out, remove the lines once again and line the room up square, reattach the hoses, run the slide all the way out and then all the way in. Hopefully, this will solve your problem.

Malfunctioning Windshield Wiper Arm

We have a 2017 Phaeton 40AH which we bought new in November 2016. The issue is with the right passenger side windshield wiper. At around 55mph, the wiper arm starts to lift off the windshield, roughly half-way up the glass as it approaches the top of its cycle. It then slams back into place on the down stroke where the cycle is repeated. Driving at highway speeds or into a headwind makes the problem so bad that you have to reduce speed and hope the glass does not crack.

The tech department at Tiffin recommended a new wiper arm as the spring could be faulty. They sent the part which we installed ourselves. The problem did not go away. We then tried removing the wiper arm and reinstalling it at a lower angle on the windshield, hoping that the up stroke would cease before the arm lifts off the glass. No joy, the problem still exists, though not quite as bad. The length of motor shaft protruding from the good driver



Have you looked inside a Splendide lately?

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

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

1-800 356-0766 | www.splendide.com

side wiper arm is nearly the same length as the shaft on the bad passenger wiper arm.

Has anyone else reported this problem? Is this a fleet-wide problem that is just not reported well enough to get a resolution? What other solution can be tried?

Alan & Cris Tiffany
Navarre, Florida

Dear Alan & Cris,

Yes, this has been an issue on some of the Phaeton units. It has to do with the outside air flow coming around the corners of the windshield, causing the wipers to lift up at highway speeds. At the time your coach was built, we were using 39½ inch wiper blades. If your blades are the 39½ inch length, they should be replaced with the 35-1/2 inch length blade which is the length now used in production. In most cases, this solves the problem. If for some reason it does not, contact our service center (256-356-0261) and one of the techs will help you.

Blind Spot/Doggy Window Location

Our furry travel companion used to love looking out the blind spot/doggy window in our 2014 Allegro 31SA. We sold that unit and now have a 2018 Allegro Red 33AA and love it. Unfortunately, ¾ of the lower passenger door window is concealed when the step cover is deployed. Is there a way the lower entry door window can be redesigned in the future by moving it up so we can view out clearly when the step cover is deployed? I know many of our furry friends would appreciate this modification as well.

Dan Huber
Huntsville, Alabama

Dear Dan,

In 1975 Bob Tiffin decided that we needed to have a blind spot window in front of the passenger seat. I don't think he had our furry friends in mind when he designed that window. But if they get more enjoyment from the window than we do, maybe Bob will consider changing the position of the window in the door.

Securing the Dashboard

You have stated that Tiffin recommends adding more screws, bigger screws, or bolts to keep the dash fastened. What about also chemically fastening the dash with a bead of glue along the entire edge?

Tim Burke
Mount Pleasant, South Carolina

Dear Tim,

There is probably nothing wrong with using an adhesive if it does not dissolve the dashboard material. However, if you have to remove the dashboard for service, you may not be able to get the dash out.

Additional Suggestion for Dry Camping

Your answer to Billy Carroll in the Summer 2018 issue concerning leaving the inverter on was excellent. There is one more thing he needs to be aware of. If "dry camping" and not running the generator frequently, it is wise to switch the fridge to propane. If you don't, it will continue to run on 110v and drain the batteries relatively quickly. The ability to do this is one of the advantages of an RV refrigerator (gas-elec) versus a residential refrigerator.

H. R. Hastings
Westfield, Pennsylvania

Dear H. R.,

Thanks for the reminder for our readers. We appreciate our owners using this column to share their experiences.

Raising the Front End of the Breeze

I own a 2017 Tiffin Breeze 31. It sets very low to the ground which is fine during travel. As I live on the Olympic Peninsula of Washington, I frequently have to take a ferry to access the rest of the world. Boarding and un-boarding at low tide results in the nose scraping. I have tried to raise the nose with the air levelers, but as soon as I put the coach in drive, the nose reverts to travel mode. I was under the impression that I could manually raise the coach and drive IF at a very low speed (<5 mph). Am I missing something or is there

Be a
ROAD WARRIOR



not a
Road Worrier.



