

Roughing It Smoothly®



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- Destination: Québec City



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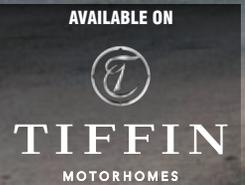
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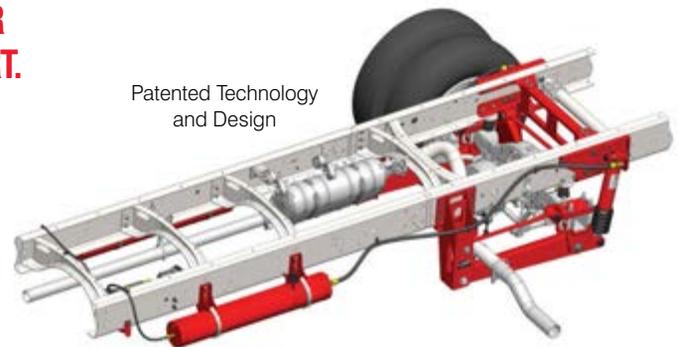
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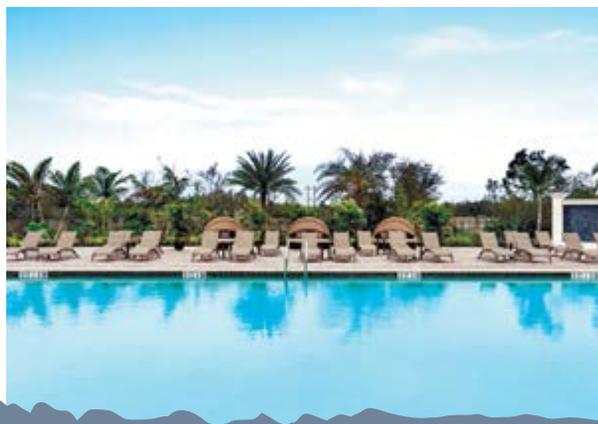
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Owners and RV enthusiasts are enjoying the *Roughing It Smoothly* digital magazine: rismag.org

OWNERS
↓

In January 2020, Tiffin's owner-acclaimed quarterly magazine began its 17th 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 (16 years) of *Roughing It Smoothly* online at rismag.org

On this contents page, 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 most useful feature 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. Check rismag.org on Jan. 15, Apr. 15, July 15, and Oct. 15 to read the Winter, Spring, Summer, and Fall editions respectively.

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 43,000 have chosen

to read *RIS* online at rismag.org. Our dealers are distributing 17,000 copies in their showrooms. As *RIS* begins its 17th year, it 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, 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.

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. *RIS* is not published by the Allegro Club.

New Subscription or Address Change Online

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

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Serious Tech Talk

To address your technical questions to Danny Inman, use the postcard bound in this issue, send a longer letter to the address on the postcard, or send an email to RIStechtalk@gmail.com. Please include your name, address, and phone number. **If you need an immediate answer to a service problem, you should call 256-356-0261.**

Don't miss the two new floor plans introduced in January:

The 2020 Allegro RED 38KA is the perfect coach for families.

The 2020 Allegro Bus 35CP is the perfect choice for couples.



The 1937 Packard Model 1508 Twelve, 4-Door, 7-Passenger Sedan

by Bob Tiffin

This car may be the most interesting antique vehicle in my collection. At 83 years old, its engineering is still amazing. You can barely hear the engine running if you are standing next to this automobile or sitting in the driver's seat. Yet its V12 (Twin Six) has torque that rivals today's cars. The Model 1508 was Packard's largest and most expensive offering in 1937, resting on an imposing 144-inch wheelbase. It was to be the last year the 144-inch wheelbase would be offered. In 1938 and 1939, the wheelbase

was changed to 139 inches, likely disappointing future buyers.

Weighing 5,700 pounds with a 473 cubic-inch engine producing 175 horsepower at 3200 RPM, the 1937 Packard 1508 was (and still is) a luxury automobile with smooth, quiet, and powerful operation. With a Stromberg dual downdraft carburetor and a three-speed transmission with a vacuum assisted clutch, the 175-hp power plant allowed Packard to advertise a top speed of 85 mph, but it was reportedly clocked at over 100 mph.

The 1937 model year was the first year for hydraulically-assisted brakes and independent coil-spring suspension. The Fifteenth Series production began in September 1936 when the new Twelves coming on the market included Packard Safety Plus bodies of hardwood and steel, new double-trussed frames that were 400 percent more rigid than before, the exclusive Safe-T-Flex independent front-wheel suspension, and the servo-sealed hydraulic brakes. Approximately 1,300 Twelves were built in 1937, doubling the 682 units built in the Fourteenth Series. Packard made design changes in each "Series" it was manufacturing, rather than at the beginning of a model year as is done today. The many features of the Model 1508 Twelve make it a truly "collectible automobile."

With regard to marketing, the Packard was an automobile for the wealthy. When the average car in the mid-thirties cost \$760, the Model 1508 was selling for seven times that price. Along with its only competitors, the Peerless and the Pierce-Arrow, Packard continued to pursue this niche market after the Great Depression began in 1929. Peerless failed first and went out of business in 1931. Pierce-Arrow lasted until 1938.

By 1935, the Great Depression forced Packard to introduce its first lower-priced car, the Packard 120. Sales tripled in 1935, and doubled again in 1936 as the upper middle class began getting a taste of Packard's quality. The 120 model was built in an entirely separate factory using modern production equipment. By 1936, the company's labor force was evenly divided between the Senior lines (that is, the luxury vehicles) and the lower priced Junior models. Half of the labor force could



only produce one Senior car while the other half produced 10 Junior cars. The Eight, Super Eight, and the Twelve were built using traditional craftsmanship requiring a great deal more hand labor.

My learning about this car coming on the market and my deciding to buy it is another story in itself. My friend in California, Gerry Wuichet, called me sometime around June 12, 2012, to talk about collecting Packards.

"There is a Packard V12 here in the Valley that's for sale," he began. "It's a 1937 Model 1508 4-door, 7-passenger sedan. It is an original car that has never been

restored. It has the original fabric on the back seat and the original paint on the firewall, the doors, the top, and the trunk—everything from the windshield back. Its original mileage is just over 50,000."

Our continued discussion revealed the car was a dark green, but actually looked black until viewed in bright sunlight. It was owned by John M. Kilkenney of Campbell, California. It had only had two owners before Kilkenney, staying in one family for over 40 years. I told Gerry I would like to see and drive the car.

"When you arrive, it will be at my home and you can drive it," he said.





Judy and I flew into Sacramento on July 2 and drove to Napa to see the Model 1508. I drove it to Yountville from Napa. It was as quiet as any modern car you can buy today. "You can't even hear the engine running," I said to Judy.

At Yountville we got on the Oakville Grade, a long, horseshoe ascent that takes you to the top of a mountain overlooking the Napa Valley. The climb is one mile long with a 13.5% average grade. I knew it would be a good test for the car. At the top, we pulled off and parked to enjoy a beautiful view of the valley, almost from one end to the other.

We continued our test run over to Santa Rosa on the most crooked highway I have ever driven. The switchbacks, tight

turns, and grades made it a very challenging road for the car and for the driver. Then we took the 101 Expressway south to Petaluma, and then 116 east back to Napa. We were gone about half a day and stopped for lunch and shopping. That night we stayed in a hotel in Napa and the next day made a deal to buy the car.

I stored the car with Martin Hveem Restoration and Coaches in Redding. The engine ran great but needed to be refreshed. After cleaning the engine and the engine compartment, Martin repainted the engine. On the exterior, his team repainted both fenders, the clip, and the hood. Through the years, the companies supplying automotive paint have carefully stored the original specifications for

formulating the paints used on all cars built in this country.

Over the next seven years, Martin continued to store the Packard Model 1508 for us in his Redding shop. For seven of the last eight years, we have returned each year to one of our favorite RV resorts on Rt. 20 between Sisters and Bend, Oregon. One of our Tiffin drivers delivers a new Phaeton or Allegro Bus to the Sisters-Bend RV Garden Resort for our two- to three-week vacation in the area. It gives us an opportunity to live in and test one of our coaches. Another driver delivered the 1937 Packard stored in Redding for us to use as our regular vehicle (the Red Bay driver brings my Chevy Malibu tow car for a back-up). In previous years,

we had used the 1957 and 1959 Skyliners (with the retractable tops), the 1940 Ford, and the 1941 Packard. When our vacation is over, the coach is delivered to the Tiffin dealer in Bend, Oregon.

In an earlier column, I featured one of our vacations to the Redding-Bend-Sisters area. The area's scenery is phenomenal. Driving on the Redding-Bend-Sisters triangle, the Three Sisters (north, middle and south) are always in view, each time from a different angle or perspective. All three of the mountains are over 10,000 feet.

Judy is an avid quilter and we both enjoy the Sisters Outdoor Quilt Show that always takes place on the second Saturday of July. Visitors will see more than

1,400 quilts displayed across the city's buildings and fences. During the week prior to the big Saturday show, the event takes over the city's very nice high school and uses the classrooms to teach quilting.

We travel throughout the year to take part in the Tiffin Allegro Club rallies and get to enjoy some of the best scenery in the world, but southern Oregon and the Napa Valley continue to be our favorite vacation destinations. **RIS**

Interesting notes about the Model 1508:

The louvers on both sides of the hood (pp. 7-8) may be opened manually in the summer to allow engine heat to escape. Keeping the louvers closed in winter will warm the passenger compartment. A heater in the cabin was actually an option. ♦ The chrome luggage rack on the rear of the car drops down to hold a large trunk. Aftermarket

waterproof trunks were available, designed to exactly fit the Model 1508's rack. The trunk lid conceals a weatherproof compartment for two or three suitcases. ♦ The dash and window frames are made from burlled walnut. ♦ The steering wheel is 18 inches in diameter. The design is called a banjo wheel. ♦ The fabric on the rear seats is original. A near-perfect match was found to recover the front seat and door panels. ♦ The running lights on the fenders also serve as turn signals. The headlights are the sealed-beam design, a first on the market. The two red lights on the rear serve as tail and brake lights as well as turn signal lights. ♦ The instrument panel includes engine temp, oil pressure, voltage, fuel gauge, speedometer, and clock. The radio with tubes is an original that was fully restored. ♦ The stick shift in the floor is a 3-speed manual transmission. The car has power vacuum-assisted brakes. The accelerator pedal is stainless steel with a "no-slip" insert for your foot.



Tiffin Allegro Club Rally, Sarasota Florida

February 24–28, 2020

By Sally Moore

What could be better than almost 700 happy Tiffin owners converged in one area under beautiful Florida sunny skies during February??

Sarasota County Fairgrounds was the site for our spring Tiffin rally February 24–28, 2020. The weather was almost perfect with warm sunny days and cool crisp evenings. One afternoon of spring showers served to emphasize how fortunate we were for all of the other great days!

Move-in and parking was seamless thanks to everyone's cooperation and the help of our wonderful volunteer parking committee. After parking, registering, and receiving a welcome bag of Tiffin goodies, everyone was free to enjoy the beautiful Sarasota weather and spend time getting to know their new neighbors in Tiffinville! The vendors and suppliers building was open and many indulged in shopping for accessories for their home on wheels.

Lazydays RV was present with 25 beautiful new 2020 Tiffin coaches with every-

thing from a 25-ft. Wayfarer to a 45-ft. Allegro Bus. We appreciate them participating in our rally! Lazydays was able to make several folks dream come true by helping them move into a new Tiffin coach. Congratulations to these new owners!!

The rally kicked off at dinner Monday evening. Bob Tiffin welcomed the group followed by announcements and a review of the rally schedule by Kelly Moore. Everyone is always excited for the opportunity to meet Bob and Judy Tiffin, founders of Tiffin Motorhomes. After dinner the group enjoyed the raffle drawing for fantastic Tiffin "stuff," followed by a ceremony to celebrate and honor the veterans in attendance. As the different military anthems were played and flags presented on stage by U.S. veterans, the veterans of each branch were asked to stand. "God Bless the USA" was played as the American flag was presented and everyone stood as they waved the flags that had been placed on their tables before dinner. It's an honor and blessing to recognize the service given by our veterans!

To close out Monday evening's festiv-

ities, it's always fun to have a few competitive rounds of Tiffin Bingo where the winners must call out "Allegro" to win Tiffin prizes. Congratulations to the winners and thanks to Tom and Pat Webber for serving as our special Bingo Hosts!

Tuesday started bright and early for a few dedicated souls who met to walk for better health. Great job, folks! After a delicious country buffet breakfast that included scrumptious fresh Florida fruit, seminars designed to help owners learn more about their coaches and other RV related topics were scheduled throughout the day. Three days of informative sessions covering a variety of subjects were presented about Tiffin Electrical 101 and the PowerGlide Chassis; Freightliner Custom Chassis; Onan generators; Triple H and Kenwood electronics; Magnum Inverters; and Valid Air, etc.

We were fortunate to have several highly skilled service technicians from Red Bay and Winfield as well as Lazydays on the grounds to perform minor service repairs to owners' coaches. These are the hardest working individuals at the rally! They

start early and stay late to insure everyone receives a visit to their coach. We consider them our "rock stars" at the rallies!

After a full morning of intense seminars and note taking, we wanted to treat everyone to ice cream! Many thanks to Girard Awnings for sponsoring the delicious ice cream treats on such a beautiful, sunny afternoon!

On Tuesday evening everyone gathered in Robarts Arena for another delicious meal prepared by Metz Catering in Sarasota. Again, more Tiffin "stuff" was awarded at the raffle drawing after dinner! So much fun! We were very happy to bring the Beatle Maniacs to perform for the rally. This awesome group would make you believe you were once again seeing and hearing the incredible Beatles! Just an exciting show! Everyone was singing along to those old favorite songs. Several hoarse voices were heard the next morning! The flashlight app of smartphones replaced the Bic lighters of years past as white lights glowed across the audience. The Beatle Maniacs mainly perform aboard large cruise ships and we were very fortunate to catch them between sailings for our rally.

Wednesday morning saw our energetic walkers out again bright and early. Additional seminars were held followed by a bountiful lunch of pulled pork bar-b-que with all the trimmings including delicious homemade banana pudding! Thank you to everyone who demonstrated their ingenuity and talents by decorating their RV site in our "Fun, fun, fun under the Sarasota Sun" contest. The windy conditions on Wednesday made it challenging, but we had several fun scenes! Prizes were awarded during dinner for the top four RV sites. After dinner on Wednesday evening, we brought back the wonderful music of Motown! A high-energy group known as the Sounds of Soul performed many great hits such as "My Girl," "Proud Mary," and many others.

Once again, on Thursday morning our walkers were out and about at a crisp pace. You folks are an inspiration to everyone! Seminars began promptly at 9:00 a.m. Several other popular seminars included at this rally were "Tips for Terrified RV Drivers," "Tips and Tricks for RV Living," and "Convection Oven Cooking Tips." Following the seminars, attendees enjoyed a swap meet/craft-hobby show. We supplied the tables and owners provided the merchandise. One never knows what can be found at these swap meets! One person's junk is another person's treasure! Mr. and Mrs. Tiffin graciously provided ice cream treats for everyone Thursday afternoon immediately following the swap meet.

After our delicious farewell dinner by Metz Catering and even more fantastic door prizes and presentations, guests enjoyed another night of great entertainment by the Alter Eagles. This talented band presented an evening of all the wonderful Eagles songs that we remember and love. It was a fun filled evening that was a perfect ending to the rally. We simply cannot thank our happy, smiling volunteers enough for their fantastic help during the rally! A rally cannot occur

without the assistance of many willing hands and feet. It takes a village!

Friday morning saw everyone saying last-minute farewells. Coaches began their orderly exit as everyone continued their journey on to another destination. Until next time, happy trails and "Keep Roughing It Smoothly!"

2020 Tiffin Allegro Club Rally Schedule

Mark your calendars now and make plans to join us at one of the following 2020 Tiffin Allegro Club rallies! Our rallies provide you the opportunity for comradery with other Tiffin owners, minor repairs/service by Tiffin service techs and 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 within minutes, so don't delay in registering. Give us a call at 256-356-8522 if you have any questions about the 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.

Palm Creek Golf & RV Resort Casa Grande, Arizona

Arrive Monday October 26, 2020
Depart Friday October 30, 2020
On sale: June 23, 2020 at 11:00 AM CDT
For Tiffin Class A coaches only

Palm Creek Golf & RV Resort Casa Grande, Arizona

Arrive: Monday November 2, 2020
Depart: Thursday November 5, 2020
On sale: June 25, 2020 at 11:00 AM CDT
For Tiffin Wayfarer coaches only



Tiffin Allegro Club Rally for Class A Coaches Palm Creek RV Resort, Casa Grande, Arizona

October 26–30, 2020

By Sally Moore

Join us in beautiful Casa Grande, Arizona, Oct. 26–30 for our 2020 southwestern Class A Tiffin Allegro Club rally! Our rally will be held at the fantastic Palm Creek Golf & RV Resort in Casa Grande, Arizona beginning Monday, Oct. 26 and coaches depart on Friday, Oct. 30. If you wish to arrive prior to Oct. 26, contact the 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. Additional information regarding the resort can be found at palmcreekgolf.com or at 800-421-7004. LaMesa RV will have beautiful new Tiffin Motorhomes on display! This rally is for Tiffin class A coaches only. There will be a separate rally for Wayfarer units November 2–5, 2020. (See Wayfarer Rally article)

Your campsite will have 50 amps, water, cable, and sewer. A beautiful pool and many outdoor sports facilities are available for guests. Palm Creek is known for its championship pickle ball courts! This is a lovely RV resort located in a scenic area of Arizona between Phoenix and Tucson. Our rally is limited in size due to the maximum seating capacity for meals and entertainment in the ballroom. If you are a seasonal or annual resident of Palm Creek RV Resort, be sure to select the rally package for Palm Creek residents.

Your rally fee will include multiple meals, ice cream socials, live entertainment, four nights' camping, seminars, and other fun activities. Your rally fee also includes our terrific Tiffin and LaMesa Service Technicians performing three minor repairs on all coaches. These trained technicians are a wealth of information for you!! You have made a sizeable investment in purchasing a beautiful motor

coach. Take this valuable opportunity to learn all you can about it.

The registration form does not appear until exactly 11:00 a.m. Central Daylight Time on June 23. You must have an active membership in the Tiffin Allegro Club to register and attend the Tiffin rallies. Because the 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. You will need the following information:

Select Rally Package:

Rally for two includes Campsite \$499.00
Rally for one includes Campsite \$399.00
Palm Creek Seasonal/Annual Resident,

Two people–no campsite \$359.00
Palm Creek Seasonal/Annual Resident,

One person–no campsite \$259.00
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

Desire to Park with:

Model of Coach – use drop down box of
model names

Year of Coach

Length of Coach—please state length of
your coach, not the floorplan, e.g. 40
or 36 or 34.

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, go immediately to the wait list and add your name. Internet speed greatly affects how fast your registration form is received by Wufoo. We strongly suggest you go to an area with strong, 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 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 Casa Grande!

Tiffin Allegro Club
902-A Gates Street · Red Bay, AL · 35582
(256) 356-8522

allegroclub@tiffinmotorhomes.com
For the latest updates on Tiffin Allegro Club, visit tiffinsideroads.com and enter your email address in the subscribe box. Also find us under the owners tab at tiffinmotorhomes.com.

**Amana Rally Cancelled
See notice on facing page.**

Tiffin Allegro Club Rally for Class C Wayfarer Coaches Palm Creek RV Resort, Casa Grande, Arizona

November 2–5, 2020

By Sally Moore

We are excited to announce that the **Second Tiffin Wayfarer Rally** will be held at the beautiful Palm Creek Golf and RV Resort in Casa Grande, Arizona! The rally begins Monday, Nov. 2 with check-out on Thursday, Nov. 5. This rally is open to **Wayfarer coaches only** as the seminars will be based on Wayfarer components. If you wish to arrive at Palm Creek Golf and RV Resort prior to Monday, Nov. 2, 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. Additional information regarding the resort can be found at palmcreekgolf.com or by telephone at 800-421-7004. LaMesa RV will be on hand with a display of beautiful new Wayfarer coaches!

Palm Creek Golf and RV Resort is located between Phoenix and Tucson on Interstate 10.

The rally goes on sale Thursday, June 25 at 11:00 a.m. Central Daylight Time and will be open for Wayfarer coaches only. Descriptions of all Tiffin rallies can be found at the Tiffin Motorhomes website, tiffinmotorhomes.com. You must have an active membership in the Tiffin Allegro Club to register and attend the Tiffin rallies.

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 from the Winfield plant and LaMesa RV. 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, Al-

abama. Palm Creek Golf and RV Resort is a full service resort with full hookups including water, electric, sewer, and cable. It is known for its championship pickle ball courts and beautiful pools. If you are a seasonal or annual resident of Palm Creek RV Resort, you will need to select the correct rally package indicating that you will not need a campsite.

The rally registration form does not appear until exactly 11:00 AM Central Daylight Time on June 25th. 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:

Rally for two includes Campsite \$399.00
Rally for one includes Campsite \$299.00
Palm Creek Seasonal/Annual Resident,

Two people–no campsite \$294.00
Palm Creek Seasonal/Annual Resident,

One Person-no Campsite \$194.00
Tiffin Allegro Club Membership #

Name of Passenger 1

Name of Passenger 2

Address

Primary Cell Phone #

Secondary Phone #

Email Address

Desire to Park with:

Model of Coach – Wayfarer

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 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 strong, 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 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 at the Tiffin Wayfarer Rally in Casa Grande!

Amana Rally Cancelled

It is with great sadness that we announce the postponement of our 2020 Tiffin rally in Amana, Iowa due to the Covid-19 pandemic. The safety of our owners, whom we consider as part of the Tiffin family, along with all of our vendors and Tiffin associates is of utmost importance.

The 2020 Amana rally has been rescheduled for June 14–18, 2021. The Amana Colonies area is an interesting location

Continued on page 88

The 2021 Allegro RED 340 38LL



Text and photography by Fred Thompson
Additional photography by Constellation Imageworks

TIFFIN'S ENTRY LEVEL CLASS A DIESEL PUSHER IS LOADED WITH FEATURES

MANY CURRENT TIFFIN OWNERS of the Open Road, as well as first-time buyers, have expressed their desire to move into a Class A diesel pusher, but they are not quite ready for the price points of the Allegro RED or the Phaeton. With that input in hand, TMH designers last year introduced the Allegro RED 340 33AL and got a very positive response. But then came more feedback: "We would like to have a few more standard amenities."

The 2021 Allegro RED 340 38LL is Tiffin's answer. Built on Freightliner's straight rail chassis with new interactive dash features that include tire pressure monitoring, the 38LL only has seven extra-cost options. All of the other amenities are *included!*

The standard features include aluminum wheels, air leveling, two 15K ACs *both with heat pumps*, powered patio and door awnings, prep for solar panel, solid natural alder cabinetry, prep for satellite, exterior TV in galley slide-out, 2000-watt inverter *with AGS*, in-dash navigation, Flexsteel 6-way power seats *DS & PS*, Truma continuous hot water system, residential refrigerator, and a full king bed (72 x 80 inches).