SAFE T PLUS

Steering Control

SAFE T PLUS
True Precision Steering
conquers common hazards:

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



Fits all
motorhomes
& tow vehicles.
Quick dealer or DIY
installation.

www.safe-t-plus.com

a way to achieve a temporary raised front end and drive forward?

John Meyer
Sequim, Washington

Dear John,

There is not a way to temporarily bypass the travel mode without disconnecting it completely. If you did disconnect it, you would then manually have to reset it every time you moved the unit. Not having it set properly would cause extensive damage to the drive train and suspension. We advise against this.

Solution for Dinette Cushion Slippage

I found a solution to the problem of dinette cushions slipping out of place. Velcro isn't enough to hold the cushions in place. I made an insert that goes under the cushion at your back, and behind the cushion on the seat. I used five-inch foam to cut a five-inch x five-inch square insert (the length of the seat cushion) to fill the opening under the back cushion. I covered it with cotton to match the seat cushions. Now the seat back sets on top of the foam insert and doesn't slide down.

Judy Besnard
New Port Richey, Florida

Dear Judy,

Thank you very much for your solution to the cushion slippage problem. I am sure your ingenuity will inspire others to make the inserts for their dinettes.

Gauge Malfunctions on 2007 Phaeton

I have a 2007 Phaeton. My gauges stopped working, but the two manual air gauges continued to work. I have had this problem in the shop three times and the gauges are still not working. The light bar was changed and reset. That worked for two starts and then quit. I ordered new daisy cluster wires and that worked for three starts. My gauges are at zero. I am tired of resetting the light bar. I will be grateful for any help. Thanks.

Jim Bell
Phoenix, New York

Dear Jim,

On your Phaeton unit, out front on the firewall above the generator are two battery cable terminals, one hot and one ground, that supply the power through the firewall from the dash to the chassis. These bolts should be a little right of center above the generator. Check to see if there is any corrosion and if the bolts

have worked loose over the years. If they are loose, it will cause the problem you are experiencing. Be sure to check the hot and the ground. Hopefully, this will solve your problem.

False Comparisons by a Winnebago Dealer

LichtsinnRV.com has an online video titled "10 Reasons that a Winnebago Navion & View are Better Than the Tiffin Wayfarer." The video has several incorrect assertions about the Wayfarer. If I was not very familiar with Tiffin coaches (we own an Allegro Breeze), I would have been uninterested in the Wayfarer based on the misrepresentations in the video. I suggest that TMH take action to have the video removed. The misinformation is clearly intentional.

Paulette Perkins

Glenwood Springs, Colorado

Dear Paulette,

Thanks for the information. We have noticed through the years that Lichtsinn does not compare apples to apples. In one case, they selected a 2017 Allegro Bus to compare to their 2019 Winnebago Grand Tour. Tiffin's diesel pushers have long dominated this market segment.

Stud Sheers on 2013 Phaeton Jacks

I have a recurring issue with sheering a stud that is threaded on both ends with a half moon washer. It comes from the rear of the coach near the hydraulic jacks (see picture). It occurs when I auto level the coach. The last time it was repaired at Red Bay, they replaced the hydraulic jack cylinder. Questions: (1) What am I doing that causes it? (2) What is the stud attached to? What does it hold in place? (3) Can I replace just the stud instead of the cylinder? (4) Can I order just the stud from Red Bay parts department? What should I ask for? Thanks for help.

John Minford, Sebastian, Florida

Dear John,

The bolt and oval washer are located in

the base of the jack's descending leg. It allows the base plate to rotate and conform to the slope of the ground surface. When the pad comes down on an uneven surface, it may cause the pad to slip sideways and shear the bolt off. If the unit is fitted with an extended pad, the slope could increase the pressure that sheers the bolt. That could also happen if you are using thick boards under the pad and the pad lands on the edge of the board.

There is a replacement kit for the stud bolt and the washer that can be purchased from the Tiffin Parts Department. Before you attempt to replace the bolt, you will have to drill into the remnant bolt using a left-hand drill bit. Then you use an ease-out bit to grab the bolt and bring it out.

A picture of the replacement kit is shown along with your sheered bolt below. Part no. is 5040549. Phone 256-356-0261.