If you selected every one of the seven options, you would add only \$7,142 to the coach's \$260,783 MSRP base price. Those options include WiFi Ranger (\$1,015); in motion satellite (\$1,450); central vacuum system (\$399); stacked washer/dryer (\$2,030); gas oven w/convection-microwave; fireplace (\$725); and drop down bunk (\$870).

While I will do a more comprehensive discussion later, let me

point out now that the 38LL can sleep two adults and up to six children in the sleep sofa, the convertible dinette, and the optional drop down bed. The sleep sofa and the drop down bed can accommodate both children and adults. Plus, you have a well-designed bath-and-a-half that has received owner approval in earlier models.

The Living Area

Although the floorplan is 38LL, it actually measures 39'6", only about a foot shorter than Tiffin's 40-ft. diesel floorplans. At 20'4" by 10'9", the living area occupies just over half the length of the coach, as it should. The designers elected to use a DS 16-ft. slide-out for the living room seating and the dinette compartment.

In this coach, the interior décor is Khaki Shade (v. Resort Tan), the UltraLeather is White Maple (v. Belgium), and the floor tiles are Sand Castle (v. Ocean Pier). All of the cabinets in both floorplans of the RED 340 are natural alder. The Sand Castle floor tiles really complement the UltraLeather White Maple. There are no choices for the solid surface countertop, but be assured it blends nicely with both décors. This is one of the methods TMH used to lower the price point for its entry level diesel pusher Class A coach.

Standard Tiffin design protocols are clearly evident in the RED 340. In the slide-out, three huge windows (approximately 45" x 20") bring the outside in. Brightly lit rooms always boost



morale. Those windows are augmented with the oversized driver's window (46" x 32"). It has a large sliding glass with a matching screen. I imagined how much I would enjoy driving with an open window, conveniently screened to keep the bugs out. The designers also included Tiffin's trademark long horizontal galley window, a real favorite with our chefs. Not many fine homes have picture windows as large as our windshields. I will never forget a pull-in campsite facing a rushing mountain stream in southeastern Montana on our way back home from doing the story on the Oregon Trail. Light fog hanging over the river with broken beams of sunlight slicing through the trees to highlight the water breaking over the boulders. I sat in the driver's chair wishing my mind's eye could permanently capture the scene. My camera couldn't do it. Perhaps Frederic Edwin Church



could have painted it. But I digress. However, the point is: find and insist on scenery for your picture window.

The seating for the living area was custom-designed for Tiffin by a company in Columbus, Mississippi. Each of the Ultra-Lux double recliners is powered by two motors. The first motor reclines the occupant to an almost prone position. The second motor lifts the cushion behind your shoulders and head to your most comfortable spot for reading or watching television. With two stainless steel drink holders at your fingertips, you are seated in front of a 42-inch Smart TV with a sound bar that is positioned over a 30-inch electric fireplace. The warm air emitted by the unit is programmable—air speed and temp. With outside temperatures in the fifties, you probably will find that it is all you need to heat the coach. Put the TV, the fireplace, and the recliner together, and it may be difficult to succeed at completing a movie. Sleep will overtake you!

Notice the louvered doors just above the TV. The compartment (7.25/29/17)* may be the right spot for storing your aging collection of music CDs and favorite DVDs. You can play all of them just four steps away in the entertainment center concealed behind your bedroom TV.

Next to the double recliner is an Ultra-Lux 52-inch-wide sofa-bed whose designer should receive the "Ingenuity Award of the Year." The sofa-bed and recliners are part of a one-piece

* To simplify showing the measurements of cabinets and drawers, the first number is depth, the second is width, and the last is height. Remember d/w/h. In a drawer, "depth" is the long length of the drawer extending back into the cabinet; "height" refers to how deep the drawer is. Directionally, the front of the coach is "south," the rear is north, the driver's side is "east" and the passenger's side is "west."



9'11" ensemble joined by a console with storage and a double drink holder. Forget the old bi-fold mattress that requires inflation. With one tug, all three mattress segments arise and align to make a comfortable 51" x 72" bed. To make it a "very comfortable" bed, order a custom 51" x 72" topper from bedinbox.com and store it under the king bed when not in use.

There are three USB charging panels in the slide-out wall

plus a 110v outlet in the dinette wall. The interior of the slide-out is 15'10". From end-to-end, the overhead cabinets in the slide-out measure 185.5 inches. The nine cabinets are 13" deep and 11.75" high. That's a whopping 16 cubic feet of storage. As we continue through the coach, noting its vast amount of storage, you will probably recall THE TIFFIN STORE-IT-ALL™ ASSURANCE (see rismag.org, Apr. 2017, p. 12).

The Galley and Dinette

The dinette comfortably seats four adults at a solid surface countertop (SSCT) table measuring 26" x 40". The slide-out drawer under each dinette bench offers 1.7 cubic feet of storage space. The table drops down to make a bed for two children.

The slide-out is well lit with six LEDs in its ceiling plus three directional reading lights embedded in the bottom of the cabinets just above the recliners and sofa-bed. The wall sconces accent the décor.

The galley top with a designer backsplash is nearly seven feet

long and 28 inches deep. No expense was spared with a farmhouse stainless steel sink, a polished chrome gooseneck faucet with spray head, and a three-burner propane cooktop. Both the sink and the cooktop have fitted SSCT covers to provide buffet service or 16 square feet of workspace for a project. Just overhead is a residential-size Whirlpool convection-microwave oven. If oven-browned biscuits are a necessity for your breakfast, you can order the optional gas oven.

The countertop is well lighted with three LEDs mounted in the base of the overhead cabinets where you will also find three 110v





outlets. While the microwave-convection oven is vented to the outside, you also have a 3-speed exhaust fan in the galley's ceiling.

Directly under the cooktop, you will see three deep drawers, one measuring 17/18.5/3.25 and two measuring 17/18.5/5.25. One of the lower drawers is perfect for storing most of your pots and pans. The base galley cabinet has two stacks of drawers on either end. The stack on the north side has three drawers measuring 17/9.75/3.25 and one at 17/9.75/5.25. On the south side, the top three measure 23/7.75/3.25 and the bottom drawer measures 23/7.75/5.25. No kidding, those drawers are 23 inches deep! Under the sink, you will find 6.3 cubic feet of storage space.

Above the galley top, two cabinets (20/18/27 x 2) with two shelves each provide combined storage of 11.25 cubic feet. With recessed shelf hardware already in place, another shelf could easily be added. Two cabinets above the oven (7.25/15/11 x 2) are perfect for storing items used less frequently. A fifth cabinet north of the oven is 20/11/27 with two shelves. Depending on what you are storing, you could add one more shelf.

Tiffin selected a 14.7 cubic foot LG refrigerator for this coach. The fridge compartment measures 20/24/34 and the freezer 15/21/23, each with a wide variety of shelves and controlled humidity compartments. The company's inverter linear compressor was recognized by the Association for Electrical, Electronic and Information Technologies (VDE), for its energy efficiency and quiet performance. VDE is one of Europe's most respected scientific

and technical testing agencies, similar to Underwriters Laboratories (UL) in the U.S. VDE's research found LG's linear compressor to be 32 percent more efficient than conventional reciprocating compressors and 25 percent quieter. The freezer produces ice two trays at a time to be manually dumped into a reservoir.

There are two vertical cabinets north of the refrigerator: the lower cabinet offers a 3-shelf, pull-out pantry (3.75/25.5/30.75). The cabinet above the pantry (29/7.25/36) can be customized with aftermarket pull-out basket shelves. Just below the pantry slide-out is the connection for the optional central vacuum.





The Master Bedroom

While this is an “entry level diesel pusher,” there were no corners cut in the design of the bedroom. You have the same 72" x 80" king size bed and the same Tencel™ mattress found in the Phaeton and Allegro Bus. The bedside tables on both sides of the bed offer 110v outlets and two USB charging ports. The overhead storage in the bed’s slide-out has two compartments (25/40/12.75) with four doors offering nearly 15 cubic feet of storage space. Both sidewalls in the slide-out have windows to provide pleasant cross-ventilation. A concealed outlet in the compartment makes it a convenient place to store and use a sleep apnea machine (I know because I use one every night). You will also find 20 cubic feet of storage space under the bed.

On the opposite side of the room, the six drawers beneath the matching closets exceed the number of bedroom drawers in any other Tiffin coach: two drawers measure 11/23.5/7 and

four measure 11/32.5/7. Each closet is 20/27/51. If milady needs more closet space, there is another option just one step away.

We liked the SSCT countertop (18.5 x 34) and window between the closets—a place for flowers, a book, family pictures and a spot to unload your pockets before bedtime. With two USB ports, you can charge your phones here and use the 110v outlet for a small accent lamp.

Entertainment here, yes! The 32-inch LG Smart TV centers in front of the king bed. The TV lifts easily on a top-hinged door to provide access to the entertainment center: A Dish (Wally) receiver and an LG entertainment center. The DVD movie can be viewed on either of the coach’s three televisions.

The bedroom has great lighting with six LEDs in the ceiling and two reading lights. A bedside Spyder control panel includes a Light Master switch for turning out all of the lights in the coach with one flick.

The Bath and a Half

I have mentioned before the “trickle-down” features and design in Tiffin’s seven brands of Class A coaches. The full bath and the half bath are definitely benefactors of “trickle-down.” Tiffin’s modular rooms and assembly line construction techniques allow the marketing team to work with R&D and design to bring a new floorplan to market in record time. If you visit Tiffin’s website, you will notice the floorplan of the bath in the 38LL is very similar to the rear baths found in the Phaeton 37BH and the RED 37BA, except the 38LL’s bath is a little longer north-south.

With six LED ceiling lights to brighten up the room, the bath has great appeal. The 26" x 38" countertop in the vanity has a large ceramic lavatory with a single-lever polished chrome faucet and a double-door medicine cabinet, each with a 12" x 23" mirror. The inside top half of the cabinet is flush with the double doors and houses the 110v breaker box. The bottom half is a shelf for your toiletries (5/34.5/12.5).

The slide-out cabinet which stores behind the shower has three adjustable shelves. The full cabinet measures 7/18.5/24. The vanity has two drawers (17/10.62/5.25). The space under the

lavatory with double doors offers 1.6 cubic feet of storage. The Truma continuous water heater control is located in this cabinet.

The fiberglass shower with a sliding glass door measures 28" x 40" and is appointed with a recessed soap and toiletries shelf and polished chrome fixtures. The shower wand is mounted on a sliding vertical pole, adjustable to any occupant’s height. A large grab bar insures the bather a safe entry and exit from the shower.

The cabinet just south of the shower is huge. As the picture reveals, one or more adjustable shelves (15" x 19") can be inserted to accommodate your contents. One shelf positioned 8 inches above the base for your shoes will leave you a generous space for an additional closet compartment with a height of 46 inches.

In the northwest corner of the coach, a sliding door hides the optional stacked washer/dryer. Less than five percent of those who order a diesel pusher coach opt to not include a stacked washer/dryer. The macerator toilet is located on the west wall in front of the washer/dryer. The full bath has the obligatory 3-speed reversible exhaust fan.

The half bath is discreetly located behind the television/fireplace console in the living room. It compares very favorably in



size to the half baths in the Bus and Phaeton. Measuring nearly five feet along the outside wall by three feet on its south wall, the half bath has a handsome vanity with a large ceramic lavatory. Well lighted with three ceiling LEDs, the bath is appointed

with an exhaust fan, a 110v outlet, sliding window with screen, and towel ring. The medicine cabinet with two mirrored doors has a double shelf (5.25/27/30). The double door vanity cabinet offers 4.6 cubic feet of storage.

The Cockpit

Tiffin, Flexsteel, and Freightliner came together to create a very ergonomic cockpit. Flexsteel's contribution, of course, is two well-engineered driver and passenger chairs, both with 6-way power adjustable seats. Both chairs have good back and shoulder support. The left, right, and forward edges of the chairs have firm swells to support the legs. The fuel and brake pedals are suspended and power adjusted with a toggle switch. The steering column has tilt and telescoping features. The solar and privacy windshield shades are also

peripheral view includes the digital dash.

The Freightliner "Information Display" appears in the bottom center of the dash's instrumentation. The two trip meters are the only items requiring input from the driver. The other information is placed at this location to alert the driver to additional useful data. Those items include PSI, barometric pressure, engine hours, oil pressure, engine temp, distance to empty, and fuel economy. For your driving safety, these items should be checked only when the coach is stopped. For 2021, Freightliner added the tire air



power adjusted from the cockpit.

The brightly lit dash instruments viewed through the top half of the steering wheel include MPH/RPM, front & rear PSI, the gear in use, engine temp, fuel level, DEF level, oil pressure, H-L beam, odometer, and the actual numeric on the chassis' battery charge. The speed in 1-inch high characters sets dead center.

Freightliner's new digital dash with fingertip controls on the steering wheel and driving controls on two levers attached to the steering column introduce a new level of safety by keeping the driver's attention focused forward on the road. The driver's

pressure monitoring display. It appears automatically if a tire goes above or below the recommended air pressure.

Gear selection is the primary function of the lever mounted on the right side of the steering column. The off position for the engine brake is located at the top of the lever's arc. Sliding it down takes you through three positions of increasing the engine braking. The **M** and **A** selector allows the driver to go to manual gear selection and then return to automatic. Gear changes are made by depressing or lifting the lever.

The lever mounted on the left side of the steering column controls intermittent



wipers, windshield washing with wipers, low and high beams, and turn signals.

The controls on the Freightliner's Smart steering wheel are very intuitive.

Cruise control takes up most of the display in the right pod. Two symbols for answering and terminating phone calls, plus a courtesy flasher, complete this display. The controls on the left pod address the Freightliner information system described in a preceding paragraph. For a more definitive explanation with displays of the new Freightliner dash and controls, go to fccrv.com. Then click on Parts & Service, Downloads, and RV Chassis Operator's Manual.

The exterior mirror controls, air horn toggle, auxiliary start, cup holder, and the Valid Air leveling system remain located in the console under the window.

A television above the dash is not available in the 2021 RED 340 38LL. It has been replaced with a well-designed cabinet surround that is handsome and practical. Four double doors are directly over the dash. The center set of double doors encloses a single cabinet (7/37/8).

The forward PS cabinet over the fan (4.75/18/17) houses the WiFi Ranger module control, but has plenty of storage space around it. Likewise, the forward DS cabinet (4.75/18/17) houses the Magnum Inverter, but also offers additional storage space.

The cabinet over the exit door and seat (6/56.5/14.25) is enclosed by two doors. A matching set of doors on the driver side encloses another large cabinet (7/40.75/14). Tiffin is known year after year for offering more attractively designed, practical storage space than any other manufacturer in the RV industry.

Driving the Allegro RED 340 38LL

For our driving test, we pulled a 3500 pound tow car and put in half a tank of fuel. The first test (which we use on every coach) is a half-mile-long 4% grade. We began the grade at 60 mph on cruise control. Without touching the accelerator, the coach topped the hill at 52 mph. Without using cruise control and holding the accelerator to the floor, we topped the hill at 58.

On a long downhill grade using cruise control, we started at 65 and had gravitationally accelerated to 68 when we added the engine brake; the coach pulled back to 65 and continued. If you like to turn the driving over to the cruise control, it does a pretty good job.

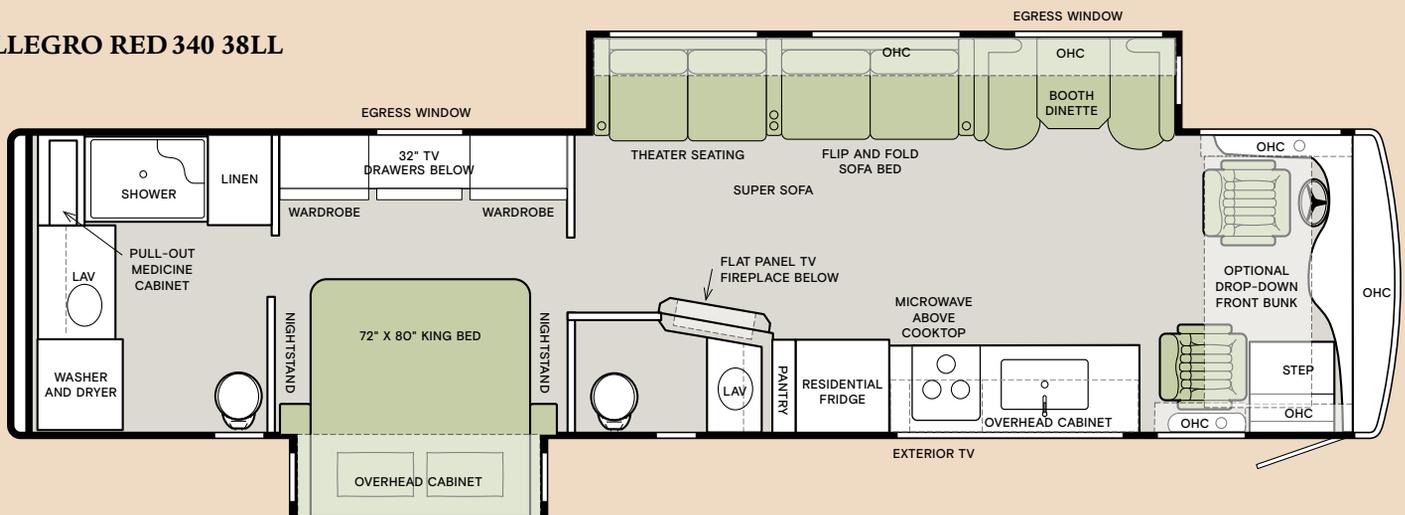
Accelerating on a half-mile merging ramp, the coach went from zero to 45 mph by the time it entered traffic. Entering the ramp at 25 mph which is fairly normal, the coach reached 60 mph at the end of the ramp.

When we did a very quick, neck-jerking lane change (as in an emergency), the coach experienced only a slight roll and emerged very stable. It has a little play in the steering wheel which can be adjusted out.

Depending on four air bags, springs, and shocks, the overall ride is very comfortable and quiet. I could do eight hours in this coach and not really be tired.

The Allegro RED 340 38LL created by Tiffin is a really nice coach with the most requested amenities at a price point that will attract many RVers who are ready to enter the diesel pusher market. **RIS**

ALLEGRO RED 340 38LL



The basement images are sequentially numbered beginning with the propane tank located in the forward position on the passenger side near the entry door. The images move in order to the rear of the coach. #6 is the engine compartment. Starting on the driver side, the images move forward to the front. (1) Propane tank. (2) Double door opening to main basement storage compartment. (3) Access to wet tanks, including exterior fill to the

fresh water tank. (4) Chassis batteries with disconnect switch. (5) Rear storage. (6) Access to engine compartment through rear cap. (7) Surge Guard & Transfer Switch and storage rack for 50-amp cord. (8) DEF tank compartment and storage. (9) Utility bay. (10) DS double-door access to main basement storage compartment. (11) Four house batteries on slide-out tray. (12) 12v breaker panel.



SPECIFICATIONS: Model tested 2021 Allegro RED 340 38LL with Two Slides

Base MSRP* – \$260,783 MSRP as tested with options – \$266,402

STANDARD FEATURES ON THIS COACH

Structural

Laminated floor, sidewall, and roof
Steel / aluminum reinforced structure
One-piece moisture resistant molded fiberglass roof cap

Automotive

Allison 2500 MH six-speed automatic transmission with lock-up (torque converter)
Cummins ISB turbocharged, aftercooled 6.7 liter electronic diesel
Peak horsepower: 340 @ 2,600 rpm
Peak torque: 700 @ 1,600 rpm
Straight rail chassis frame
Air suspension (4 air bags)
50° wheel cut
Air brakes with automatic slack adjusters and ABS
Exhaust brake
18-inch steering wheel
Fog lights
Daytime running lights
Emergency start switch
Four aluminum wheels

Exterior

Full body paint
Fiberglass front & rear caps
Large tinted one-piece windshield
8.0 Kw Onan Quiet Diesel generator
Valid Air Leveling
Heated power chrome mirrors with remote adjustment
Horizontal mounted, single motor intermittent wipers
Gel-coat fiberglass walls
Deadbolt front entrance door
Double electric step
Exterior door light
Exterior patio light
Exterior TV in PS wall
Power patio awning with aluminum weather shield
Slide-out awnings
Exterior side-opening, swing-out storage doors with gas shocks
Single handle lockable storage door latches
Ridged long-life storage boxes
Exterior storage compartment lights
Roof ladder
¼ thick single pane windows
Heated water and holding tanks
Four 6v auxiliary batteries
2000 watt inverter
50-amp service
Prep for solar panel
Black holding tank flush system
Exterior rinse hose / shower
Water filter
110v exterior receptacle
110v / 12v converter
Undercoating
Digital high-def TV antenna
Cable ready TV
Two 15,000 BTU roof A/C systems with heat pumps
A/C roof ducted system for supply air
Roof ladder
Color back-up camera
Side view cameras activated by turn signals
Front cap protective film

Driver's Compartment

Ultra-Leather 6-way powered driver and passenger seats
Entry light in stepwell
Step switch and 12v disconnect switch
Lighted instrument panel
AM/FM stereo with CD player
In-dash navigation system
Tire pressure monitoring in digital dash
ICC courtesy lights
Engine brake
12v dash receptacle
USB ports
Dual dash fans
Tilt and telescoping steering column
Cruise control
Adjustable suspended fuel and brake pedals
Power full-width solar & privacy windshield shades
Manual driver and passenger solar & privacy shades
Adjustable seatbelt brackets at shoulder level
Fire extinguisher
Center console with single drawer

Living Area / Dinette

52-inch Ultra-Lux sofa-bed, DS
Two Ultra-Lux double-powered full recliners with leg & shoulder lifts, DS
Ultra-Leather booth dinette/sleeper, DS
42-inch Smart TV with sound bar

Galley

Solid surface countertop
Solid surface backsplashes
Farmhouse stainless steel kitchen sink
Single lever polished chrome sink faucet and sprayer
Solid surface sink covers
Microwave-convection oven
14.7 cu. ft. residential refrigerator
3-burner propane cooktop
Solid surface covers for cooktop
Fan-Tastic® power roof vent with 3-speed fan
Two sets of stacked drawers under countertop

Bath

Double medicine cabinet
Skylight in shower
Molded fiberglass one-piece shower with sliding vertical pole for mounted handheld sprayer
Fan-Tastic® power roof vent with 3-speed fan
Vanity top with lavatory and backsplash
Polished chrome faucet
Large storage closet plumbed for washer/dryer
Large vertical floor-to-ceiling cabinet with three shelves & two drawers

Half Bath

Medicine cabinet
LED lighting
Toilet with foot pedal flush
Fan-Tastic® power roof vent with 3-speed fan
Vanity top with lavatory and backsplash
Polished chrome faucet

Bedroom

Twin wardrobes with automatic lights
Six large drawers under wardrobes

Four OH storage cabinets in bed slide-out
Bed comforter with throw pillows
Sleeping pillows
Luxury vinyl tile
Memory foam king-size bed
Solar / privacy shades
Under bed storage
Night stands with 110v and USB outlets
32-inch Smart TV
Carbon monoxide detector
LPG leak detector

General Interior

7-ft. ceilings
Soft touch vinyl ceilings
Medium Alder wood solid cabinet doors and drawer fronts
Khaki Shade interior décor
White Maple Ultra-Leather
Sand Castle luxury vinyl tile floors
Solid wood cabinet fascias
Flat panel hardwood cabinet doors
Ball bearing drawer slides
Wall-to-wall luxury vinyl tile flooring in kitchen, living area, bath & entry landing
Solar / privacy shades
LG entertainment system with DirecTV
Wall satellite receiver (subscription required)
Power roof vents
12v disconnect switch
Tank level monitoring system
Smoke detector
Carbon monoxide detector
LPG leak detector
Truma tankless, on-demand continuous hot water
Two ducted furnaces (one 30,000 BTU & one 35,000 BTU)

OPTIONAL FEATURES ON THIS COACH

Central vacuum system
WiFi Ranger
In-Motion satellite receiver
Electric fireplace
Stacked washer/dryer

OTHER OPTIONAL FEATURES AVAILABLE

Gas oven
Drop down bunk
Resort Tan décor
Ocean Pier floor tiles
Belgium Ultra-Leather

MEASUREMENTS

Wheelbase – 252"
Overall length – 39' 6"
Overall height w/roof air – 12'10"
Interior height – 84"
Overall width – 101"
Interior width – 96"

WEIGHTS & CAPACITIES

GVWR – 28,000 lb.
Front GAWR – 10,000 lb.
Rear GAWR – 18,000 lb.
GCWR – 35,500 lb.
UVW – 22,740 lb.
CCC – 4,288 lb.
Towing capacity – 5,000 lb.

POWER TRAIN

Engine – 340 hp Cummins ISB turbo-charged, aftercooled 6.7 liter electronic diesel
Torque – 700 lb.-ft. at 1,600 rpm
Transmission – Allison 2500MH electronic six speed with lock-up
Tire Size – Michelin XRV 255/80R22.5
Alternator – 160 amps

CHASSIS

Frame – Freightliner
Frame Design – Straight rail
Anti-locking Braking System – WABCO 4S4M ABS System
Suspension (front) – Hendrickson (Air-Tek 10k)
Suspension (rear) – SAF Holland (ADK 18K)
Shock Absorbers – Koni tuned
Valid Air Leveling

CONSTRUCTION

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

ACCOMMODATIONS

Sleeps – 4 adults, 3 children (bedroom, 2; sofa sleeper, 2; PS dinette, 2 children; OH bunk, 1 child)
Fuel tank – 90 gallons
Freshwater – 70 gallons
Black water – 50 gallons
Grey water – 65 gallons
LPG tank – (30 gallons; can be filled to 80% capacity) – 24 gallons

MSRP

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

UVW

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

DEALERS

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PLEASE NOTE

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

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Text and photography by
ALAN S. DAVIS

DESTINATION

Québec City



At left: Québec City is a delightful mixture of the old and new—Lower Town and Upper Town. Shown here with the Chateau in the background. ♦ The Chateau de Frontenac sits gracefully at the edge of Upper Town overlooking Lower Town and the St. Lawrence River. ♦ The Hotel Concorde features Le Ciel, a revolving restaurant with spectacular views over the full urban area of Québec City. ♦ Below from left: Québec City as seen from a ferry crossing the Saint Lawrence River. ♦ The Place d'Armes, between the Chateau Frontenac and the Bureau of Tourist information, is replete with flowers, street performers, and strolling tourists in the summer months. ♦ Calèches—horse-drawn carriages—are found everywhere in old Québec in the service of curious tourists. ♦ An entrance into old Québec through a port in the Citadel's walled fortifications.

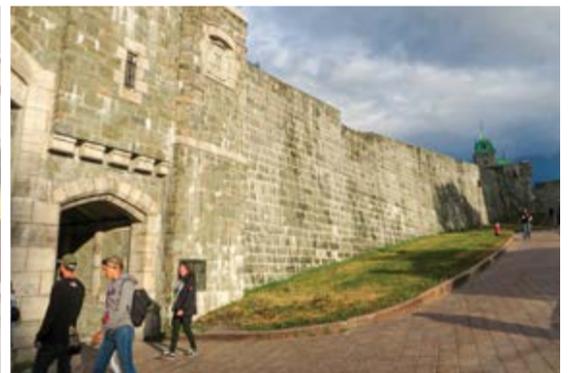
ON MY FIRST MORNING IN QUÉBEC, I IMMERSÉD myself in the old city with a long stroll through its narrow streets and lanes. I marveled at the European architecture and the ramparts of the only walled city in North America and was charmed by the sounds of French being spoken amidst the clip-clop of the horses and carriages on the cobblestone streets.

In some ways it felt like Europe, in some ways it felt a bit like New Orleans, but in other ways it felt unique and fresh. I consider myself a fairly seasoned traveler, and yet Québec was appealing to me in ways that felt special. That feeling would continue to grow and to develop in complexity during the 10 days I spent walking and exploring, ever conscious of capturing the spirit of the city and the essence of Québec.

Not long after arriving there, I followed the suggestion of a friend who had visited the year before: do not fail to take the ferry across the St. Lawrence River—a 10-minute crossing—to the town of Lévis, so that you can cross back to Québec and appreciate the approach from the river. That view is majestic, and allows the visitor to feel the drama of the Upper and Lower Towns together, with the grandiose Chateau Frontenac dominating the panorama. Inspired by both Medieval and Renaissance architectural

elements but constructed in the 19th century, the Chateau was built to promote travel to Québec and it dominates the skyline, creating the iconic image of the famous city on the St. Lawrence. The view is beyond memorable; it is unforgettable!

Why visit Québec City? A glance at its Visitors Bureau website offers compelling answers as to why this remarkable city is so consistently popular with countless thousands of visitors every year. First, with centuries-old history evident at every turn, nothing in North America compares to the walled fortifications of Old Québec. A designated UNESCO World Heritage Site, it's the



only city north of Mexico with historic walls. Second, Québec City is home to a unique European-flavored culture with warm and welcoming residents. And it is unquestionably safe to visit.

And there's more: Québec is a world-class gastronomic haven, and a top foodie destination, with all categories of restaurants for every taste and cuisine. And, surrounded by fabulous mountains, rivers, and lakes in close proximity, a visit here can easily include nature activities, at any time of the year. Plus, with year-round seasonal festivals centered on food, culture, music and comedy, the choices for fun-filled vacation days are virtually endless. Finally, while the long summer days find residents and tourists alike outdoors enjoying seasonal pleasures, Québec is a wonderland in winter—in fact, it is arguably at its most charming under a blanket of snow. The snowflakes and lights create even more magic and romance.

A surprising fact: of Canada's ten provinces, Québec is the

American. And enthusiastic raves from countless tourists proclaim their eagerness to share their passion with visitors.

During even a short visit, one can sense a perfect balance between sophistication and playfulness. Yes, history is visible on every street corner, but the vibe in her shops and restaurants is contemporary, even avant-garde, as Québécois have a twinkle in the eye, looking toward the future.

Not to be overlooked, and in keeping with the "play" motif, is the immediate proximity to the raw outdoors. Visitors with time to spare should consider visiting nearby sights, from the various rustic villages to some of the unique corners of Québec province farther afield.

Historic Québec City is in essence a small area. For all the majesty of Québec's history, or perhaps because of it, the city remains quite manageable, and can be visited easily, primarily on foot or by horse-drawn carriage (the local term is *calèche*), or,

largest. It is also the biggest French-speaking territory in the world. Its eight million citizens are proud of the language and culture of their ancestors and display an equal pride in their identity as both Québécois and Canadians.

To quote one of the city's many guidebooks, "Québec truly feels like a country within a country, an island of linguistic and cultural identity, floating on the greater Canadian sea." This insight is key to understanding the city's uniqueness, rich history, and culture. Québécois have a passion for life, from their total embrace of winter to their love of wine and good food. This passion helps to define their identity as both European and North

bearing in mind rather hilly streets, by bicycle. To be sure, greater Québec is a modern thriving metropolis, its expanse visible clearly from one of several observation towers located unobtrusively throughout the city.

On a soft summer evening, I enjoyed a rather spectacular dinner at a bistro situated on the 28th floor of one of Québec's modern high-rise hotels, located just feet from its Citadel and a historic battlefield. The circulating restaurant inside the Hotel Concorde offers a full 360-degree view of a vast and impressive urban landscape and provides a bird's-eye view of the diverse and thriving region that is the greater Québec urban zone.

In planning a visit to the heart of French Canada, it is helpful to remember that historic Vieux Québec (Old Québec) sits upon a great rock, Cap Diamant, overlooking the St. Lawrence River, and that this massive rock naturally divides the city into an Haute Ville (Upper Town) and Basse Ville (Lower Town). To understand the context of many of Québec's historic sites, it is probably useful at this point to consider a bit of history.

THE BEGINNINGS

The French explorer Jacques Cartier sailed up the St. Lawrence River in 1535 and discovered an Iroquois village at the site of current-day Québec City. After repeated attempts at setting up a colony there, Cartier returned to France in 1543 after a particularly bitter winter for his dispirited group. Seventy more years would pass before colonists returned to stay.

French settlement began in Québec in 1608 when the explorer Samuel de Champlain founded a fur-trading post, naming it *Kébec*, the Algonquin word meaning “where the river narrows.” Champlain used the settlement as a base to explore far beyond the region, and made alliances with the Algonquins and the Hurons. His group traveled to Huron country, now Ontario, passed the Great Lakes, and, along with other Frenchmen who followed him, established lasting settlements in the St. Lawrence Valley. They also explored half a continent. The territory of “New France” that they established stretched from the Hudson Bay to the Gulf of Mexico. Missionaries began arriving in 1615, and by 1659, when Bishop Laval showed up to take control, the whole area was controlled by the Catholic church.

Struggles between Britain and France spilled over into their colonies in North America, and continued until the British ultimately defeated the French in 1759, forever changing the course of North American history.

In a very short engagement on 13 September 1759, the Battle of the Plains of Abraham, overlooking the St. Lawrence River,

Bishop Laval swearing fealty to Samuel de Champlain in New France. ♦ The Funicular has been transporting tourists between the Upper and Lower Towns for over a hundred years.



saw the British defeat the French near the close of the Seven Years' War, also known as the French and Indian Wars. The city had already been under siege for three months from the opposite shore when the British scaled the cliff of Cap Diamant and engaged the ill-prepared French. The less-than-an-hour battle left both the French and English generals mortally wounded and Québec in the hands of the British. The French saw their hope of a New France in North America vanish. The details were formalized in the Treaty of Paris in 1763.

In 1775, a year after the Québec Act, which allowed the residents of Québec to retain their language, religion, and culture, the city was attacked again, this time by the American Continental Army that had already captured Montreal. On 31 December 1775, the British won the Battle of Québec, and the city was made the capital of Lower Canada by the Constitution Act of 1791.

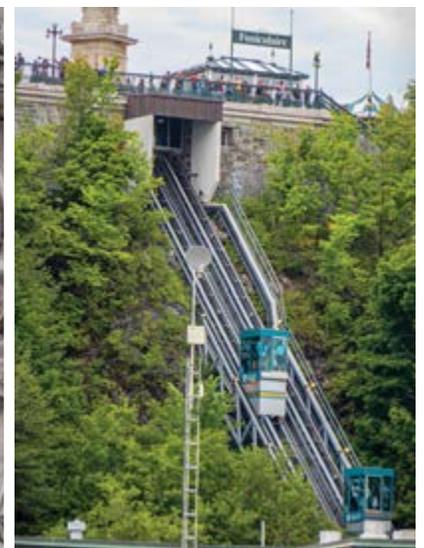
Québec had served as a major seaport for many years, but the design of larger ships that could sail on to Montreal significantly reduced its maritime traffic. The city settled into being a center of small industry and local government. In 1867, the same year that Canada became a confederation, the city was named the capital of the newly created province of Québec.

LOWER TOWN AND UPPER TOWN—OLD QUÉBEC

The old part of Québec (Vieux Québec), an area of five square miles, is laid out on two levels: Basse Ville (Lower Town) and Haute Ville (Upper Town.) Numerous staircases connect the two, as does a century-old Funicular (a sort of cliffside elevator), and several steep, winding roads.

Lower Town

Dating back to 1685, Québec's oldest street—the narrow, cobbled rue du Petit Champlain located in Lower Town—could well be called the birthplace of Old Québec. The surrounding area, the **Petit Champlain Quarter**, sitting directly on the bank of the St. Lawrence River, is the continent's oldest commercial district.





French settlers, fur traders, woodsmen, and merchants built homes here starting in the 1680s, and the Lower Town flourished for years as a thriving village. It was also the base from which dozens of military campaigns and exploratory missions were launched into the heart of the North American continent.

The Petit Champlain Quarter flourished for hundreds of years, but fell into decline in the early 20th century. A recent restoration, however, has converted many of its houses into attractive gift shops, art galleries, cafés, and restaurants, transforming the oldest part of the city into a lively and entertaining district today.

The **Place Royale** is just a few steps away from the Petit Champlain Quarter. This small but historic and picturesque square is literally the cradle of French civilization in North America. It was here that Samuel de Champlain built the city's first structure in 1608, and the houses that encircle this cobblestone square were once the homes of wealthy merchants. A bust of France's Sun King, Louis XIV, was erected at the center in 1686, and the square was named Place Royale. Destroyed by British cannons during the siege of 1759, the port and buildings were rebuilt by the British, and the area regained its role as Canada's leading commercial and business center. Today it remains much as it did in the 17th century, with an air of elegance and quiet grandeur. The fully restored square is now popular with street performers and their appreciative audiences.

The **Musée de la Place Royale**, a modern information center within the Place Royale, includes exhibits and a replica of a 19th cen-

tury house, where children can try on period costumes. A multimedia presentation offers a brief history of Québec.

The **Notre-Dame-des-Victoires** (Our Lady of Victory), the oldest stone church in the city, is located on the edge of Place Royale. Named by grateful French colonists in honor of the Virgin Mary, whom they credited with helping French forces defeat two British invasions, the church was under construction for 36 years, finally opening for worship services in 1723. Largely destroyed by British bombardment in 1759, a complete restoration of the church was finished in 1816. Several interesting paintings decorate the walls, and a model of the boat that carried French soldiers to New France in 1664 hangs from the ceiling.

At the base of the rue du Petit Champlain lies the oldest staircase in the city, **l'Escalier Casse-Cou** (Break-Neck Stairs) that links the Upper and Lower Towns. Built according to an 1893 design by city architect and engineer Charles Baillairgre, the



Clockwise from above: The Break-Neck stairs overlook the oldest street, rue du Petit Champlain. ♦ The Place Royale, Quebec's oldest square, exudes a grace and old-world ambiance. ♦ The Mural of Quebecers is a fresco of "trick-the-eye" style depicting 400 years of Quebec City history.



The Musée de la Civilisation is an engaging, award-winning location for multi-dimensional exploration. ♦ The view from Citadel Hill down to Lower Town and the port area. ♦ The statue of Québec's founder, Samuel de Champlain, sits at the edge of Upper Town, across from the Chateau Frontenac. ♦ Elegant service at the Restaurant St. Amour.

steepness of the city's first iron stairway explains the name given to the original 17th century structure. Shops and restaurants surround the stairs on both levels.

Located on the rue Notre Dame, just around the corner from the Place Royale, the **La Fresque des Québécois** (Mural of Québécois) is a miraculous work of art that stuns the senses. Nearly three stories tall, this immense mural uses the "trompe l'oeil" style (tricking the eye into perceiving a painted detail as a three-dimensional object). It is the most impressive of several murals using this technique located throughout the old city.

The 4500-square-foot mural recounts the history of Québec City by depicting a number of its key figures, including Samuel de Champlain. It also features a number of the city's most notable architectural monuments such as Place Royale's historic homes, the stairs connecting Upper and Lower Towns, the walls surrounding Old Québec, and cultural elements such as the city's coat of arms, and Bonhomme Carnaval (the winter carnival snowman mascot). Finally, the mural celebrates the various cultural communities that have figured in the life of the capital, namely Amerindians, French and British settlers, and Irish immigrants.

The impressive **Musée de la Civilisation** (Museum of Civilization), at 85 rue Dalhousie, is prominently located in the center of Lower Town and is recommended on many lists as a "must-see." It is considered Québec City's primary museum of history and culture.

While it focuses primarily on Canadian subjects, the museum also provides a worldwide perspective, and presents interactive temporary exhibits that range from whimsical pop-culture to serious looks at earlier historical peoples. It has received accolades for its sensitive and tasteful portrayal of the process of uniting disparate colonies into one Canada in the 19th century.

Built in 1988, the strikingly contemporary museum of limestone and glass is an award-winner for its design that blends in-

novation with a respectful incorporation of its setting and historical architectural styles. Its rooftop terrace also offers great views of the old port and the waterfront, my next destination in this walking tour.

Place des Canotiers (Canoers' Square), on the edge of the river across from the Museum of Civilization, is a modern park adjacent to the cruise ship port. It provides great views of Upper Town and improves access to the river for locals and tourists alike. This public space takes its inspiration from the 19th century wooden docks and creates an oasis between the river and the city. Diagonally-running sidewalks and works of art dot the site and provide a fresh haven from which to observe the boats and canoes in the summer.

The Old Port Area

At the north end of Lower Town, near the confluence of the St. Charles and St. Lawrence Rivers, the Old Port of Québec dates from the 17th century, when ships brought supplies and settlers to the new colony. For many years, this port was among the busiest in North America, but it was eclipsed by Montreal at the end of the 19th century and restored for the city's 400th anniversary in 2008. Much of the old dock area has been renovated as a recreational area with apartments, theatres, restaurants, and a marina for pleasure boats and yachts.

The **Antiques District** is clustered around the rues St. Pierre and St. Paul, an area at the Old Port that previously housed warehouses and businesses. After World War I, shipping and commercial activities went into a serious decline, and low rents attracted antiques dealers. Today, their shops, together with cafés, restaurants, boutique hotels, and art galleries, have made this area one of the town's more popular places to visit.

A few blocks to the west, the busy **Marché du Vieux Port** (Old Port Market) contains numerous stalls selling fresh produce, cheeses, and seafood from the local area. Not remarkable for its size, it nevertheless functions as a vibrant market in the summer months with a variety of offerings and affordable prices.

The small town of Lévis sits directly across the St. Lawrence



River from Québec. The ten-minute ride on the Québec-Lévis Ferry provides a delightful escape from the city for a few moments with the supreme bonus of an impressive ride back across the river that offers an incomparable view of Québec.

The view is even more impressive at night. Ferries generally run every 20 minutes from 6 a.m. until 7 p.m., and then every hour until 2 a.m. From late June to August, the minimal price of the crossing can be combined with a bus tour of Lévis, with stops at such sites as the star-shaped Fort No. 1, one of three built by the British in the 1870s to defend Québec.

During the month of August, an international competition of fireworks and performances set to music lights up the skies above Québec and Lévis, launched from barges on the St. Lawrence River, near the ferry docks. See local announcements for exact times and dates.

Upper Town

In colonial times, Lower Town was home to the humble folk, the traders and merchants who lived and worked around the narrow streets adjacent to the river. The movers and shakers of the day, on the other hand, claimed the settlement in Upper Town as their territory, and this district served as the center of political, military, and religious life.

Upper Town got its start in 1620, when Champlain established Fort St. Louis on the top of Cap Diamant, the site now occupied by the Château Frontenac. Home to Québec City's principal sites, Upper Town dominates the top of Cap Diamant and offers a dramatic view of the St. Lawrence River, especially while riding the Funicular between the two levels of the old city or while walking along the Dufferin Terrace, the massive boardwalk that extends westward from the front of the Château Frontenac Hotel.

Most visitors begin their sightseeing in Upper Town, often walking from the Château along the expansive boardwalk with its commanding sense of space looking out over the river or looking westward, up to the Citadel and to the Laurentian Mountains beyond.

The most stunning building in Québec, the iconic **Château**

Frontenac, now a Fairmont hotel, was constructed in 1893 by the Canadian Pacific Railway. The corporation conceived the idea of building grand hotels across Canada both to promote tourism and to serve the needs of its upper-class clients. Clearly the closest to the Atlantic and therefore to Europe, and with Québec's grand European heritage, the Québec hotel was built to suggest an exotic foreign elegance.

The building's architect, American Bruce Price, drew inspiration from both the Middle Ages and the Renaissance on a huge scale, envisaging dozens of turrets, towers, and a high roof studded with rows of dormer windows. A distinctive twenty-story tower was added in 1924 and another section in 1993. The hotel now has over 600 guest rooms, with two upscale restaurants as well as elegant public areas. The dining rooms are legendary. The hotel serves a superlative brunch, which I can personally recommend, and a somewhat pricey gourmet tea on Saturdays.

Numerous dignitaries, including Queen Elizabeth, have stayed here, and suites have been named after Winston Churchill and President Franklin Roosevelt who were housed in the hotel for two Québec conferences during World War II.

A small exhibit in the ornate lobby charts the history of the hotel, and visitors can take guided tours. Alternatively, visitors can connect to the hotel's wi-fi and download the virtual tour app for a self-guided walkthrough.

Terrasse Dufferin (Dufferin Terrace) is a vast boardwalk that extends from the front of the Château Frontenac to the edge of the Citadel, serving as a front porch for the hotel. Its benches and kiosks provide convenient views of the Lower Town and the St. Lawrence River with side views of the Laurentian Mountains.

During the summer, it's a fine place to relax and enjoy the view, usually entertained by street performers. During the winter months, a dramatic 490-foot ice slide for tobogganers is installed on the west end of the Terrace. The slide, called "les Glissades de la Terrasse," has cut through the middle of the city from mid-December to mid-March since 1884. At speeds of up to 40 miles per hour, thrill-seekers can take a wild ride on an old-school wooden toboggan that seats up to four passengers.

Outstanding views of the Château Frontenac on the one side and the river below on the other side add to the thrill.

Just beyond the Terrace, facing the statue of Samuel de Champlain, is Upper Town's entrance to the Funicular Station. This unique little train with glass walls has been funneling passengers back and forth since 1879. It's a scenic ride that provides a thrilling view of the Lower Town, the Old Port, and the ferries crossing back and forth across the St. Lawrence River. A word of warning: the wait during summer can be a challenge. Alternatively, consider braving one of the many staircases that connect the two levels of the city.

The **Place d'Armes** (Fortification Square), an early training square and parade ground for soldiers on the north side of the Château Frontenac, continued to be a popular meeting place for people after the military moved its activities closer to the fortress when construction began on the Citadel in 1820. A "Monument to Faith" was added in 1915 to commemorate the



The pedestrian rue St Jean is a tourist's paradise, with shops and restaurants for every taste.

tri-centennial of the Franciscans, the first missionaries in New France. Benches surrounding the square's fountain provide a popular and restful spot for weary tourists in the summer.