Climate Control that Makes You Feel *Just Right*



**COMMERCIAL &
HEAVY DUTY**

©2017 DENSO Commercial & Heavy Duty



The DENSO RV HVAC System delivers perfect style and comfort for anywhere the road takes you. With three electronically controlled servo motors to maintain input, output and mix, now you can set the ideal temperature in your cab with a simple turn. You'll also enjoy fresh air out on the open road with the only cabin air filter system available on the RV market. Choose between pollen or electrostatic filters to match your needs and the road conditions. Our newest model offers high performance cooling, heating and defrost, with a track record of reliability coupled with a luxurious new panel. So when you're ready to hit the open road, you'll never have to worry about your DENSO HVAC unit.

For more information or to find a distributor, visit www.DENSOHeavyDuty.com

A/C COMPRESSORS & COMPONENTS • AIR FILTERS • SPARK PLUGS • STARTERS • ALTERNATORS • WIPER BLADES





OLDE BEAU
LUXURY MOTORCOACH RESORT

**COMPLIMENTARY
4 DAY 3 NIGHT STAY**

Stay FREE for a Discovery Visit



In the North Carolina Blue Ridge Mountains this exceptional resort offers the Class A luxury motorcoach experience like no other.



Resort on 827 acres includes

- Gated community
- Custom coach cottages
- Very spacious lots, fairway lots available
- Full club membership
- 18 Hole championship golf course
- 20,000 Square foot clubhouse with first class dining
- Recreation complex with indoor/outdoor pool, tennis, pickleball courts, exercise room
- 7 Miles of hiking trails



www.oldebeaumotorcoach.com

Roaring Gap, North Carolina

BARRY: 919-724-1957

LAURA: 919-259-5547

*Coach must be at least 34 feet in length.

Give us your best shot!



In the fifteen years we have produced *Roughing It Smoothly*, we have never met an RVer who did not have a camera. The range of their equipment is amazing. One man showed me an array of equipment packed in a custom-built aluminum case with foam recesses for two cameras, four lenses, a flash, and other assorted equipment. Many camera enthusiasts do quite well with the camera in their cell phones. Some can organize their collections into both subject areas and time sequences to correspond to their travels. The quality of their pictures usually does not depend on the price of their equipment. Knowing how to frame a shot is often more important.

Four categories have been suggested: Nature in the U.S. and Canada; Major Events; Architecture, Landmarks, Monuments; and People. We will lead off in the Spring 2019 magazine with the "Nature in the U.S. and Canada" category.

We have retained the services of a professional photographer to judge the entries submitted. Entries must have a property size of at least 3MB. Entries should be emailed to fred1902@gmail.com on or before March 15, 2019. Attach your entry to an email. Please do not embed it in the email. The 1st, 2nd, and 3rd prizes will be awarded \$100, \$50, and \$25 respectively.

THE ROAD IS OPEN, ARE YOU READY?

Introducing the MICHELIN® X® LINE™ ENERGY Z COACH Tire.



There's a lot of world out there to explore, and with the new MICHELIN® X® LINE™ ENERGY Z COACH 315/80R22.5 tires, you have nothing stopping you. Your motor coach deserves the most fuel-efficient, all-position MICHELIN® tire in the motor home industry. Groove wall miniature sipes and a large net contact area help improve your ride, longevity and handling while giving you more mileage for your money. With these tires on your Tiffin, the only thing on your mind should be where to go next.

Explore the full lineup at [MichelinRVTires.com](https://www.MichelinRVTires.com).

Copyright ©2018 Michelin North America, Inc. All Rights Reserved. The Michelin Man is a registered trademark owned by Michelin North America, Inc.



Home Away from Home



RV Engine and Generator Service

Where it counts most is dependability - the kind of dependability that has made Cummins engines and Onan generators the most popular in the RV industry.

You can depend on Cummins to provide you with the parts and service you

need to keep you safe on the road to your next destination. Cummins has the largest and most capable parts and service network in North America. Our certified service locations, with qualified technicians and Genuine Cummins parts, ensure fast and accurate repairs.



For More Information
1-800-CUMMINS™
cumminsengines.com/motorhome