Musée du Fort (Fort Museum), located on the rue Ste. Anne at the northeast corner of the Place d'Armes, displays a 400-square-foot model of Québec City in 1750, replete with small ships and soldiers. Canadian military history is brought to life at this museum with an impressive 30-minute sound and light show depicting six Québec sieges and battles. These start with the English siege of 1690 and include the legendary Battle on the Plains of Abraham and the American invasion of 1775. The show is presented in English on the hour and French on the half hour. Daily, 11-4 (Nov-Apr); 10-5 (May-Oct). Fees: \$8.50 (adults); \$7.50 (seniors); \$6.50 (students); free under 10.

Only one street away from the Place d'Armes on the rue de Buade, Samuel de Champlain built the first church in Québec in 1647, Basilique de Notre Dame de Québec (Cathedral of Notre

Dame de Québec). It was promoted to a cathedral in 1674 when the diocese of Québec was established with the arrival of Monsignor de Laval, the first bishop of New France.

This magnificent cathedral remains the principal seat of the Roman Catholic archbishop of Québec, whose diocese once stretched all the way to Mexico. In fact, this is the oldest parish north of Mexico. Despite several centuries of fires, battle damage, and restorations, its unity of style is admirable.

The Rococo-inspired interior culminates in a ceiling of blue sky and billowy clouds. The altar, a gilded replica of St. Peter's, displays Jesus standing on a gilded sphere. In the crypt more than nine hundred bodies are interred, including three governors and most of Québec's bishops. Rumors abound that Samuel de Champlain is buried here as well, though archaeologists are still trying to determine which body is his.

The streets that fan out from the Place d'Armes are lined with imposing public buildings. Foremost among these is the center of the municipal government, Québec's **Hôtel de Ville** (City Hall) on the rue des Jardins. Clearly visible to the strolling visitor are ceremonial flags from several cities in China, Belgium, and France that participate in the sister cities program as siblings to Québec.

At the northwest corner of the City Hall, an Irish Pub marks the beginning of the rue St. Jean, a pedestrian paradise. Walking westward from there, for about ten blocks or so, the rue St. Jean is devoted to pedestrians, and filled with every sort of boutique, café, restaurant, and chocolate shop that you can imagine. Heading toward the fortification walls, the pedestrian zone ends at the Porte St. Jean, a break in the wall where the street continues westward for several miles, a very popular commercial thoroughfare for locals and tourists alike.

In the **Jardin des Gouverneurs** (Governors' Garden), just south of the Château Frontenac, stands the Wolfe-Montcalm Monument, a 50-foot tall obelisk that pays tribute to the winning and losing generals, both of whom were mortally wounded in the brief conflict that determined the fate of Canada. The culmination of a three-month siege by the British, the battle lasted less than an hour. Employing new tactics that proved extremely effective against standard military formations, British troops commanded by General James Wolfe successfully resisted the column advance of French troops and Canadian militia under General Louis-Joseph, Marquis de Montcalm. The Battle of the Plains of Abraham played out just a few steps from this spot in 1759.

The garden was laid out in 1647, which makes it the oldest official garden in North America. Surrounded by low walls, it was reserved for the use of governors until 1838, but is now open to the public. On the south side of the park is the avenue St. Genevieve, lined with well-preserved Victorian houses dating from the latter 19th century. Many have been converted to inns, B&Bs, and hotels. This area, **Montcalm Neighborhood**, on the fringe of the Citadel, is named for the French general. One of the more attractive and upscale neighborhoods of old Québec, it is a frequent byway for the horse-drawn carriages engaged by tourists.



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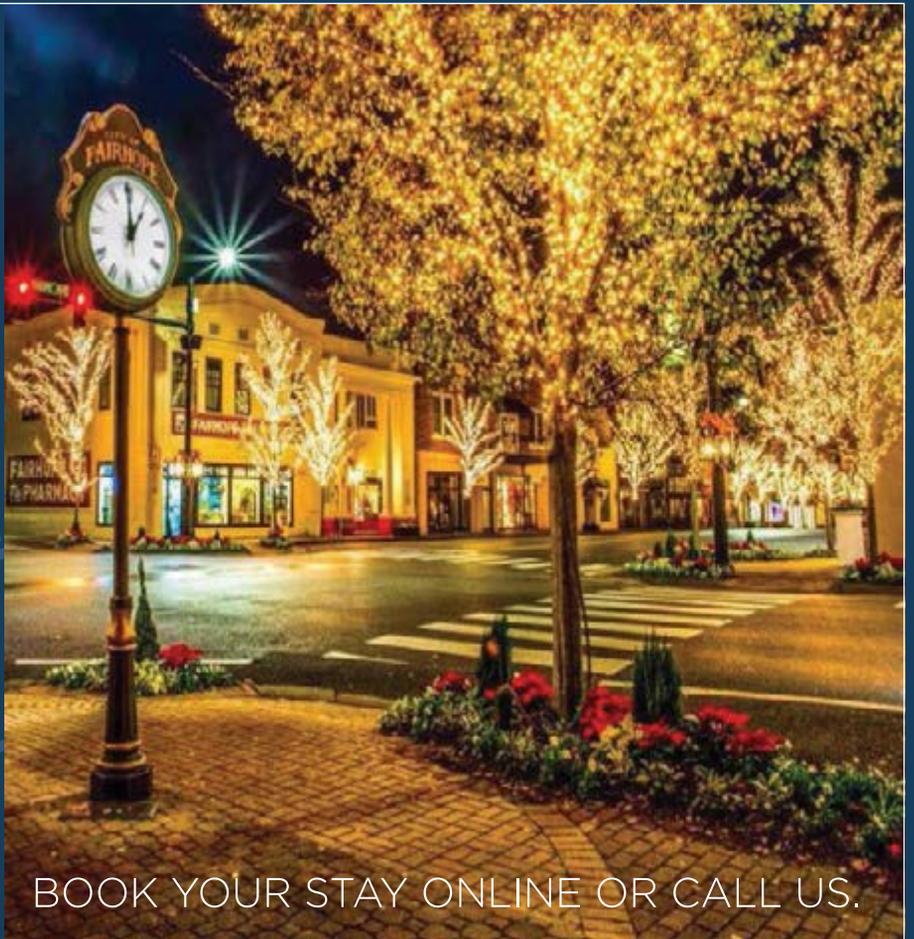
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Fortifications of the Québec National Historic Site

The residents of Upper Town began building ramparts along the city's cliffs as early as 1690 to protect themselves from British invaders. During repeated conflicts with the British in the 1700's, the residents of New France created fortifications with battlement and artillery placements that eventually encircled the city, an area of approximately five square miles. A three-mile long wall neatly separates this section of the city, with imposing entrances on the rues St. Jean and St. Louis, two of Old Qué-



bec's principal thoroughfares. The wall itself is a national monument, having started as a series of simple fortifications built by French military engineers to protect Upper Town from an inland attack. Throughout the 1700s, the French devoted considerable resources to fortifying the city's defenses and built an earth and wood citadel upon Cap Diamant. The protection was inadequate to protect the city, however, and the conclusive Battle of the Plains of Abraham in September 1759 ended the French claim to Québec. It was the victorious British who continued building the citadel and the surrounding fortifications of the city as protection, ultimately against the Americans. By the time of its completion in 1832, the attacks against Québec City had ended. Most of the defensive walls still remain, and a visit to the old Citadel (Citadelle) and the walls along Porte St. Louis offer American visitors a unique tourist experience not found in the United States.

The Citadel, a 40-acre enclosure, is the largest military fortification in North America, and a "must-visit" landmark located at 1, côte de la Citadelle, Québec.

The star-shaped group of ten buildings was begun by the French in 1750, but most of the battlements were constructed by the British between 1820 and 1850 to defend Québec against a possible attack from the Americans.

Built into the ground on the Plains of Abraham, the fort has a low profile that makes it almost invisible until the visitor comes upon it. The Duke of Wellington had this fortress built in anticipation of renewed American attacks after the War of 1812. The facility has actually never exchanged fire with an invader, but continues its vigil for Canada, even today. It is now a national historic site.

Home to the Royal 22nd Regiment of the Canadian Army, the only Francophone unit in Canada's armed forces, the Citadel is the setting for the daily "Changing of the Guard" ceremony at 10 a.m. during the summer. Troops parade before the Citadel in red coats and black fur hats while a band plays and the regiment's mascot, Batisse, a well-behaved goat, watches along. Visitors can also watch as a cannon is ceremoniously fired daily from the Citadel at noon and at 9:30 p.m. during the summer months.

Other notable sights at the Citadel include the splendid Governor-General's residence, the official home of Canada's governors-general since the 19th century, and the Dalhousie Gate, the original gateway entrance to the fortification. Two museums trace the history of the Royal 22nd Regiment, with exhibits including rare military documents and antique armaments.

As the Citadel is an active military base, the only means of access is to take a tour, which includes the changing of the guard ceremony. Daily, 10-4 (Nov-Apr); 9-5 (May-Oct). Fees: \$16 (adults); \$14 (seniors & students 18+); \$6 (11-17); free under 10. Admission includes a guided tour of the Citadel and its 25 buildings, as well as entrance to the Royal Museum of the Regiment.

City Fortifications leading to Artillery Park. ♦ Changing of the Guard Ceremony. ♦ Part of the Changing Guard ceremony with the Regiment's pet mascot goat.

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BEYOND THE WALLS OF THE OLD CITY

The historic sites and museums described to this point are contained within the fortification walls that meander on the edge of the Old City. However, much to discover lies just beyond those walls. Foremost among these are the lush and historic **Plains of Abraham**, where a museum offers a wealth of information about Canada’s first national historic park that welcomes some four million visitors annually. On the Plains is Battlefields Park, a national monument whose beauty almost belies its relevance and importance. On the edge of this park, Québec’s major art museum waits to be discovered, and just beyond it, the Grande Allée, an “uptown” of distinctive restaurants and cafés where so much of Québec’s nightlife unfolds. Don’t miss this area.

West of the Citadel lie the rolling grasslands of the Plains of Abraham and **Parc de Champs de Bataille** (Battlefields Park), 250 acres stretching along the cliffs above the St. Lawrence River. Named for a local farmer from the 1600s, the Plains is the site of the battle that shaped Canada’s history. The park is replete with monuments and statues, and the strolling and picnic possibilities don’t get any better than this.

In the **Parc de Joan of Arc**, the heroes of 1759 are commemorated by a statue of Joan of Arc astride a horse within a beau-



tifully maintained sunken garden inside Battlefields Park. The statue, anonymously donated to the city in the 1930s, symbolizes military courage and has been placed close to the spot where New France was lost to the British.

Le Musée des Plaines D’Abraham (Museum of the Plains of Abraham) is the best place to gain an understanding of the events of 1759, which determined the fate of Canada. The Battle of the Plains of Abraham was the most consequential, leading to the deaths of French commander Marquis de Montcalm and British Commander General James Wolfe. A 30-minute video unfolds over two floors, with permanent and temporary exhibitions, and optional interactive and guided tours.

The majestic tree-lined **Grande Allée** extends westward just outside the Porte St. Louis, only feet from the Citadel, marking the end of the Old City and the beginning of Québec’s upscale modern contemporary scene. It is flanked by Victorian mansions and bustling restaurants, hotels, and bars, among which is Le Ciel Bistro-Bar, located inside the Loews Hôtel Le Concord. Nearby Place Montcalm features a monument of General Montcalm and a more recent statue of Charles de Gaulle who declared from Montreal “Vive Le Québec Libre” in the 1960s.

With over 30,000 pieces of art, the **Musée National des Beaux Arts du Québec** (National Museum of Arts), 179 Grande Allée Ouest, is dedicated to Québec artists and their work, from the 17th century to the present. The collection is housed in four pavilions, connected through underground tunnels. The central pavilion has a beautiful rooftop garden with views of the city; its sculpture garden contains 15 pieces to admire. A spectacular new wing that opened in 2016 increased the museum’s space by 90 percent, adding a dynamic steel and glass setting to transform a traditional building to a slick and modern boon to the city’s liveliest avenue.

This page, clockwise from top left: The Plains of Abraham overlooking the St. Lawrence River. ♦ Welcoming acres of greenery lie just outside the Old Town and offer multiple pastimes for the visitor. ♦ The Joan of Arc Gardens in Battlefields Park on the Plains of Abraham.



This page from left: A full view of the spectacular Montmorency Falls. ♦ The paths leading up to the waterfalls. ♦ The twin spires of Ste. Anne Basilica dominate the village of Beaupré.

BEYOND QUÉBEC CITY

The rich natural surroundings of Québec City—forests, mountains, islands, waterfalls—make it imperative for visitors to Québec to expand the urban experience with a visit to several spectacular sites only a few minutes away. Two attractions can easily be combined in one afternoon or as a comfortable “day in the country.” A major religious shrine is located just fifteen miles beyond and easily added for a full day of activity.

The **Chutes de Montmorency** and the **Ile d’Orléans** (Montmorency Falls and Orleans Island) exist as natural twins, with the waterfalls easily accessible from the highway and within view of the bridge across the St. Lawrence River leading to the island. A not-to-miss experience!

The waters of the Montmorency River cascade down from the Laurentian Mountains into the St. Lawrence River, just eight miles northeast of Québec, creating the spectacular Montmorency Falls, 99 feet higher than Niagara. They can be viewed from below, from paths along the side, and from a suspension bridge directly over the Falls. The park surrounding the cascades offers an aerial cable car providing easy access, and, for the more adventuresome, trails through the surrounding cliffs and even a 980-foot zipline.

The Ile d’Orléans (Orleans Island), an oasis of greenery and vineyards in the middle of the St. Lawrence River, is only a 15-minute drive from downtown Québec. A visit to the island is a relaxing way to get a feel for traditional life in rural Québec. The six parishes along the 18-mile road encircling the island have retained the French traditions of the first settlers and maintained the flavor of 18th century French Canada. Centuries-old cottages and stone churches shine as architectural gems.

In summer, the island’s fields abound in strawberries and raspberries, often bordered by plum, pear, and apple orchards. Roadside stands offer handicrafts, maple syrup, baked goods, and preserves. Numerous fine restaurants are complemented by casual emporiums, chocolate shops, and vineyards. The lush island is also a fertile ground for artists and artisans which is

evidenced by the number of art galleries. The tranquility here makes it a perfect spot to rent a bicycle or to follow various suggested walking or driving tours in a restful bucolic environment.

Approximately thirty miles northeast of Québec City, the little town of Beaupré touches the St. Lawrence River and is home to the Shrine of Ste. Anne, the province’s most important pilgrimage site. Soaring above the town, the twin spires of the Basilica of Sainte Anne dominate the view and symbolize the profound grip of the Catholic Church on the faith of Québécois.

The oldest pilgrimage site in North America, **Sainte-Anne de Beaupré** dates back to 1658. Dedicated to the mother of the Virgin Mary, Québec’s patron saint, it is one of Canada’s most sacred places. The current Romanesque Revival church is the fifth to stand on this site, the first four having been destroyed by fires or by floods. The statue of Ste. Anne between the steeples miraculously survived the 1922 destruction of the fourth church, though the roof and both steeples collapsed in the blaze.

The basilica seats 1500, however, on Ste. Anne’s Feast Day (July 26) up to 5000 crowd in. Most of its ornate decoration, countless stained glass windows, and massive murals, depict the miraculous powers of Ste. Anne, while the wooden pews display delightful animal carvings.



An Epilogue

Thinking back on the fine summer days I spent getting to know Québec brings a smile to my face and a deep satisfaction for vacation time well and wisely spent. Just a short distance over our northern border I found a wealth of striking images, so many friendly smiles and such good food, so much natural beauty, and a history that felt alive and beckoned me to explore in more depth. Frankly, I wondered why I had never visited before. After just ten days, I discovered in myself a natural curiosity to go back and see more, to learn more, and to discover more of the richness that permeates the Québec region. And while I've

always been a summer person, all that I've heard about and read about the unbounded joy with which the Québécois embrace their intense winter makes me think that I'd like to sample a bit of that experience, too. A different experience to be sure, but one with its own flavors, its own spin.

No doubt about it: the uniqueness of the place got to me. For all the proximity to the United States, the flavors, the images, the allure of a foreign culture, somewhat familiar and yet exotic, cast its spell on me and has me hooked. Would I recommend a Québec visit to a friend? Absolutely! **RIS**

ENCOUNTER WITH A QUÉBEC CLOWN

My visit to Québec coincided with a city-wide comedy festival ("Comedi-Ha!") whose slogan was "See Life on the Funny Side!" It featured a month-long series of performances throughout the city. One morning, outside the theater where tickets and schedules were posted, I was photographing the festival's promotional posters when I noticed a car parked outside the theater with a local license plate: "Clown." Amused, I photographed it, when

the occupant literally popped out of the car and presented himself with a very vocal "Ta-DAH!!!" I asked if he was in fact a clown, and he was! He searched in his clown-car for something promotional to offer me, and could only come up with a post card of himself in full costume. Fredolini had struck a personal note for the funny side. He was scheduled for several performances during the month-long series.



"Is this a hobby or a full-time profession?" I asked. "It's my life's work," he responded. "Please tell me your name for this story," I pleaded. "It is Fredolini!" he said with great emphasis.

QUÉBEC'S SUMMER FESTIVAL

Québec will host the popular Summer Festival (FEQ), July 9–19, 2020. (See feq.ca) The festival has established itself as a major player on the music festival circuit with hundreds of performances spread over a dozen venues in downtown Québec. The Bell Stage, its main performance stage, is the largest of its kind in North America, located on the historic Plains of Abraham with a capacity of over 90,000. This year the featured groups include Imagine Dragons, Rage Against the Machine, Alanis Morissette, Rod Stewart, Marshmello, Halsey, The National, Jack Johnson, and King Crimson.



PRACTICAL INFORMATION

Québec Websites

Two excellent and comprehensive websites are available to assist you in planning your trip., one specific to Québec City and one for Québec province. Both offer a multitude of information, furnishing maps and guides that will enhance your visit.

Both websites exist in both French and English versions. If you happen to call up the French version, look for the “EN” (English) link in the upper right corner of your screen and click on it. If you call any of the phone numbers listed, you will find that all operators are bilingual as well.

Québec City Tourism: quebec-cite.com

Phone 1-877-783-1608 481-641-6290

Provincial Tourism: quebecoriginal.com

Phone 1-877-BONJOUR (1-877-266-5687)

Québec Tourist Office in Québec City: The Tourist Information office is located across from the Chateau Frontenac and the Place d'Armes, at 12 rue Sainte Anne.

Passports and Visas

All travelers need a passport to enter Canada and to enter or re-enter the United States. Naturalized US residents should carry their naturalization certificate. Permanent residents who aren't citizens should carry their “green card.” US residents entering Canada from a third country must have a valid passport, naturalization certificate, or “green card.”

Canadian Currency

US dollars may be accepted in certain tourist venues, but it is wise to have Canadian dollars with you. Major US credit cards are accepted in most commercial establishments. Banks and ATMs can be found everywhere in Québec City and Québec Province. It might be helpful to have debit cards that use the Plus, Interac, or Cirrus systems.

The unit of currency in Canada is the Canadian dollar. The \$1 and \$2 bills are no longer used, and have been replaced by coins, known as loonies (An image of a loon, a type of waterfowl, appears on the \$1 coin) and toonies (\$2.) Paper money is issued in 5, 10, 20, 50, and 100- dollar denominations. Coins have the same denominations as those used in the US.

Where to Camp or Park Your Motorhome

The most convenient parking site is at Saguenay/Chicoutimi north of the city, on Highway 73, Exit 15, Parc des Moulins. The charge is \$15 Canadian per night. The drive north is about 30 minutes, and a city bus (#801) connects to downtown; the ride takes about an hour.

A closer, but more expensive, overnight RV parking option is located at the Bassin Louise, adjacent to the Old Port, within walking distance of the Lower Town. No hookups are available; the charge is \$70 Canadian per night.

KOA has a park in St. Nicolas, on the other side of the St. Lawrence River, west of Lévis. Commuting into town is complicated, as three buses are required. The KOA address is 684 Chemin Olivier, St. Nicolas PQ. Details are available at the KOA website.

The first two of these sites are shown on the map provided by the Tourist Information website, which can also offer more detailed information. For day parking of RVs, one parking area is available, close to the Citadel. Its address is 835 Avenue Wilfrid Laurier, just south of the Grande Allée Est.

Getting around

As indicated throughout this article, Vieux Québec (Old Québec), is quite compact and best negotiated by foot. The Upper Town is hilly, with sloping streets, but only people with physical limitations are likely to experience difficulty negotiating the inclines.

Taxis and Ubers are available, as are Hop-on-Hop-off buses, and city buses that can bring you into town from other parts of the city. Bicycle rentals are available all over town, and there are of course those horse-drawn carriages, if you feel like splurging.

Travel by Bus: Québec City has a full bus system and a customer-oriented website and phone number to promote its services.

Québec City Buses: rtcquebec.ca

Phone 418 627-2511

Calèches (Horse-drawn carriages) can be hailed on many of the old town squares. It's a romantic, if expensive, way to get around. Rates are roughly \$85 per hour, but most drivers will negotiate.

Auto Parking

Short-term parking in the Old Town is problematic. After a rough beginning, I devised a solution that worked for me. Just outside the Old Town, I found a parking garage that charged under \$15 for 24 hours. It was located on the Boulevard Charest E, a few blocks west of the rue St. Paul. Walking to the garage each morning to pay my 24-hour fee with a credit card was a task that seemed worth it so as not to have to deal with the car for the next 24 hours.

Restaurants and Local Specialties

Québec is filled with restaurants catering to every taste and style, and recommendations can be found everywhere. Of those that I sampled during my visit, several were memorable, and I am happy to recommend my favorites.

Poutine

First, a word about “poutine.” Anyone spending time in Québec is going to encounter this local specialty; it is found everywhere! A beloved favorite, poutine is impossible to avoid, and something that many believe is the essential Québec experience. At its simplest, it consists of French-fries covered with gravy and cheese curds, but the variations are endless. There is even a restaurant called Poutineville, whose menu offers infinite variations of potatoes, vegetables, meats, cheeses, and gravies with which to make this dish your own. Poutineville is located at 735 rue St. Joseph, just outside the old town in a charming neighborhood called Saint Roch (pronounced Rock) that features many shops and cafes. Well worth the detour, both for the poutine and for the leisurely strolling.

Daytime and Casual Restaurants

For breakfasts and lunches, the pedestrian rue St. Jean has multiple creperies that offer French-style pancakes and other morning and afternoon light and hearty dishes. Among the creperies that I enjoyed:

Creperie-Bistro Le Billig, 481 rue St. Jean.

Various sources list this restaurant as the most authentic creperie in Québec City, and I recommend it highly. Both savory crepes made of buckwheat flour and sweet crepes are available, and the range of offerings is extensive and imaginative. Le Billig also has an impressive selection of ciders, and a full bistro menu. Charming.

Au Petit Coin Breton, 1029 rue St. Jean.

Cozy casual restaurant with old-world charm serving a variety of crepes and bistro fare.

Buffet de l'Antiquaire, 95 rue St. Paul.

This marvelous diner has a dynamic and friendly/casual style. It was recommended by various locals, and I returned several times for hearty breakfasts and lunches. It also specializes in poutine, and serves creative and tasty comfort fare at reasonable prices in a relaxed atmosphere. In the warm weather, sidewalk tables are available out front. Located in the antiques district, close to the Old Port.

Brunch at the Château Frontenac. For a charming Sunday afternoon brunch, this is the place to splurge. Perhaps a bit steep at \$60 a head, I felt very satisfied and spoiled by the elegant setting of this legendary hotel and the more-than-extensive buffet with just about any sort of breakfast or lunch item imaginable. Food was exquisite, tastefully and elegantly presented, and with equally superb service.

Ciel Bistro, inside the Hotel Le Concorde 1225 Cours du General de Montcalm at Grande Allée.

Continued on page 88

Jason Humphres, 25-Year Veteran, Accepts Top Management Position at Tiffin Motorhomes

Text and photography by Fred Thompson

WE OFTEN HEAR FROM OWNERS WHO REMARK that buying and owning a Tiffin is like becoming part of a family. “They took care of our coach like they still owned it. We began to feel like we were part of the family,” one couple said recently. “That young man on the production line answered my question like he was talking to his mom: ‘yes ma’am’ and ‘no ma’am’,” a lady related.

As Tiffin Motorhomes approaches its 50th anniversary, it is routine that two, and occasionally three, generations of a family have worked at Tiffin. The plants in Red Bay and other locations are filled with fathers, sons, and grandsons; brothers and sisters; uncles and aunts; nieces and nephews; and first and second cousins. It has been estimated that at least half of the employees have a relative working at Tiffin.

One notable case in point is Herbert Humphres and his son Jason. Herbert, now 69, retired four years ago after a 39-year career at Tiffin (see *RIS*, July 2006). He spent 35 years as the supervisor of the mechanics shop where new engines and chassis are checked out before they enter the production line at the welding shop. Coaches leaving the production line are returned for tire alignments. On March 2 of this year, Jason, 43, became the plant manager at the Red Bay Class A assembly plant.

Jason and his older brother, Paul, grew up on their parents’ farm near Vina, where the family raised black angus and operated a poultry house producing several thousand broilers every 15 weeks. “We were always up well before daylight getting chores done before school,” Jason said. “When I finished high school, I worked for three months in a mobile home plant before Tiffin offered me a position in October 1995. The first year I rode to work with my Dad; he dropped me off at my job before he went to his shop.”

Jason began in the fiberglass department under supervisor Woody Edwards. “After fiberglass, I began striping the motorhomes. That was before we were doing full-body paint. We actually did the striping on the assembly line,” he explained. In 2002 Jason moved to quality control to work as an inspector.

Toby Jones, electrical supervisor on the production line, consults with Jason on the daily schedule for his workstations.

His next assignment included the installation of interior doors and televisions, where he moved up again to serve as the utility man in the interior door department. A utility person’s increased experience allows him to work any job in a given area when an employee is absent.

In 2010 plant manager Tim Massey asked Jason to take the supervisor’s position in the electrical department where the 110v breaker boxes are installed. His supervision also included



production line stations 5–8 where the sidewalls and roof systems are installed. Jason’s management skills resulted in his promotion in March 2017 to assistant plant manager (APM).

On March 2 of this year, the TMH top management team asked plant manager Tim Massey to become the manager of the Tiffin Service Center. Massey recommended Jason Humphres to fill his position. The management responsibility of the Class A assembly plant includes the off-line departments for manufacturing the wiring harnesses, the slide-outs, and the laminated sidewalls; the work stations that begin with the installations of plumbing, wiring, and flooring; the stations that install interior modules manufactured off-line; the installation of sidewall and roof systems; and the installation of front and rear caps and slide-outs. Jason also oversees manufacturing and production in the welding shop, off-site metals, final finish, and the production line in the main plant.

Although his office has an executive desk and a conference table, Jason spends most of his day on the production floor. “After we have our 6 o’clock meeting, I spend at least 90 percent of my time on the floor checking on how we are applying long-term solutions to manufacturing methods and quality control or dealing with pop-up problems that need an immediate fix,” he explained. “All of the supervisors and many of the line production employees have my cell number and call for my assistance at any time.”

His three-year stint as the assistant plant manager under Tim Massey was in reality a training period for his current position. “While I was working under Tim, I was on the floor in the main plant every day, checking on the line and assuring quality methods and procedures at every work station. I also spent considerable time pulling together information on how we were performing certain jobs and suggesting ways we could improve,”

Jason said. “Since I had not spent time in every department and work station during my previous 22 years at Tiffin, the APM job gave me the time to learn and better understand the processes in those departments.”

Since TMH employs “just-in-time” production methodology on its assembly

line, Jason works closely with Barry Page, supervisor of the receiving warehouse. Tiffin is able to control manufacturing costs and be more price competitive by avoiding the expense of maintaining large parts inventories. “Barry does a great job of coordinating the receiving of parts and components and delivering

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them to designated work stations on the assembly line. We meet two or three times a week to check on short-term inventories and critical delivery times,” Jason noted.

“A major part of my responsibilities is making certain each supervisor has what he needs at the right time,” he continued. “The biggest challenge is the continuing learning process. Our motorhomes are changing every day.”

Jason and the supervisors begin their day at approximately 5:30 a.m., arriving before the shift starts at six. “The assembly line runs from 6 a.m. to 2:30 p.m. with one morning break and a 40-minute lunch period,” he said. “Currently, we are building eight Class A motorhomes a day.”

The Humphres’ home is eight miles south of Red Bay on a quiet rural road where their brick home is nestled in a green val-

ley. Jason and LaShea recently observed their 24th wedding anniversary. The couple have two daughters: Madelyn, 15 (above left), and Emma, 19.

Emma is in her second year of study at nearby Northwest Shoals Community College in Phil Campbell. She plans to transfer this fall to Athens State to complete work for a degree in education. She is looking forward to a teaching career.

Madelyn, currently in 9th grade at Vina High School, enjoys competing in sports, especially softball. She recently sustained a knee injury that required surgery. “We enjoy getting to her afternoon games,” LaShea said. “She is really looking forward to playing again.”

LaShea is a registered nurse who works at Generations, a Red Bay nursing home. “One of the nice things about where we live is that either of us can drive to work in 15 minutes,” she said.

They both agree that Vina and Franklin County is an ideal place to raise a family. “I was brought up to do the best you can with what you have to work with,” Jason said. “We grew up going to church Sunday morning and evening, and to Bible study on Wednesday nights.”

The family finds opportunities to do things together and with their church. Jason likes to hunt and fish as often as possible, and a trip to the beach is something they all enjoy each year.

Would the Humphres ever consider living somewhere else? No way! **RIS**

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A TALENT-RICH COMPANY FOCUSED ON CUSTOMER SERVICE

Text and photography by Fred Thompson

Very few small companies in the U.S. have the talent base found at USAdventureRV located in Davenport, Iowa. That includes top management, engineering, a customer-focused sales team, service advisors, and technicians. The company was carefully planned by seasoned businessman John Dresselhaus in 2003, who invited his brother, Paul, a private banker, to join him as a founding partner. They opened the dealership in 2004. Today, USAdventureRV represents three of the most iconic brands in the RV industry: Tiffin, Winnebago, and Airstream. In 2018 and 2019, the company was named as one of the elite “RV Business Top 50 North American Dealers.” Out of over 7000 RV dealers across North America, USAdventureRV is ranked as one of the best! Digging a little deeper into their family history, their previous business experiences, and the commitment of everyone in the company will explain how USAdventureRV has become such a successful company in just 16 years.

With wisdom borne from earlier successes in business, John enlisted two junior partners in the start-up: Ben Kirby, a former roommate at Iowa State University where both men earned degrees in mechanical engineering; and Bryan Heard, the sales manager at a local Cadillac automobile dealership. We will come back to Ben and Bryan later in this story.

Paul and John Dresselhaus have a strong family heritage that encouraged advanced education and hard work. Their father, Carl, grew up in New Albin, Iowa, the youngest of six children.

Carl’s father, Fred Dresselhaus, died when Carl was three years old. He had owned and operated a Ford Model T repair center. As a teenager, Carl added to the family’s dinner table with his success at hunting and trapping. He also worked on a farm during the Great Depression, earning less than a dollar a day.

He chose education as his career path and began work on a bachelor’s degree at Iowa State Teachers College, while both coaching and playing college baseball. When World War II began, Carl enlisted in the newly-formed Army Air Force, serving on a B-24 as navigator, bombardier, and radio operator in missions over North Africa, Italy, and Germany.



Before deployment overseas in 1943, Carl was assigned to the Army Air Force Training Command at Santa Ana Air Force Base in Orange County, California, where he learned to fly on a Fairchild PT-19. During the California training deployment, he played as a pitcher with and against baseball legend Joe Dimaggio on an Army Air Force team entertaining service men on weekends. On one occasion, he faced and struck out Dimaggio in a shut-out and then hit the home run that won the game 1-0. Dimaggio was deployed at the Santa Ana AFB after joining the Army in 1943. He had set in 1941 the major league batting record of hitting in 56 consecutive games.



After his discharge from the Army Air Force, Carl returned home and continued his studies at Iowa State Teachers College where he earned a degree in education. While doing graduate work in the summer at the University of Iowa, he met his future wife, Irma Kubick, in the library. She was working on her master’s degree in Piano Performance. They began dating while they both studied for advanced degrees and married the following year in 1952. During the season, Carl picked up \$50/game pitching for semipro teams in Wisconsin and Iowa.

The couple eventually settled in Davenport, Iowa in 1960 where Carl served as a principal, a district administrator, and often acted as interim superintendent of schools for the City of Davenport. Ann was born in 1954, Paul in 1957, and John in 1962. Irma had taught piano lessons since she was in junior high and continued to teach from her home studio for many years after the children were grown. She finally retired in her nineties.

Carl and Irma both inspired their children to be high achievers and they all earned advanced degrees in college. After earning an undergraduate degree at Augustana College near home, Paul earned a law degree from John Marshall Law School, located in Chicago’s financial district. He was employed five years in trusts and estate planning in the Davenport/Quad Cities market prior to accepting a position in Miami in 1987. Over the next 27 years, Paul worked in high profile regional wealth management leadership roles for SunTrust, Northern Trust, Bank of America, and Bank of New York-Mellon. He and his wife Cindi have three very accomplished children and two grandchildren. Their oldest, Amy, 33, is following a career in marketing. She and her husband have two children. Lisa 30, with a masters in education, teaches first grade at a charter school in the Bronx.

Paul, left, and John Dresselhaus brought their complementary business skills together to form and direct the success of USAdventureRV in 2004. ♦ The accessories store provides all the items an owner needs to launch an RVing experience.



Paul Dresselhaus, Bryan Heard, John Dresselhaus, and Ben Kirby joined hands in 2004 to form USAdventureRV, each contributing different skill sets to assure the success of the company.

David, 28, is a chiropractor in LaGrange, Georgia. Paul and Cindi make their home in St. Petersburg, Florida.

“When Dad died in 2014, I decided to come back to Davenport to help John run USAdventureRV,” Paul said. “At that time Mom was 93. Cindi and I enjoy living in St. Petersburg, so I commute as needed to be here at least a few days each week.”

John completed a bachelor’s degree in Mechanical Engineering at Iowa State in 1985 and later earned an MBA from Drake University. He began his career at Ford’s Dearborn Body and Chassis Engineering Center, working with the air bag group. Unable to suppress his entrepreneurial bent, John in 1988 became involved in a 24/7 quick-printing and copy service store near the Iowa State University campus. He soon expanded Copyworks to four other campuses across the state. By 1998 the company’s success attracted the attention of College Enterprises, Inc. With the condition that John would move to California and use his business model to open and oversee operations across the country, CEI purchased his company.

After John and his associates had opened a dozen stores, College Enterprises, Inc. was acquired by Blackboard, a company providing e-learning solutions, resources, and tools to assist universities

to quickly transition their courses to online quality teaching and learning systems. Since the Copyworks division of CEI was not in Blackboard’s future business plan, the Iowa Copyworks stores were sold back to John and his original partners, and are still being operated today.

In 1994 John married Ann Rogers, who at the time was a graphic designer at Copyworks. They have two sons, Andrew, 21, and Matthew, 18. Andrew is an Eagle Scout and a business major at the University of Dubuque. Andrew opened a lawn business in high school which he has con-

tinued during the summers of his college career. With several employees, he serves 50+ accounts, both residential and commercial. Matthew is also an Eagle Scout and will graduate this year from Pleasant Valley High School where he played varsity baseball. This fall he plans to attend Taylor University in Upland, Indiana, exploring degrees in business, communication, or sports management while playing collegiate baseball as a catcher.

Looking for more investment opportunities, John got involved in a chemical-free beef business that was founded by Duane Spader in Sioux Falls, South Dakota. “We worked with farmers to negate the chemicals already in the soil by treat-



Nearly half of the 30,000 sq. ft. indoor showroom is dedicated to RV display. The inside wall might be called “Tiffin Row.”

ing the land so they could grow chemical-free feed, and produce beef products with no antibiotics, carcinogens, or hormones,” John explained. “Duane also owned a successful RV company in Sioux Falls that got my attention, along with his well-known franchise-like model for dealerships that offered a top-to-bottom management system.

“I was attracted to the RV industry because of my past automotive experience, interests, and mechanical engineering background,” John continued. “I wrote



a business plan in 2003 for opening an RV dealership. In looking for a location, I found a 30,000 sq. ft. high-ceiling building on Brady Street, vacant for nearly three years, formerly occupied by Payless Cashways, a building supply company that failed after Menards, Lowe’s, and Home Depot all opened stores here. It had a huge parking lot and storage buildings that had the potential for becoming a service center.”

At that point, John knew his business plan needed partners. He enlisted the seasoned financial experience of his brother Paul and called his Iowa State roommate, Ben Kirby, who also had a degree in mechanical engineering, whom he was sure

USAdventureRV has 12 indoor service bays plus a cross-draft paint booth in their collision center, favored by area insurance companies.

could run a service department and repair practically anything.

John met Bryan Heard through Bryan’s wife Jean. She and Ann Dresselhaus were members of a family Christian organization called MOPS (Mothers of Preschoolers). At one of the MOPS meetings that included fathers, John learned that Bryan was the sales manager for the Cadillac agency in Davenport. The encounter quickly led to a discussion of John’s business plan for an RV dealership.

“I related to John that I had owned a motorhome,” Bryan said. “After shopping local dealers for the unit I eventually purchased, I knew there was a better way to train an RV sales team. After I told John in our conversation, ‘When I retire from the car business, I think I would like to be in the RV business,’ he suggested I might like to join the start-up operation immediately as a junior partner. Jean and I thought about his offer and the risk I might be taking by leaving a secure position at Cadillac.

“I knew John was really committed,” Bryan continued. “He had attended a GM leadership training school, a month-long session of courses, and the Spader RV Total Management Program. In November 2003, we went to the Louisville RV Show.



USAdventureRV’s Service Team is fully aware how important their work is to the success of the company. *Front row from left:* Miranda Rupert, Jerry Stewart, Sean Woehl, Shaw Reimers, Alex Vasquez, Armando Nieves, Mike Wetteland. *Back row:* Mike Lueth, Zac Harris, Grant Parrish, Mike Cowherd, Anthony Strickland, Paul Creighton, Carolyn Norris, Mike Jennings.



The Senior Management Team collectively brings 125 years of management experience to the table when they meet to plan the future of the company. *From left:* Paul Dresselhaus, managing director; Rick Burkamper, chief financial officer; Bryan Heard, director of sales; John Dresselhaus, president; Ben Kirby, director of engineering; and Jason Rettler, parts and service manager.

After two days at the show, I committed to be a part of the start-up.”

After forming a corporation, John negotiated and purchased the Payless Cashways property. Fleetwood allowed the fledgling company to carry a complete line of its brands, except for the Bounder and Southwind. John also secured the franchise for selling the Airstream in the Quad City market. Early in 2004 near the end of the winter, USAdventure RV set up a circus-size tent on the parking lot, used a mobile unit for offices, and arranged Fleet-

wood’s many brands across the asphalt.

Newspaper advertising, billboards, and on-site signage brought RVers in surprising numbers. “Customers didn’t care that the business was in a tent,” Bryan said. “They were buying what we had to sell. Thinking we were an RV Show, several asked how long we would be there, or they would ask what was going on in the large building behind the tent.”

“We started with seven employees,” John noted. “Bryan, Ben, two salesmen, two technicians, and myself.”



Renovation on the 30,000 sq. ft. showroom was completed in October and the storage buildings, earlier used for lumber and building materials, were converted into service bays. Ben Kirby had six bays and four technicians in operation by the end of the first year. Then it was 12 bays, and soon after a body shop and a paint booth. Bryan Heard began and still serves as the sales manager. By the end of the first year, the company, with 11 employees, had exceeded its sales projections and turned a profit.

Reflectively, John related a summer job experience while he was in college at Iowa State that later set the MO for the company’s service department. “The day that the spring semester was over, I reported for duty with the service support team at Massey-Ferguson known as the Harvest Brigade. The team with tractor trailers full of parts and engines followed the custom harvesters who began in May in Texas and followed the seasonal harvest as it moved north each week through the Plains states and concluded in Canada in September,” John said. “From the day I got out of school to the day I went back for the fall semester, we repaired and delivered parts to the custom harvesters. Customer service was paramount. We were a 24/7 operation. At the time it cost \$800 an hour for a combine or a grain truck to be sidelined with a mechanical problem. I was a parts and service coordinator working out of a semi-trailer. Technicians were flown in from the factory. Massey-Ferguson kept spare engines stationed along the harvesting route. When I started that summer, I didn’t know how a combine worked. At the end of the summer, I could name and identify every part. It was an intense environment of hard work, long hours—go above and beyond and do whatever it takes to take care of your customer. We have the same mindset here today at USAdventure RV.”

“The first seven months were challenging. I felt like I was striking out every day,

Customer Service Advisor Team. *From left:* Rich Matzen, Joel George, Jason Rettler, Eric Heffinger



The US Adventure RV Sales Team. From left: John Lischer and Lisa Coy, sales associates; Bryan Heard, director of sales; Mike Wells, sales associate; Kelly Scott, finance manager; and Rich Matzen, sales delivery coordinator.

but I couldn't wait to get back to bat," Bryan said. "When the new 30,000 sq. ft. showroom opened in October, we drew fresh customers. Winter did not shut us down like it did our competition.

"In Fall 2005 we contacted Winnebago in our search to fill the price point void created by Fleetwood not allowing us to sell the Bounder and Southwind," Bryan related. "We thought at the time that

Winnebago had the best overall product line available. They were impressed by our commitment to service and, to our surprise, gave us the franchise to sell their entire line."

When the recession hit in 2008, US Adventure RV had been focusing on selling motorized RVs for four years and had developed a strong customer base. "To a great extent, we relied on service work to generate the cash flow to get us through those three years," John said. "When some of the dealerships in our area folded, owners brought their units to our service department."

Going into the recession, the company stocked Fleetwood, Winnebago, Holiday Rambler, Gulfstream, Starcraft, and Airstream. They emerged with Winnebago, Starcraft, Airstream, and some of the Keystone product line.

"We were pleased in 2018 when Tim Tiffin approved US Adventure RV to become a dealer for Tiffin Motorhomes," Bryan said. "I was convinced a few years ago that Tiffin was our next choice for

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The Administration Team.
Veronica Anthony, payroll;
Rick Burkamper, CFO;
Karen Brandau, accounts
payable; and Stacey Schlichting,
title clerk.



Ryan Van Pelt for 15 years has managed the rental fleet of 30 RVs, including Airstreams, standard towables, Class C campers, and two luxury Class A motorhomes. Many of his rental customers eventually become owners.

bringing a top quality Class A company to this market. In its six Class A brands, TMH offers a wide selection of floorplans in distinct price points.”

In addition to offering a “Tiffin Open House,” a brand-exclusive event, USAdventure RV is planning to exhibit in five RV shows this spring, including Des Moines, Cedar Rapids, and three other cities within a 150-mile radius.

“Our company was servicing Tiffins before we became a Tiffin dealership,” Bryan noted. “Their support of our service team, both before and after we became a dealership, is outstanding.”

Sales training at USAdventure RV takes a slightly different approach. In addition to using the Sobel sales training system,

the company has a “product specialist” on the sales team for each brand. The “specialist” is responsible for a thorough study and familiarization of the assigned brand and all updates or new floorplans, and then training his four colleagues. Tiffin’s manufacturer’s rep visits periodically to update and train the sales and service teams regarding new features, floorplans, and technology. Their rep, Frank Wyzywany, also arranges visits to the plant for both sales and service personnel.

“Our approach to presenting our service and recreational vehicles to new and seasoned RVers alike is to provide a comfort zone when they arrive,” Bryan said. “Our people are veterans in this business and we know how to make folks feel comfortable.

This is a ‘no pressure environment.’ We are laid back. Our sales associates will help RVers determine their camping style and equipment needs, and then find the right RV to satisfy those needs.”

A very important factor in the sales process was making the delivery coordinator a member of the sales team. Rich Matzen, formerly a parts and service associate, joined the sales team in February. “After a couple has made their RV selection, I discuss with them any auxiliary items they may need to include with the purchase, such as a flat tow package, for example, and any other items they may need to camp successfully,” Rich explained.

“Quite often my responsibility begins with bringing a trade-in into our company’s pre-owned inventory,” he continued. “We go over the trade-in carefully and list any problems that will need attention before we can sell the trade-in. Finally, I ask the couple about their camping history to determine where I should start in the training process. I recently found in Tiffin’s *Roughing It Smoothly* magazine Bob Tiffin’s article on ‘Training Our New Owners’ (see rismag.org, Oct. 2017, p. 4). The president himself offers a great guideline for training owners to use their new coaches.”

To remain a viable company serving customers and staying ahead of the technology curve, Bryan said the company shoots for 10 to 15 percent sales growth annually. With few exceptions, US Adventure RV has met that goal. “We look at how we can grow and improve in each department. Everyone’s suggestions for improvement are taken seriously in our group and company-wide meetings,” he emphasized.

“We are looking forward to increased sales this spring,” Bryan explained. “With several Tiffins on order, we expect to stock four gas coaches and 11 diesels in four of their brands. The Open Road is a high-end gas coach and sells really well against the competition. Many RVers are already aware that the Phaeton has been the best selling Class A diesel pusher in the industry for 11 years straight. And the Allegro RED is right there with it. In our inventory, approximately 40 percent is new motorized, Classes A, B, & C, and 60 percent is towable. We maintain about \$10 million in our total floorplan. The Quad Cities (now a misnomer) include Davenport, Moline, East Moline, Rock Island, and Bettendorf, with an estimated population of 376,000.”

Ironically, Bryan believes coronavirus may spur RV sales. “By the end of May, we will have millions who have ‘sheltered-in-place’ for several weeks and have been determined to be virus-free. And we will all have cabin fever. We can still ‘shelter-in-place’ in our motorized or towable RVs, maintain social distancing, and practice frequent hand washing. The great outdoors provides the space to help us maintain our sanity as well as our physical health. Find the state parks, as well as a few private ones, that have plenty of space between their campsites. Hiking, canoeing, kayaking, and fishing are activities for these times.”

US Adventure RV maintains a very functional, comprehensive, and searchable website to assist buyers in assessing each brand and floorplan and comparing different and competing equipment. When a unit is added to the inventory, it is prepared for the website with 12 to 28 images and the floorplan. For each brand,

you can select a floorplan, sequentially view all of the images, and enlarge any selection with one click. With Tiffin brands, you can view all of the décors and exterior paint choices. Print each floorplan with a thorough description of the coach, as well as the specifications and features from a sidebar. You can also browse the factory brochure, request additional information, send a text message to any of the company’s departments, or share your finds with a friend using Tweet, Pin It, Share, Email, or Copy Link.

If you are an owner, you can schedule a service appointment online, order a part, inquire about customizing or repairing your coach, and review financing options. There’s much more. You could spend the afternoon on US Adventure RV’s website and glean a ton of useful information.

After an RVer has made the decision to buy a coach or towable at US Adventure RV, they will meet Kelly Scott, the company’s F&I (finance and insurance) manager. Kelly has been a capable facilitator in F&I for 10 years with an earlier background in corporate real estate. “She puts the customer at ease and gets great reviews,” John assured when he introduced me to Kelly.

“I grew up camping with my family in Oregon—tents to truck camper to towables,” Kelly said. “We had a motorcycle trailer for hauling our dirt bikes that we used on trails all around Mt. Hood. I still have my Yamaha 100 that I ride when we spend weekends at our cabin on the Cedar River.” Kelly loves being able to find the best financial solutions that will help RVers achieve their goals of camping with their families, and especially with their grandchildren.

“For a young family, I assemble their information and look at the whole financial picture to help them qualify for a variety of loans with different terms,” Kelly explained. “For a retired couple with greater financial ability, we look at shorter term, simple interest loans with no prepayment penalties. Sometimes a flex loan with smaller payments and an early lump sum pay-out works well. Even if they can pay cash, I sometimes encourage them to

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finance and hold on to liquidity. If they are selling an asset (e.g., their house), I can delay payments until the asset sells.”

Currently, Kelly is finding the most aggressive rates and terms at Bank of America, First Premier Bank (SD), Huntington Bank, Flag Star, and a few credit unions. She provides information for exterior service protection, tire/wheel programs, RoadGuard (similar to AAA), EcoRVPro (interior and exterior protection), and gap coverage. If the buyers request help with insurance, Kelly will provide a quotation from Brown & Brown.

She emphasizes how important it is to

make the financial process and closing a no pressure, information-sharing experience. “We request a customer review using our own survey to evaluate the sales and financing experience, the quality of the delivery experience, and the knowledge of the sales person and delivery coordinator,” she said. “Everyone has a good life story and we want to get to know each RV owner as they become part of our family.”

Aspiring RVers will be happy to learn that USAdventureRV has a rental division to let them try the RV lifestyle before they buy. Ryan Van Pelt, the company’s rental manager with 15 years of experi-

ence, manages the 30-unit rental fleet that serves both the Davenport location and the Naperville, Illinois, (Chicago) store that sells Airstream exclusively.

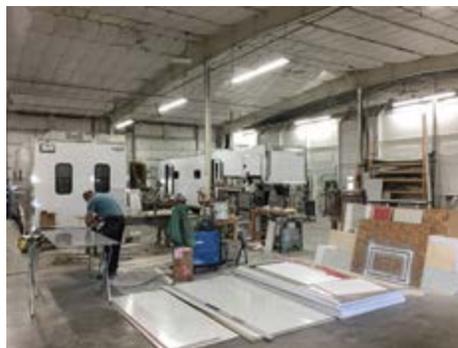
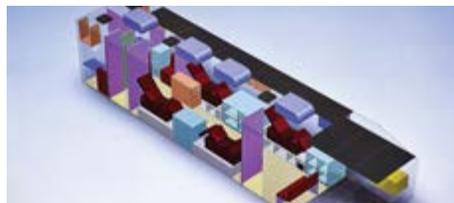
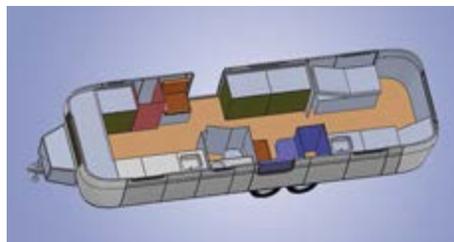
“The oldest unit in my fleet is a 2019 Class C,” he began. “We retire our units at 18 months with relatively low mileage and sell them in like-new condition. I can rent a customer a 32-ft. Class C Winnebago that will sleep 8, or a 40-ft. luxury diesel. I also have Class A gas coaches and the Airstream Class B Interstate as well as the iconic Airstream trailers. We even have one Class A handicap accessible coach with a power lift and wide doors throughout the coach.”

Specialty Applications

Prior to USAdventureRV, Ben Kirby was designing high tech packaging and food processing equipment. Most of his equipment designs were below the consumer’s visual horizon. But millions of coffee enthusiasts will recognize the small, sealed containers used in Keurig machines. After organizing, launching, and overseeing the service department for several years, Ben Kirby is enjoying a career of designing and creating vehicles with very special applications.

Using a shell manufactured by a fifth-wheel RV company, Ben designed and built many of the components for a 4-bed blood donation trailer that costs far less than the large buses used for blood drives. It includes a registration desk, processing area, ample storage, and refrigeration.

A later and more complicated project was the mobile clinic Ben designed in the shell of an Airstream trailer for Ann Lurie and her “forever project”: the Africa Infectious Disease Village Clinics, a free clinic



she founded to serve the Masai tribe in the Kenyan bush country. From the large estate left by her late husband, Robert H. Lurie, Ann launched the Lurie Foundation. It took a year to get the AID Village Clinics up and running. With her medical training as an intensive care nurse at Children’s Hospital in Chicago, she tended to every detail from selecting Ben Kirby to design and build the trailer, to hiring the doctors and staff, to purchasing a high-end microscope for the lab.

“I designed the trailer to be pulled by a 4-wheel drive Land Rover through the African bush country,” Ben explained. “We strengthened the frame, added larger tires and a more robust suspension system. A large Honda generator allowed the clinic to function independently wherever they towed it. The floorplan included an exam room, a lab, medical dispensing, toilet, washroom, and a chair for drawing blood. CNN did a story on the unit and the Lurie Foundation.” Ben constructed a cut-away model of the Airstream mobile clinic for a permanent display at the new Ann & Robert H. Lurie Children’s Hospital of Chicago. He is now in talks with a client to design and build an outpatient unit in a standard Class A motorhome shell.

A transportation company retained Ben to design and build a *LandJet*, a mobile boardroom built in a Class B Dodge ProMaster Extended High Top van. “The concept was a scaled-down boardroom to transport corporate executives on short-

Service Is Paramount

When USAdventureRV began operations early in 2004, Ben Kirby planned the service operation and focused immediately on comprehensive training of the technicians. In addition to the training offered by the manufacturers of motorized and towable RVs and the major component manufacturers, Ben selected the classroom and online training offered by RVIA's certified and master-certified programs.

"I insisted on comprehensive training and cross-training for our techs from the beginning," Ben said. "We incentivized our techs to study and become RVIA-

er trips that would have made using the corporate jet impractical," Ben explained. "The company plans to order several of the units for the Chicago area to allow executives to make use of their travel time for critical meetings.

"We like the PowerGlide chassis and the shells Tiffin can build that could easily be converted for special applications," Ben said.

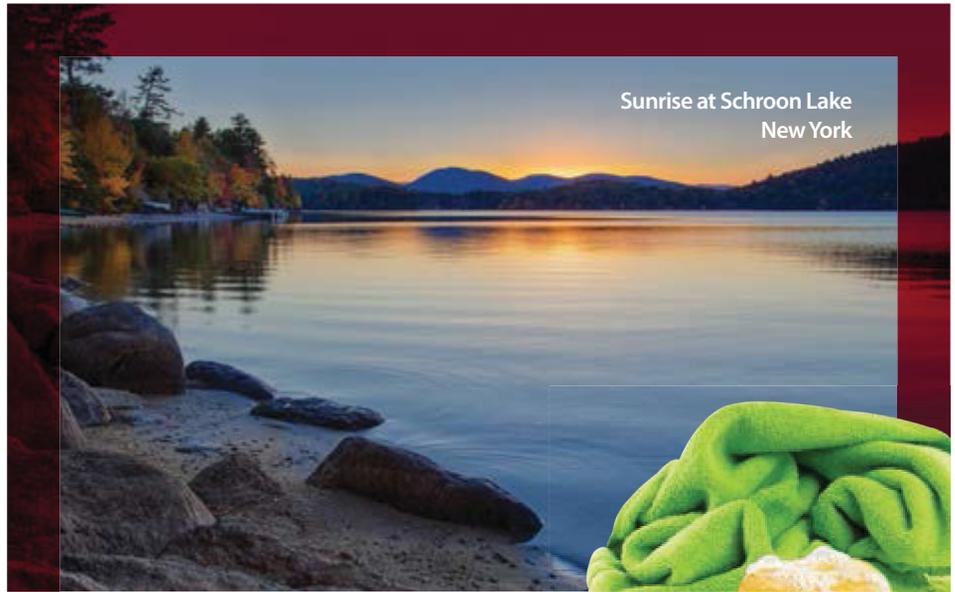


certified technicians. Today, all of our techs are certified, except for one who recently came on board, and three of our techs are master certified.

"While we offer no engine work, we offer full service on Tiffin's Powerglide chassis," Ben said. "We also offer certified repairs and warranty service on Onan generators, Aqua-Hot heating systems, and Winegard's satellite receivers. It is worthy of mention that most of the service techs we hired 16 years ago are still

working here. We pride ourselves on our knowledge base and most importantly having technicians who always 'want to do the right thing for every customer.'"

After the 12-bay service center was fully staffed, Ben delegated the service operation to several managers. Jason Rettler, parts and service manager, oversees the accessories and parts store for RVers. "We stock all of the camping essentials and consumables, plus outdoor furniture, 9x12 patio mats, electric lanterns, the Pie



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Iron™, and more. Jason supervises the three service and parts advisers, Ed Nagle, Joel George, and Eric Heffinger.

“Our regular customers use text messages or email to initiate a service visit,” Joel said. “The appointment can also be made online at the company’s website. Ed, Eric, or I assign the date and time of the visit. During the winter months, the owner can pick the time.”

“When they arrive, we go over the owner’s service list and do a walk-through to mark the location of each repair with blue tape,” Eric noted. “Our software program requires the service advisor to be in touch with the customer at least once a week. But we are usually texting every day with most of our customers. Texting eliminates phone tag. The more communications we have, the less the possibility of getting blindsided with a customer’s misunderstanding.”

Miranda Rupert, warranty administrator, works with both service advisers and reports to the shop foreman to set up the

paperwork for the parts and services under warranty.

Mike Cowherd has been with USAdventureRV since it opened in 2004 and shop foreman since 2015. Mike earned a two-year degree in automotive technology from a local community college and acquired the RVIA certified technician certificate in 2006. He now supervises seven technicians, two reconditioning/rehab specialists, two lot porters, one parts person, and the warranty claims administrator. Earlier this year Mike was named to the industry’s “Top 40 Under 40 RV Technicians” by *RV Business* magazine.

“We use Motility software to manage the parts and service work,” Mike began. “When the service advisers bring a job into the system, the images they take of the repair points on an RV are logged directly into the job database using an iPad or an iPhone. I enter each job visually on the ‘big board’ and assign the job to the tech whose skills are the best match for the list of repairs. Our warranty adminis-

trator researches the RV’s applicable warranties or the warranties on the owner’s extended warranty policy.

“We do a 48-hour triage,” Mike continued. “By the end of the 48 hours, I report to the customer on applicable warranties and parts availability as well as a projected schedule for the repairs. In scheduling service work in the shop, I try to leave one or two bays vacant to handle walk-ins. I am a ‘working foreman’ who takes care of the overflow. We service all equipment regardless of whether the owner purchased his recreational vehicle from USAdventureRV or not. We will come in or stay late to help an owner who is in the middle of his vacation.

“The technicians at USAdventureRV have from four to 30 years of experience, with most over 15 years. All but one has RVIA certification or master certification and he is registered in the certification program,” Mike said. “We are the preferred RV repair shop in the Quad Cities for Nationwide, Progressive, Geico, and State Farm.

“We do all collision repair, and slide-out and sidewall replacements. Our painter, Jerry Stewart, has 25 years of experience. Before working here, he painted airplanes and high-end vehicles,” Mike noted. “Mike Lueth is our body shop manager who has 35 years of experience. Our company was the first in the Quad Cities to install a 65-ft. cross-draft paint booth to accommodate 45-ft. coaches.”

An Unusual Tiffin Dealership

As the sub-head notes in the beginning of this dealer profile, USAdventureRV is a talent-rich company. It is rich in management depth and experience that was evident in the innovation required to adapt the existing real estate resources John found; in developing a sales approach that helps buyers select the right unit for their RVing styles; in finding the right financial package for each family; in an unwavering commitment to customer service and training new owners to use their dream RVs; and in a pervading deep-seated character that is committed to “doing the right thing for every customer.” 

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Comments on the Spring Photo Contest

It wasn't easy to select this issue's contest winners. There were many more contenders for prizes than there were those that won. The goal was to create an appealing winter image. Almost all the photos submitted were cropped right down to the most impactful part of the scene, and too much extraneous material is an automatic disqualifier. Debbie Payne's image of aqua water rushing through an opening in the snow is a very strong composition with movement not only in the water itself, but also in the diagonal X of the composition. The simplicity of the com-

position creates strength. Winter doesn't always mean snow, of course, so the grace and power of the great blue heron in its Florida wintering grounds was beautifully captured. When it is snowing you're not going to get cross-lighting, but an appealing topic like those eager sled dogs in the falling snow creates an immediate connection with the viewer. Good job, contestants! Keep these comments in mind when selecting your photos for the next contest.

Parameters for the Summer 2020 Photo Contest

If At First You *Do* Succeed—Try Again!

"You're going back to Lake Tahoe? I thought you photographed there before," friends used to say. Our standard answer was, "Anywhere we go, it's never the same twice." The same is true for a formal garden, a lovely mountain, or that beautiful courtyard in some lovely old hotel. My husband Bob and I photographed Mount Shuksan eight times in 23 years, (examples shown here.) When you know that your pro competitors will be photographing there frequently, too, it sharpens your vision. How can it be photographed differently? Seasonal changes are obvious, but even in the same day options include side lighting, back lighting, soft lighting (for colorful or strong compositions), wide angle and close up shots, and different foregrounds. You can shoot at eye level, waist level, and low enough to get some lovely flowers to frame the photo. That's your next challenge

for the RIS photo contest. Using the same main subject, create more than one *good* composition. Ideas: Add an interesting foreground element that enhances but doesn't dominate. Have a person, pet, or some weathered prop create interest. Ask, "Now what can I do differently?"

Remember that good lighting, cropping away all distractions, and keeping the horizon level are essential to winning. Send TWO unique photos of the same topic. They must be sharp at 5" x 7" at 300 dpi. Email your entry for the summer contest on or before June 1 to fred1902@gmail.com. Include your name, address, phone number, and email address. Include a title and the photo's location, and the camera model and lens used. Cell phone images of 12 megapixels, minimally cropped, are fine. First prize is \$100; second, \$50, and third, \$25.



Mt. Shuksan's ultra close reflection with spring green bushes, conifers center, and the glaciered mountains behind.



Underwater grasses in Picture Lake add an element of surprise to this clear autumn day at Mt. Shuksan, Washington.



Mount Shuksan, 9,131 feet, North Cascades National Park, Washington. Picture Lake doubles Mt. Shuksan's snowy beauty.

See winners next page.

The winners of the Spring 2020 RIS Photo Contest



First Place

Debbie Payne

Breaking Up Is Hard to Do

Near Lake George, Colorado

This dynamic scene in Eleven Mile Canyon is thoughtfully composed. The upper left rock leads the eye into the luscious aqua-toned water that is peeking through the snow. Openings in the foreground snow lead the eye back up to the center. Cross-lighting creates soft shadows that define the shapes of the snow. Debbie Payne's cropping includes everything that enhances the composition and nothing that detracts. "Nature in action," Payne wrote. Indeed!

Canon EOS Mark, 60mm lens at about 30mm, 0.5 sec @f/29



Second Place

Douglas Nelson

Sled Ride

Breckenridge, Colorado

Anyone who has experienced sled dogs knows they are deliriously excited to start running. Many things here express this: The bright-eyed, grinning faces. The diagonals of the dogs back legs and background tree trunks. The taut harness wires and the curves of the wagging tails. Falling snow adds atmosphere and beauty. The dogs' eyes engage the viewer, as does their "Let's GO!" attitude. Cropping is perfect for barely containing the dogs' energy. Let them run!

Sony A7RIII camera, 24-70mm lens at 62mm, f/2.8 at 1/800th second



Third Place
Claudia Abbott

Reving Up

Sanibel Island, Florida, in winter
Great blue herons can be residents or winter visitors at Florida's Sanibel Island birding mecca. The migratory great blues are more skittery. This one is preparing for take-off. The captured moment emphasizes the bird's colors, powerful wings, and graceful legs, with edge-lighting separating all parts of its body. Reflected light reveals details under the left wing. This image differs appealingly from the static, stretched-neck pose typical of the bird.

Sony A7RIII camera, 200-600mm lens at 600mm, 1/50th second

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CAREERS AND TRAVEL ACROSS NORTH AMERICA

by June Foster

Scot and Carol Shaffer have been happily married for 47 years and were blessed with three children, a daughter and two sons. When I began talking with them, I uncovered layer after fascinating layer of their lives together.

The Shaffers have a home in Hilltop Lake, Texas, between Houston and Dallas, though they don't spend much time there. When they're not traveling in their Tiffin Allegro Bus, they're enjoying the beach at Galveston Island. Their children graciously take care of their house while they're off on their many journeys.

"We'd only been married six years in 1979 when we moved to Fairbanks, Alaska—on a dare," Scot began.

That sounded like the adventuresome couple I'd just met. I asked him to explain.

Scot told me his uncle who'd lived in Alaska for 11 years challenged them to move to Fairbanks. Scot had such a positive feeling about the change, they flew home and six weeks later, they headed to the 49th state, never worrying about the fact that Scot didn't have a job waiting.

For the first couple of years, Scot worked for Spenard Builder's Supply, a major company in Alaska. He eventually went to work for Motorola Communications and became the area manager covering Fairbanks and everything north, his district about the size of Texas. Carol enjoyed working for the Northern Schools Federal Credit Union.

While in Alaska, Scot learned to fly—both land and sea planes. "I had a fear of flying, and I figured the best way to overcome it was learning to fly," he said bluntly. "Even today, I maintain a healthy respect for my role as pilot when I'm sitting in the left seat."

He and his uncle started an outfitting service in Fairbanks,

flying clients out on hunting and fishing expeditions to remote areas. Scot did the flying while his uncle handled the paper work and bookings. After several years, Scot and his uncle along with a few others bought property in the Dillingham area and started The Woodriver Lodge, eventually selling in the late eighties.

"I enjoy being married to Scot and supporting him on his various ventures," Carol said. "One of the first times I went up with him in our plane, I got scared."

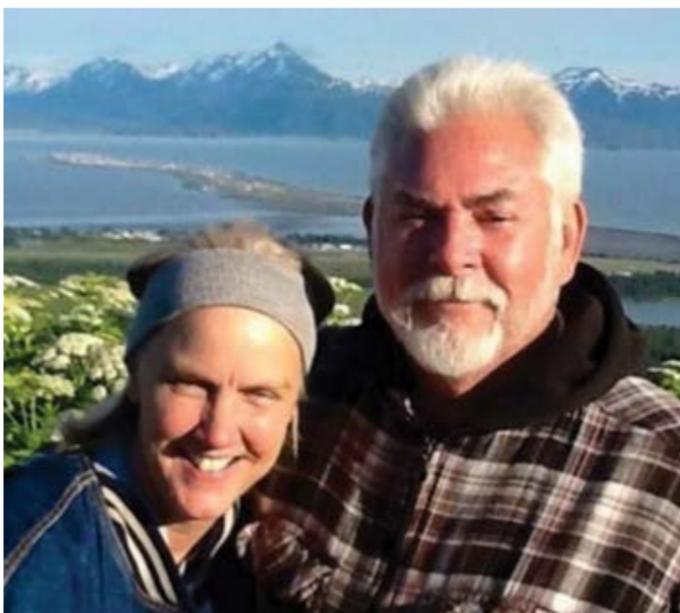
I understood after she explained what happened. One day, while flying two hunters to their campsite destination, Scot spotted a black bear below and rolled the plane on its side for a better view. "When my nose hit the window, and I was looking straight down, I tried to climb into Scot's seat. Needless to say, he never did that again with me in the plane." The experience didn't prevent her from flying with him, however. After several more flying trips with Scot, Carol's confidence in his aviation skill provided a comfort level that she could accept.

"What about all the pictures you must have taken while in

Alaska? I'd love to see them," I inquired.

"Unfortunately, very few remain," Carol replied. "My dad took most of the color prints and made them into slides. Somehow our son, who was two at the time, managed to place them in the trash compactor, and they were never seen again."

While in Alaska, Scot enjoyed moose and bear hunting. Once when he was skinning a bear with his father, he and his dad swapped knives. Eventually, Scot passed both knives on to his sons. "Three generations of Shaffers have now used the skinning tools," Scot said.



Scot and Carol during their years in Alaska

Aviation has been a major part of Scot Shaffer's career. At right, the Citabria is a very dependable plane which Scot used frequently in Alaska and on his ranch. Below, the Citabria, converted to a sea plane with pontoons was one of the planes used in his Alaska businesses. At bottom, the Cessna 205 was his go-to aircraft at their Texas ranch.

Carol doesn't hunt but enjoys shopping and making flower arrangements. You can frequently find her in their garden when she's home in Texas. She loves to grow azaleas and crepe myrtles, and thrives on decorating her house.

Once when crossing the Canadian border into New York, they hauled a plane behind them. Only thing, the U.S. officials wouldn't allow them into the country with the plane, charging that Scot was missing one required document. They had to return to Canada to get the missing form which cost them a day's delay. Finally, they were allowed back in.

Scot's father played an important part in Scot and Carol's move back to the lower forty-eight. His dad owned a business that sold x-ray machines for the medical field, a thriving industry at the time. Scot purchased half of his father's company which serviced 80 percent of the x-ray machine market in the U.S. The company sold film and chemicals as well as Kodak, Dupont, and 3M machines. When his father retired in 1986, the company had expanded to four locations and 32 employees. Scot later sold the company.

"A trip to Europe drove my decision to sell," Scot said. "While we were overseas, I discovered that many medical imaging companies were going with digital film. Our company would no longer have an edge on the industry because the U.S. would soon be using digital film as well."

Carol handled payroll and employee benefits during the time they owned the company. "I loved the job because I could set my own hours—go to lunch anytime or take off and go shopping if I wanted. Besides, raising our three children was a number one priority for me. Family time is of the utmost importance to us—even today," she said.

Scot's departure from the imaging industry signaled a one-eighty turn in the Shaffers' lives—from running a large company to owning a ranch replete with an abundance of cattle and chickens.

In 1998, the Shaffers bought a huge cattle ranch near Normangee, Texas where they developed one of the largest poultry farms in the state. "Everything is bigger in Texas," Scot said. They had twelve hen houses and 330,000 chickens to sell to the market—a large operation managed by their son-in-law, Chris Frederick. They sold the operation in 2010.

During round-up time, they hired a crew of cowboys to work and deliver the cattle to market. The rest of the time the family worked the cattle ranch.

Since I grew up in the city and saw a lot of western movies as a





child, I couldn't resist asking what the cowboys wore while working. I was sure he'd say a big Stetson hat, a belt with a shiny, silver buckle, and western-style riding boots and chaps. But Scot, who rode horses almost every day as a youth, described his outfit as blue jeans, a short sleeve shirt from Walmart, and work boots. Nothing like the Hollywood image I envisioned.

Carol doesn't like to cook, and Scot doesn't like to clean so they made a deal

back in the early eighties that while both were working fulltime, he would cook and she would clean. Although Carol stopped working, things didn't change. Scot still does all the cooking, and Carol still cleans.

Scot maintained an airstrip on the ranch next to their hanger and flew his Cessna and Citabria in and out. The Shaffers frequently held fly-ins at the ranch and invited family, friends, and other pilots who would fly their planes in to enjoy

what became a very large fish fry feeding as many as 150 guests at a time. Chris, their son-in-law, and Cory, their youngest son, and friends did the cooking along with others that joined in.

I was curious about a Citabria. I discovered it is a light, single-engine, two-seater tail dragger used for short field landings and takeoffs. It's very popular in Alaska. The name spelled backwards is "airbatic" which reflects its ability to sustain aerobatic stresses.

Scot and Carol's children play an active role in their lives. The oldest, Stephanie, was two when they moved to Alaska. She's a great organizer and is in charge of the high school cheerleaders at her local high school. She also works with special needs children and is the school secretary along with raising two daughters.

Their second child, also named Scot, was born in Alaska and today has his own insurance agency, one of the largest in his area. Along with his wife, Angel, he started a ministry called "Jeepers 4 Jesus" which provides disaster relief. You have to love Jeeps and Jesus to join and all proceeds go to helping others.

Scot's purpose in life began forming when he was nine. He saw a person digging through a garbage can and couldn't understand why he and his family had so much and others had so little. Now with children of his own, he and Angel live their lives helping others.

Cory, their youngest child, was also born in Alaska. He and his wife Kristin operate a poultry farm along with an insurance agency. Scot related a poignant story about their son.

"In 2012 when Carol and I were living in Homer, Alaska, God literally saved Cory's life," Scot began. "He fell sixteen feet off a deck and hit his head on a slab of concrete below. He remained unconscious for about 15 minutes until his friend found him and rushed him to the hospital. If he had lain there much longer,



On one of their western trips, the Shaffers enjoyed off-roading in Creed, Colorado. ♦ In a visit to Fairbanks, Scot and Carol are pictured in front of the famed statue "Unknown First Family" by Malcolm Alexander.

he probably would have bled to death. All we could do was sit and wait to find out if he was going to survive. By the grace of God, he made a full recovery and today has a titanium plate in his skull. He's fully recovered and even does cartwheels."

Scot said he always told his kids, "It's okay to get mad at me. It's not okay to stay mad."

I asked Carol the secret of their long and successful marriage.

"We always joke that we have to stay together as neither would take the kids," Carol laughed.

Carol talked about their deep faith in God. She said the Lord has healed her three times. They went to M.D. Anderson where the doctors found a rare form of cancer in a mass on her arm. After surgery, the doctor's biopsied the mass and found no cancer.

"We've both been believers since childhood," Scot said.

I was curious if they'd met any famous people while on the road during their travels. Scot said they were in a condo in Vail, Colorado at Cooper Mountain. Carol and some friends went shopping which included a candy store. The men tagged along. Since Scot doesn't like shopping, he sat down next to Smokey the Bear, a stuffed animal, just outside the store. A couple walked up and the lady pulled Scot into the store saying he needed some of the delicious candy the store sold. She coaxed him to eat the wonderful candy bar which was actually a rice crispy treat covered in chocolate. Later the clerk asked Scot if he knew who the couple was. When Scot said no, the clerk told him it was John Glenn and his wife. The only other time he encountered a celebrity was on a plane when he sat beside Mel Tillis. And yes, the singer does stutter.

"Did you encounter any disasters while on the road?" I asked.

"Once I landed on a lake in my float plane. Immediately in front of me on the water, a moose's head popped up. I had to gun the engine with full power and lift up to avoid colliding with the moose. Another time, I was flying a group of hunters to go duck hunting. Of course, they had their dog to retrieve the ducks. But the

poor dog got air sick and threw up in the back seat. Not exactly a disaster, but boy was it a mess!"

A third near disaster happened when Scot and Carol traveled through Salt Lake City in their Tiffin. The trailer of a passing vehicle swayed and knocked the mirror off the driver's side of the coach. They had to chase the vehicle for three miles until they could get the driver to stop. Thankfully the other man's insurance covered the replacement cost.

I asked Scot if he could relive a time in his life, what would it be?

"I'd like to re-experience the time in Alaska when the kids were little. We only had each other to depend on as our parents and other family members were back in the forty-eight."

"What do you like most about your Tiffin?" I asked.

"We love the bus. There are several good coaches out there, but Tiffin's factory

Continued on page 88



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More comfort on the move

Interviews with Tiffin Owners from Arizona, Alabama, and Nevada



Mark and Maureen Milne

Mark and Maureen Milne have camped since before they were married. When their kids were little, they would flee the hot Arizona summers and explore. “Now that they’re grown, we’re empty nesters on an adventure,” Maureen told me. “We call it practicing for retirement.”

As their boys grew, they needed a coach that would accommodate them. They decided on Tiffin and began the hunt for the right RV at the right price. In November 2014, Mark found a one-owner 2010 Phaeton. “It was love at first drive,” Maureen said.

Mark’s job as a garage door executive takes him across the U.S. and Canada. It’s not uncommon for them to spend a week in some of the 39 locations he oversees.

Mark competes in triathlons, with their motorhome serving as overnight quarters before a race. When their youngest son got married in 2018, they dubbed their spot in the small campground where they were parked as “wedding row” since several of the attendees lined up next to them.

The Milnes embark on trips as often as they can—even if it’s a 40-minute drive to a local state park. Most of their trips are in the western United States, but they did trek across the country for the FMCA Rally in Perry, Georgia in 2019.

They frequently travel with family and friends. You’ll find them boondocking in the desert with their dirt bikes, in the Utah or Colorado mountains with their Jeep, or at Lake Powell with their boat. Wherever their adventure is, their Tiffin gets them there.

Maureen is an avid photographer, often stopping mid-hike when she sees a great shot. Mark keeps a bucket list for new destinations. It’s a list that includes climbing Mount Kilimanjaro before he turns 60. After 31 years of marriage, nothing on the list surprises Maureen anymore. Maureen writes a travel blog, MandMHitTheRoad.com.

“We’ve had our Tiffin since 2014 and wouldn’t dream of another coach,” Maureen said. “The RVing lifestyle lives on.”



Chris and Denette Nichols

Chris and Denette Nichols are from Russellville, Alabama, about 25 miles from the Tiffin Motorhomes headquarters in Red Bay. The couple has two grown children, a daughter and a son, and four grandchildren.

Two years before they retired, they decided to go full time RVing when the time came. “Buying a Tiffin was a no-brainer,” Chris said. “Many of our friends, family members, and church family work in Red Bay at the headquarters.” When they all spoke highly of Tiffin motor coaches and said they appreciated the way the company treated their employees, the Nichols knew they wanted a Tiffin. When they found a good buy on a 2012 Phaeton 42LH, they took the plunge.

In 2010, Chris retired from the Alabama National Guard where his job took him to Iraq for a while. Denette finished up her career when she left Country Cottage Assisted Living as resident service director.

With freedom from job requirements, the Nichols now had

time to roam the U.S. “We’ve already traveled through twenty-six states, from the Florida Keys to the Rocky Mountains out west,” Chris said. He recalled unforgettable moments such as looking a buffalo in the eye and seeing an elk over his shoulder while grilling. “Good thing I have a healthy heart,” he said.

To date, Chris and Denette have traveled to the Everglades, Gulf Shores in Alabama, and just about all the national parks out west. They enjoyed visiting the Ark Encounter in Kentucky. But they didn’t stop there. They’ve visited Albuquerque, New Mexico, and Waco, Texas which was “everything Chip and Joanna Gaines.”

“We plan on traveling in our Tiffin a few more years while we’re young—at heart, that is.” Of course, their well-spoiled Corgi named Hazel will go with them.

Speaking of their journeys, Chris and Denette describe their memories in the RV as unreal. “We’re blessed with this once-in-a-lifetime adventure of roughing it smoothly,” Chris said.



Gary and LouAnn Sanoff

Gary and LouAnn Sanoff met while working at the original Desert Inn Hotel in Las Vegas and were married in 1992.

Gary, originally from New York, is a retired casino gaming executive. He was employed for 17 years at Bellagio and then became

vice-president of casino operations at the Aria Hotel and Casino.

LouAnn is a native of Las Vegas. After studying interior design, she worked on high-end, residential projects in Las Vegas and California. Later, she opened a designer furniture showroom in Las Vegas.

In May 2017, they traded their RV in for their first Tiffin, a 2017 Allegro Bus 37AP, and they loved it. “We will never own any other brand of coach,” LouAnn said.

With last summer’s trip to the northern California coast, they began their full-time lifestyle. Later they toured Oregon, visiting Astoria, Yachats, and Coos Bay. “If you have never been to Oregon, it is a must do,” LouAnn said. They also love Yellowstone in the summer and enjoy the Palm Springs area for the winter.

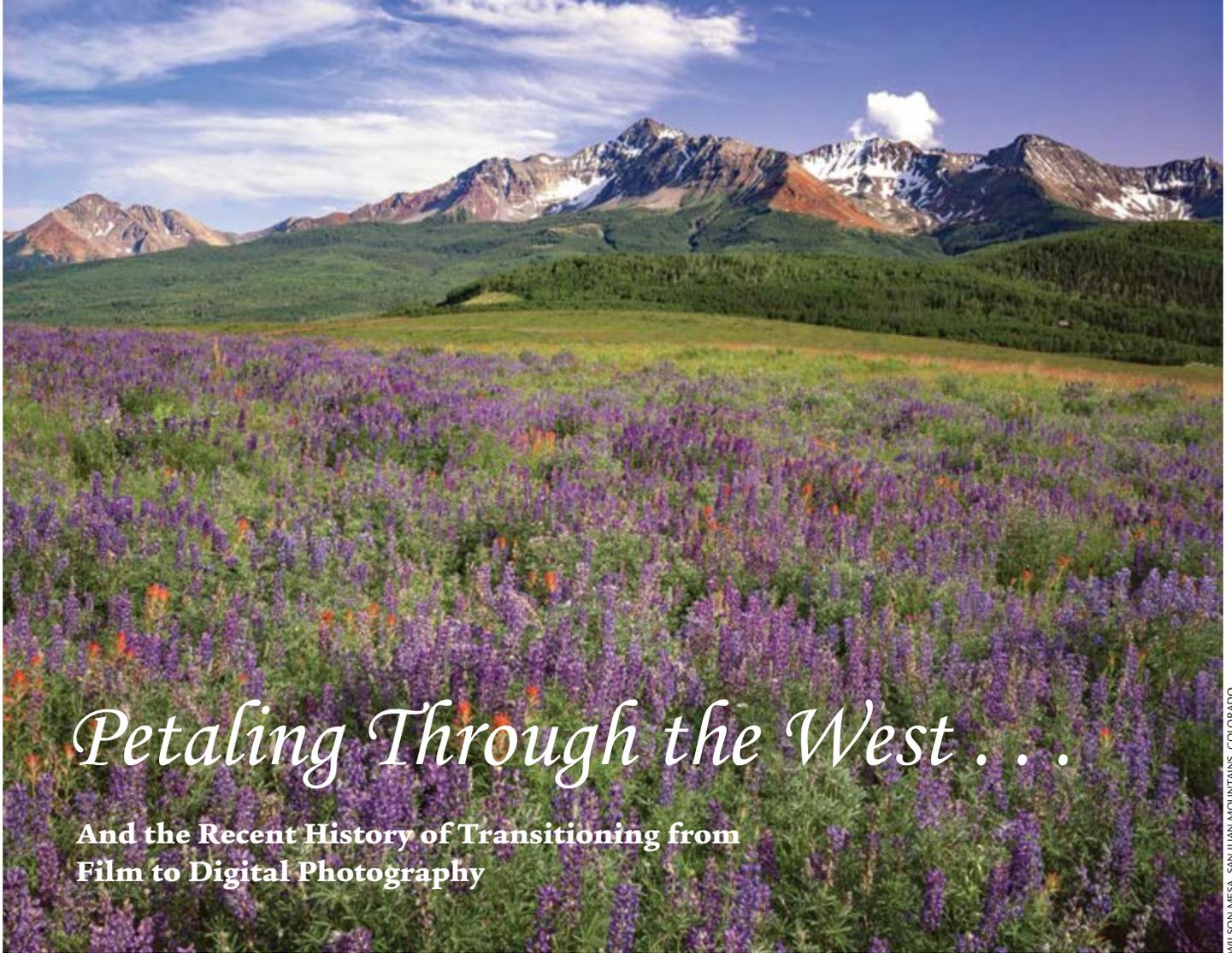
LouAnn is a fan of social media, and the Sanoffs have started their own brand, “This Is How We Roll.” She’s in the process of developing a blog showcasing their adventures.

“Why do we love our Tiffin?” Gary asked. “Name one other manufacturer where the owner of the company will call you back when you have an issue or a major question.” The Allegro Bus is their favorite. Last fall they ordered a 2020 Allegro Bus 45OPP and took delivery in late March.

They believe the fact that Tiffin is the only family-owned coach builder speaks volumes about Bob and Judy Tiffin and the great sons they raised.

The Sanoffs’ game plan is not complete, but they do know they want to see every inch of this great country.

Editor’s Note: June Foster is a retired teacher turned author. She and her husband enjoy sailing down the interstates in their Tiffin Allegro Open Road. To date, June has written 20 novels and one devotional and is working on number 21. You can find June on junefoster.com.



WILSON MESA, SAN JUAN MOUNTAINS, COLORADO

Petaling Through the West . . .

**And the Recent History of Transitioning from
Film to Digital Photography**

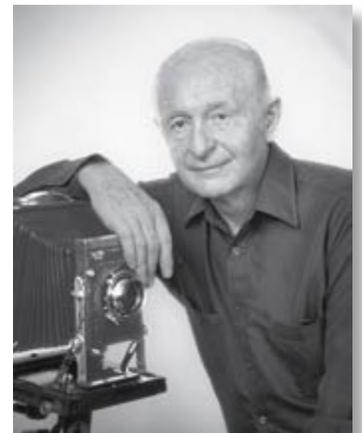
A Personal Story by Suzanne Clemenz

Photography by Bob and Suzanne Clemenz

THE YEAR WAS 2001. Our Deardorff view camera was snug on the tripod, bellows extended, shutter speed and f/stop set, shutter cocked. My husband Bob and I were waiting for absolute stillness as we inhaled the gentle fragrance of the captivating blue lupines crowding a pastoral scene. Snowy clouds hovered above Colorado's San Juan Mountains behind the pastures. At last the lupine stood still. Bob removed a metal dark slide from the film holder. Then, *zzzzzzzzZZZT* as Bob plunged the shutter release. "Got it!" he grinned, flipping the slide to the 'exposed' side and returning it to the film holder. Withdrawing the film holder, he turned it so another 5" x 7" sheet of transparency (slide) film faced the lens, and slipped the holder behind the lensboard. The lupine remained still. Bob quickly cocked the shutter, pulled out the slide, and—hooray— an immediate *zzzzzzzzZZZT*! Waiting 3 to 15 minutes between exposures was typical while leaves and flowers danced or a breeze ruffled a lake's reflection. With the lens aperture squinted to f/32 or f/45, one- and two-second exposures were the norm. A view camera's precisely extended bellows, tilted lensboard, and extra f/stops

create ultra-sharp images from your toes to infinity. Until about 2004, view cameras were what pro landscape (scenic) photographers needed. Our clients—dozens of publishers—didn't use 35mm slides. Sharp images on a large film surface meant they could enlarge our photos to billboard size.

I checked the leather film holder case. "That was the last unexposed film holder, Bob. For any more photos, we've got a few exposures left on the Pentax," I reported. The Pentax67 was a medium-format camera that used size 220 (20 exposure) roll film with 2.25" x 2.75" images. It looked like a 35mm film camera on steroids. It had electronic metering versus the hand-held meter needed for view cameras. The Pentax operated quickly and we could carry it farther. I used it regularly when a location



had many compositional possibilities, or we weren't schlepping all the large-format gear on longer trails. The Pentax, tripod, and lenses weighed 15 pounds versus 45 pounds for the Deardorff.

Content with our Wilson Mesa work, Bob retracted the Deardorff's bellows, then hefted tripod and camera over his shoulder and picked up the lens box. I put the Pentax67 in its backpack, grabbed the film holder bag, and we retraced the dirt road to our 27-ft. Class C motorhome. Two more view cameras and their film holders were onboard — a 4" x 5" Linhof, and an 8" x 10" Cambo. The dimensions are the sizes of the sheets of film each camera required. We used the largest format that conditions permitted. Publishers loved big film. The Wilson Mesa day was very productive—about 15 compositions. Each required three film sheets for exposures over, under, and at the metered reading. That day there were also 30 Pentax67 exposures.

After dinner in our Ouray campground, we darkened all windows and set up the film-changing tent on the banquet's dining table. Placing film holders and an empty film box inside the tent, we closed its zippers and Bob pulled the tent's light-proof sleeves over his elbows. Using rubber gloves, film was removed and placed into a light-tight box. Then I took out the empty holders and swept each with a static-free brush. Bob then reloaded them.

Back in our Sedona, Arizona, home, Bob processed 40 random film sheets in our darkroom so we could preview our shoot. Additional film sheets and 220 rolls were sent to a pro lab. Our employee and I slipped the processed film into archival sleeves. We prioritized the images on a big light table, sandwiched them in mounts, then created ID numbers and typed caption labels for the mounts. Each image cost four to six dollars out of pocket. View cameras had no 'delete' option, so sometimes we set up the camera and didn't shoot. That zzzzzZZZZT had to produce income. Our employee did the marketing. Our work was published in calendars, magazines, jigsaw puzzles, posters, books, tourist souvenirs, educational books and DVDs, advertising, and other products. One 8" x 10" Grand Teton sunset was enlarged to 30 x 50 feet for a two-month stint on the prestigious backlit Kodarama display on Times Square.

Washington

Olympic National Park occupies a million acres of Washington's Olympic Peninsula, including the glaciated Olympic Mountain Range. The park includes 70 miles of rugged Pacific coastline, the moss-draped Hoh Rain Forest, waterfalls galore, and Crescent Lake. And for wildflowers, vistas from Hurricane Ridge are pure magic. Starting mid to late June, avalanche and glacier lilies crowd the slopes along trails from Hurricane Ridge Road and its Obstruction Point side road. In July the fragrance of white, pink, and blue phlox wafts from patches of those ground-hugging charmers. From July into August savor slopes covered with broad-leafed lupine, the endemic Olympic Mountain fleabane, queen's lace, Indian paintbrush, and more.

Olympic National Park life zones ascend from ocean shores

Bob died unexpectedly just as publishers began transitioning from film to digital pre-press work, about 2004–2007. Then—the Great Recession hit. Publishers lost advertising revenue, went bankrupt, or bought up smaller companies. Markets shrank. Freelance photographers scrambled to learn digital photography, Photoshop, and the scanning of film to create digital submissions. 35mm film photographers flooded the market with new digital work. Many at first wanted only the thrill of seeing their work in print, meaning publishers could save money. More quickly than the demise of horse-drawn carriages, view camera work for scenics was obsolete.

For several years I wrote web copy for a company while I was learning digital photography. I've kept about 25,000 of the film images Bob and I created, and have scanned one or two for some *RIS* articles. But those beautiful images call to me. So for this article every image is from my film files. Each is scanned, cleaned in Photoshop, color-corrected, sized, numbered and captioned. Each one is a moment of nature's beauty that Bob and I happily shared. The joy of bringing this work to you, faithful reader, remains. And because spring is my favorite season, petals are my topic.

Even in 23 years of travel we didn't hit every state when its wildflowers were prime. Far from it. Many places peak at the same time. Some years are good, some not. In my *RIS* work, my aim is to be your scout for a destination's background and enticements. The info I glean creates days of research at home. Working long distance with editor Fred Thompson is very congenial, and I admire the strong values the Tiffin family translates into their work and products.

This article visits some favorite places when the West is blooming. Pack your digital camera or a 12 megapixel cell phone. *RIS*'s spring 2021 issue will have a flowers photo contest. Factors for judging will include good lighting, seeing enough surroundings for a sense of place, and cropping out distracting material. In this article words in italics are online references or book titles. Now, let's visit parts of the West, a region where "Earth laughs in flowers." *Ralph Waldo Emerson*

up to the 7,920-ft. summit of Mount Olympus. This creates world-class diversity in plant populations. Lone Pine Publishing's *Plants of the Pacific Northwest Coast*, and Daniel Mathews *Cascade-Olympic Natural History: Trailside Guides* are valuable field guides. Olympic National Park Visitor Centers in Port Angeles, Washington, on Hurricane Ridge, and in Forks, near the Hoh Rain Forest will tell you what's blooming.

Getting to Hurricane Ridge Road requires snaking up (and worse, down) grades from 5.1 to 10%, and threading several tunnels. RVs are not allowed beyond the visitor center. Drive your tow vehicle and you'll also be able to enjoy the flower-flanked slopes on trails along Obstruction Point Road, a 1½ lane dirt road with no guard rails—which thousands of vehicles use each summer. Drive slowly. Look at the flower bonanza *after* park-



Lupine, oxeye daisies, beargrass and other flowers grace a hillside field on Hurricane Ridge, just one of many ridges in the Olympic Mountain Range. ♦ Avalanche lilies hardly wait for patches of snow to melt before springing to life, covering acres on high slopes on Hurricane Ridge in Olympic National Park.

ing. Don't hike on the roads themselves. Get specific flower info and often-changing road conditions at the visitor center. The rewards justify the precautions taken.

The Heart o' the Hills Campground at mile 5 on Hurricane Ridge Road has a few 35-ft. sites with no hookups, no reservations. Elwah Dam RV Park, a Good Sam Park off US101 and SR112, is quiet, centrally-located, and has 50 big-rig sites with



full hookups and many amenities. Reservations: (360) 452-7054. KOA's Olympic Peninsula/Port Angeles RV Park, 3.5 miles east of Port Angeles on US101, has sites up to 70 feet long, and niceties like bike rentals. Reservations: (800) 562-7558

Western and northern coasts of the Olympic Peninsula are perfumed by numerous acres purpled with lavender farms. Some of them, like B&B Lavender Farm, offer guided tours and a gift shop featuring lotions, soaps, teas, and more. And 70 miles north of Seattle are the rainbow fields of tulips and daffodils during the March *La Connor Daffodil Festival* and the April *Skagit Valley Tulip Festival*. The magnificent Cascades Range divides the state's western flowers and eastern orchards. The flowers on the flanks of 14,411-ft. Mount Rainier blossom a couple of weeks later than the much lower and warmer Olympic Mountains. In spite of its height, access to Rainier's flowering gems is easier than many Cascade peaks. The website *Visit Rainier, Top10 Wildflower Hikes* has dizzying options. Some, like Alta Vista Trail at Paradise Park, and Reflection Lake, are close to the highway. Others, like Sourdough Ridge trail, reward moderate hiking with anything from glacier and avalanche lilies, to penstemon, western pasqueflowers, monkey flowers, white and pink heather, paintbrush, Jacob's ladder, lousewort, lupine, cinquefoil, and more. Weather in preceding months dictates bloom times. A great source of ideas and destinations is the book *Best Wildflower Hikes: Washington* by Ira Spring. East of the Cascades, thousands of acres of Washington's blossoming orchards can be found in Yakima, Wenatchee, and nearby areas. Give yourself time to meander.



LaConnor, in the Skagit Valley north of Seattle, has a daffodil festival Feb. 20– March 21, 2020. Driving around to see the blossoming fields is half the fun.

Amid the Skagit Valley’s endless acres of tulip and daffodil farms, the Roosengarten display garden is a popular stop. Hundreds of thousands attend the Skagit Valley Tulip Festival in April.

Oregon

There’s an excellent chart on Oregonwildflowers.org that clearly lays out everything about Oregon wildflower happenings. The chart gives you specific places, the best time to visit, whether anything is blooming at the moment, the elevation range, whether dogs are allowed, and expected flower species.

The Willamette Valley’s daffodil, tulip, peony, and iris fields blossom in March along I-5. Willamette Valley flower festivals include the Wooden Shoe Tulip Festival, March and April 2020, with hot air balloon rides over the fields. Visit Schreiner’s Iris Gardens’ dazzling 10-acre display garden at 3625 Quinaby Road NE, Salem, open May 10 through Memorial Day, 2020. Visiting in summer? Swan Island Dahlias’ fields are equally mind-blowing in late summer. The 2020 Dahlia Festival is August 29–31 and September 5–7. Seeing any of these farms from the highway doesn’t do them justice. Visit them up close and personal.

You can actually inhale 10,000 breath-taking rose bushes at Portland’s famous International Rose Test Garden. The garden was founded during WWI to preserve European rose varieties

that the war imperiled. Some 600 species are tested and grown, and are at their peak in June. The annual Rose Festival for 2020 starts with fireworks May 22, and continues June 6–7 and beyond. Unique activities include a starlight parade, a Chinese dragon-boat parade on the Willamette River, a Milk Carton Boat Race, and a grand parade with floral floats rivaling California’s annual Rose Parade. Mount Hood’s cone-shaped peak beams over it all on the eastern horizon. Search *Portland Rose Festival 2020 Events*.

Hood River Valley’s orchards of white and creamy blossoms are east of Portland off I-84 along the Columbia River. Although only an hour’s drive by the Interstate, instead take the Historic Columbia River Scenic Byway (Google: *Historic Columbia River Scenic By-*

This photo of Schreiner’s Iris Gardens in the Willamette Valley shows a tiny fraction of their blossoming beauties. ♦ Swan Island Dahlias has its annual Dahlia Festival late August and early September. Enjoy two-weekends of food, music, entertainment, demonstrations, and dazzling dahlia displays.



PHOTO COURTESY OF SCHREINER’S IRIS GARDENS



PHOTO COURTESY OF SWAN ISLAND DAHLIAS



Mount Hood provides the ice and pear blossoms provide the cream for this delicious scene of pear blossoms in Hood River Valley. ♦ An old apple tree, the orchardist's favorite, was saved when the younger pear trees

around it were planted. It begged to have its portrait made. ♦ There's an exuberance about cherry blossoms that other fruit trees don't quite match. The Dalles, Oregon, is surrounded with such exuberance.

way—*TripCheck*.) Allow a full day to visit the marvels enroute—tall waterfalls, huge dams, fish ladders, and more that merit your time.

The Hood River flows north from nearby 11,250-ft. Mount Hood in the Cascade Range. The town of Hood River, population 8,000, grew up at the river's confluence with the Columbia River. Some former orchards are now vineyards, but there are still plenty of frilly blossoms, often with Mt. Hood towering behind them. The Hood River Blossom Festival during April hosts visitors along its 35-mile Fruit Loop drive. The Festival map lists 29 stops including blossoming orchards, U-pick blueberries, fruit and produce stands, many cideries, crafts, and several food stands. Not every stand is open on quieter weekdays. Weekends bring lots of Portlanders. Google *Hood River Valley Fruit Loop map*. For the intrepid hikers among you, check out trails on both sides of the Columbia River by searching *The Northwest's 8 Best Wildflower Hikes*. Many Mount Hood trails are adorned with flowers. Peruse *10 Beautiful Wildflower Hikes around Portland*.

Download the *Columbia River Gorge state parks' campgrounds*

brochure about nearby **Ainsworth, Viento, and Memaloose State Parks**. Ainsworth and Memaloose have full hookups, Viento has electricity and water. All are within easy striking distance of Hood River without needing to cross the Columbia's very narrow Hood River Bridge. Folding your mirrors is actually advised for crossing that 4,418-ft. span. Bridge RV Park is on the other side. Let it wait a few hours. Instead, take I-84 east 17 miles from Hood River to The Dalles Bridge, which is 3300 feet long and boasts a 24-ft. wide deck. Detour before crossing it to visit The Dalles Dam and its great visitor center, fish ladders, and sights. In nearby The Dalles town, visit top-rated Columbia Gorge Discovery Center & Museum. Then Google *cherry orchards in The Dalles* and delight in the particularly enchanting cherry orchards around the town. The big white cherry blossoms were my favorites. Now drive back to The Dalles Bridge, cross to the north, and explore the Columbia's north shore National Scenic Area from **Bridge River RV Park** with its long, level sites, good lighting, and other comforts. Search *Bridge River RV Park, Washington*.

California

Many books and websites tout California's incomparable wildflowers. Redwoods National Park, and Prairie Creek and Del Norte Coast Redwoods State Parks on the northern coast have



wild rhododendrons and azaleas in April and May, as well as meadows of lupine and other flowers. California's wild and urban coastlines abound with blooming succulents. San Francisco's Golden Gate Park has riots of azaleas, rhododendrons, and other year 'round flowers. Google *Guide to Golden Gate Park – Flowers in Bloom*. To the east, the Sierra Nevada Range has dozens of trailside wildflowers and blooming beauties in Yosemite Valley. In central California, in years with good winter rains, Carrizo Plains National Monument, 1.5 hours west of exit 278 on Interstate 5 northwest of Bakersfield, and the hills east of Interstate 5, and Hwy 138 near Gorman, California, have perhaps the most spectacular, crazy-quilt, floral displays anywhere, anytime. Google them online. Due to unimproved roads for Carrizo Plains, leave your RV in civilization and drive your tow car there for an unforgettable day trip. Gorman has **Pyramid Lake RV Resort** about 9 miles south off of I-5 Exit 195, Copco Ave. The

In Redwoods National Park on the northern California coast broadleaf lupine are found May into September in meadows on Hwy 101 side roads.

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park has many amenities to enjoy. Their online reservations are non-refundable. Call (661) 248-0100.

Read the weekly reports from 2019 at *Theodore Payne wildflower hotline* to learn about bloom times before visiting the deserts, in case winter was dry. The blog *Natural History Wanderings/Sandy Steinman's Blog* also has current flower information. Click on the header, *Wildflower Reports*. This blog lists other states, too.

California's southern deserts boast breathtaking wildflowers in Anzo Borrego State Park, Joshua Tree National Park, and Antelope Valley's California Poppy Reserve. Bob and I photographed them several times. Following winter rains California poppies, lupine, phacelia, cacti, chuparosa, dunes primrose, sand verbena, and other petalled treats vie for attention in March and April. For Anzo-Borrego State Park, camp adjacent to its east side at **Stagecoach Trails RV Park**, (706) 765-3765, which accommodates big motorhomes and has full hookups. Joshua Tree National Park, which is nestled amid giant rock outcroppings, has campgrounds only for very short campers. Nearby **Twentynine Palms RV Resort** (800) 874-4548, can handle all lengths and has full hookups, great facilities, and Good Sam discounts. Check their

Southwest deserts homes have native plant gardens like this natural one with chuparosa's red flowers, yellow Brittlebush, tiny purple phacelia, and many cacti. ♦ The pure white blossoms of dunes primrose and the magenta of sand verbena blanket Anzo Borrego State Park, California. ♦ Beavertail cactus blossoms open each magenta flower for one day, but forming buds insure longer pollination times in California and Arizona deserts. ♦ Endless drifts of snowy dunes primroses are accented by magenta sand verbena and desert sunflowers in Anzo Borrego State Park, California. ♦ Butter- and apricot-hued succulent ice plants bloom at Pigeon Point Light Station, located on Hwy 1 between San Francisco and Santa Cruz, California.

resort map and reserve sites in advance.

Yes, these deserts have snakes. Sightings happen, serious encounters are rare. Don't let an overblown fear of rattlers keep you from deserts. Out of 8,000 venomous bites annually in the U.S., five are fatal. Lightning kills 27 people in the U.S. annually. Unlike lightning, you can hear and see snakes in advance. Education is key: read *Avoid-a-Rattlesnake-Attack*. Wear *long pants and ankle-high boots, NEVER sandals!* Carry a stick, stay on cleared trails, and don't poke under rocks or plants with feet, hands, or sticks. Stop, then retreat if you see or hear a rattlesnake. Don't try to kill it. Get *immediate* medical care if the unlikely happens.



Arizona

Arizona is not, as some presume, a flat, sandy desert. It has six life zones from the Lower Sonoran zone, at 200-ft. elevation near the border, to the Arctic-Alpine zone above 12,000 feet on the San Francisco Peaks by Flagstaff. Each zone has its own flowers. Across the Colorado River from California, Arizona's Sonoran Desert is the most complex and green desert in North America. Only in Arizona will you find 40-ft. tall Saguaro cacti, its "hands up" shape symbolizing the Old West. They flower April into June. Arizona's abundant flowers are due to two annual periods of rainfall, December into March, and the mid-June to mid-September monsoon season. Arizona's exposed, varied geology adds interest and challenges to your flower hikes and photos.

DESERT DESTINATIONS

Organ Pipe Cactus National Monument on Arizona's Mexican border is south of I-8 at Gila Bend, or west of Tucson via 86 Hwy. By early March you'll find Mexican gold poppies, lupine, owl clover, Brittlebush, globe mallow, and other flowers amid the slightly rolling hills of the park's western 41-mile loop. Organ Pipe cacti are very large, multi-trunked cactus unique in the U.S. to this park. Other large cacti are

saguaros, senitas, and tree-sized, chain-fruit chollas. They blossom in March and April. All chollas drop spiny arm segments that stick tenaciously to boots, pants, and skin. Carry a comb or pliers to remove them. Search online for photos of the park with irresistible wildflowers. The park's botanical specialties are complemented by the Ajo Mountains' tipped, columnar layers above the hilly, partially paved east-side 21-mile loop. Look toward the mountaintops for a large stone arch.

Reservations are required at **Organ Pipe's Twin Peaks Campground**. Reservations

Saguaro cacti grow in Arizona and Mexico. Their May into June flowers open at night. Bats, hummingbirds, and moths pollinate these official Arizona state flowers. ♦ The colors and shapes of owl clover and Mexican gold poppies richly contrast on the 41-mile road circling Organ Pipe Cactus National Monument's west side. ♦ Organ Pipe in a nutshell. Single-trunked saguaros left. Multi-trunked organ pipe cacti center. Chain-fruit cholla, right. Ajo Mountains with 21-mile drive on horizon.





open in August, although a month in advance may suffice. Twin Peaks has four sites for 45-ft. motorhomes. Most sites take 25- to 40-ft. rigs. The sites are paved and level, with no hookups. You'll find restrooms, potable water, and a dump station. The park's 41- and 21- mile one-way dirt loop drives are well-patrolled by the U.S. Border Patrol and Park Rangers for your safety. The roads' vehicle limit is 24 feet and high clearance isn't needed. Evening Ranger Programs are great. Re-

Mexican gold poppies and lupine compete for attention with the Superstition Mountains' rock columns. East on Hwy 88 is Canyon Lake's boating and fishing. ♦ It is a mystery why hundreds of orb-web spiders chose this field of pink mountain hollyhocks, yellow cut-leaf coneflowers, thistles, and ox-eye daisies to spin their dewy webs.



serve sites at [Recreation.gov](https://www.recreation.gov) or call them at (877) 444-6777. Observe the same precautions for Arizona creepy-crawlies as in California's deserts.

In super-bloom years southern Arizona is a giant flower basket. Arizona State Parks have camping, flowers, and adjacent mountains. Green, beautiful **Catalina State Park** nestles below the fortress-like Santa Catalina Mountains. Take the Tangerine exit east 12 miles from I-10. Catalina accommodates all lengths of RVs. Sites have power and water. There are hot showers, flush toilets, and a dump station. Enjoy poppies, lupine and Owl clover on campground-level Canyon Loop, Birding, and Bridle trails. Reserve online at [Campground Reservations/\(name of park\)](https://www.campgroundreservations.com) or at (877) 697-2757. Forty miles north on I-10, little **Picacho Peak State Park** often

has copious Mexican poppies beneath its soaring, scoop-topped summit. The facilities here and reservation info are like Catalina's. If you only have time for one desert state park, the premier wildflowers park is **Lost Dutchman State Park** by the Superstition Mountains, 45 minutes east of Phoenix. From I-10 take Exit 30A, the Superstition Freeway, east to South Mountain View Road, then north to East Apache Trail, then right to Lost Dutchman State Park. The high vertical rock spires of the Superstitions' western ramparts, framed with Saguaro cacti and lush acres of mixed wildflowers, are exhilarating and close to campsites. Amenities and reservations are like Catalina and Picacho.

ARIZONA'S HIGH COUNTRY

Up north, should you be traveling on I-40 near the Arizona-New Mexico border in late July into August, leave your Tiffin at the RV park in Springerville, Arizona, elevation 6,967 feet, or the USFS campground at Big Lake. Explore the roads between Big Lake and Greer. The most amazing wildflower photos Bob and I ever took were down USFS Rd. 68 from Big Lake (Wayfarer or tow car country) to the informal **West Fork Campground**. Next morning, before sunrise, we carried our cameras across a tiny bridge over the West Fork of Black River. Walking through a wire fence opening, we found a big field of pretty flowers, set up the Deardorff and Pentax67, and waited. To our amazement, when the sunlight peeked over the forest, it backlit more than a thousand orb spiderwebs sparkling with dewdrops, strung between the wildflowers. We photo'ed as fast as possible, as the dewy webs became less visible as the sun got higher. What an adrenaline rush! We returned in several succeeding years. Nothing but some scattered wildflowers. Louis Pasteur said, "Chance favors the prepared mind." We were ready when the spiderwebs happened. The photos were published widely. Elsewhere between Big Lake and Greer we once found a forest meadow brimming with daisies and other flowers. Flowers are chancy, but the beautiful Ponderosa forests and little lakes are great in themselves.



Colorado

Southwestern Colorado is a premier wildflower area mid-July into August. Before going, call the Ouray USFS Ranger Station, (970) 240-5300, and ask about peak bloom time. Start with Wilson Mesa near Telluride. That's where the first paragraph of this article took place—blue lupine, green pastures, snow-dappled peaks. Get there via Silver Pick Road off

Hwy 145 west of Telluride, then find open land with mountain views. Next, peruse Last Dollar Road, the beautiful dirt road connecting Telluride and Hwy 62 west of Ridgway/Ouray. Pastures and meadows can have extensive flowers. In Ridgway turn south on South Amelia Street, then onto USFS Road 5, which has terrific views of Mt. Sneffels and the San

Even the dandelions have their day on Lost Dollar Road near Telluride. More of them are seen in forest openings on the opposite slopes. ♦ Pink fleabane dominates the mixed wildflowers by Maroon Lake, beneath the Maroon Bells mountains near Aspen, Colorado. Other flowers bloom earlier and later.

Juan Range. July into August wildflowers grace roadside pastures, and farther in, aspen meadows. A small SUV is advisable. Nearby Ridgway State Park has reservation-only campsites, with hookups: cpwshop.com or (800) 244-5613. Yankee Boy Basin south of Ouray is famous for mid-July into August wildflowers. Search *Rocky Mountain Region Viewing Area –Yankee Boy Basin* for crucial information about altitude sickness and rough road conditions. Hire a 4WD and driver in Ouray. They're acclimated to the altitude and can take you to view more magnificent flowers and 360 degree Rocky Mountain panoramas. Preview it on YouTube posts. Bob and I rented a Jeep and got to Yankee Boy to photograph dainty columbine and other flowers near Twin Falls. But we had to turn back at a V-shaped crevice in the sloping road, wishing we'd hired a driver. Check *Ouray CO RV Parks* for campground choices.

MAROON BELLS NEAR ASPEN

The triple peaks of the 14,000-ft. Maroon Bells mountains near Aspen, Colorado, are mirrored in Maroon Lake. They're stunning even without wildflowers. This is a 4-season visual banquet. Summer's lakeside wildflowers create gentle magic. There are hiking trails with flowers into the Maroon Bells. Cars can only drive to Maroon Lake from 5 p.m. to 8 a.m. Photographers often park cars overnight for daybreak photos. Shuttle busses run June 15–October 6, and are the most convenient option. Gateway RV Park, half an hour away in Carbondale, (970) 379-8151, takes rigs up to 45 feet, has 17 big-rig sites that provide 30 amp service, a dump station, and hot showers.

Colorado's Rockies have countless meadows, fields, trails, and pastures of wildflowers. Google: *6 best places to find wildflowers in Colorado*.



Montana

“Going-to-the-Sun Road” (love that name), in Glacier National Park is 6,646 feet high at Logan Pass. You needn’t hike off road for mountain views with flowers down to the roadside. The park has many trails. Guided hiking, backpacking, and horseback trips are a safer way to see flowers, big horn sheep, mountain goats, mountain bird species, and even grizzly and black bears. Never hike alone! Make an informative stop at Apgar, Logan Pass, or St. Mary’s Visitor Centers. A great website, *Montana Plant Life Wildflower Pictures*, lets you search by month, with flower lists for that month, photos of each species, and its habitat preferences. That, and the rangers’ input, can fill up your camera’s memory cards.

“Going-to-the-Sun Road” limits vehicle dimensions in feet to 21 long x 8 wide x 10 high. No tow car? No problem. The 2.5- to 9.5-hour Red Bus shuttle tours in rebuilt vintage touring vehi-

cles are synonymous with Glacier, and there is bus service from both sides of the park. Weather forecasts change quickly. Check both morning and mid-day. There are tours available, on lakes, trails, backpacking, or on horseback. Hiking in a group is safest. Get ideas about other Montana wildflowers at *Montana Native Plant Society Summer Field Trip Guide*.

Clockwise from top left: Glacier lilies, also called avalanche lilies, grace The Garden Wall on Going-to-the-Sun Road between June and September, depending on the preceding weather. ♦ Bear grass flowers, also called elk grass, turkey beard, pine lily and bear lily, grows below 8,760-ft. Mt. Clements along Glacier Park’s Going-to-the-Sun Road. ♦ Mount Clements’ 8,765-ft. peak is upstaged by a hillside of arnica latifolia—mountain arnica—with accents of lavender wandering daisies. ♦ Fireweed’s magenta spikes color slopes below 8,180-ft. Mt. Oberlin, left, and 8,954-ft. Cannon Mountain, in Glacier National Park.

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Wyoming

Grand Teton National Park and wildflowers are synonymous in Wyoming, but they grow in many other places. The Wyoming Native Plant Society has field trips, although finding them online is elusive. Use their 2013 field trip lists for places you can visit yourself: *2013 Plant Hikes across Wyoming*. We were in Grand Tetons once in June when arrowleaf-balsamroot flowers were exuberant and abundant. There were other colorful flowers, picturesque even in less profusion. *Wyoming wildflowers in full bloom* lists trails for ‘tiptoeing through the tulips.’ Search for *Plants – Grand Teton National Park*, and visit one or more of the park’s



visitor centers—*Grand Teton National Park Visitor Centers*—for current hot spots late May into early September. Expect moose and other wildlife, sometimes amazingly close up. Four park campgrounds take RVs up to 45 feet—**Gros Ventre, Colter Bay RV Park, Headwaters, and Colter Bay Campground**. Gros Ventre doesn’t take reservations. The other three take reservations and have hookups. They suggest booking months in advance. The chart here is very helpful: gtlc.com/rv Colter Bay is fairly central. The town of Jackson Hole, south of the park, has great dining, galleries, shops, and adventure tour companies.

Yellowstone National Park starts just 30 miles north of Grand Teton NP. Its 2.2 million acres contain geothermal hot features including Old Faithful, geyser basins, fumaroles, hot springs, steaming travertine terraces, and bubbling mud pots. Rocky Mountain fringed gentians grow in these areas! Dunraven Pass can have lupine and acres of arrowleaf-balsamroot. Visit *Yellowstone peak wildflower season* for more ideas. Also enjoy Yellowstone Falls, Jackson Lake, bison herds, wolves, and black bears. An excellent chart at *Wildflowers—Yellowstone National Park* helps locate Yellowstone’s blossoms. You need to read important RV bear-proof camping info at *8 RV tips for camping at Yellowstone National Park*. Most campgrounds have 40-ft. max campsites and no hookups. **Fishing Bridge Campground** will be closed during summer 2020—probably for upgrading it.

After photographing Grand Teton’s summer wildflowers someone suggested we try Bear Tooth Pass, Hwy 212 in northeastern Yellowstone. So we cautiously drove Bear Tooth Pass in a 27-ft. motorhome, in ideal circumstances: a cloudless, windless July day. At 11,000 feet elevation the road, though

Clockwise from top left: Arrowleaf-balsamroot’s yellow flowers and a host of tiny blossoms brighten hundreds of acres below 13,770-ft. Grand Teton Peak along Teton Park Road. ♦ A nosegay of flowers enhances Mount Moran mirrored at Oxbow Bend. Yellow flowers are cinquefoils. White ones may be a parsnip, hemlock, or lace, and possibly highly poisonous. ♦ The Grand Teton and its neighboring peaks have snow in early July, but the valley’s arrowleaf-balsamroot flowers know it is summer at their altitude.

well-engineered, is winding. There are pullouts for panoramic viewpoints, some with alpine wildflowers, but altitude sickness (debilitating nausea, headache, dizziness,) constant tight turns, stress and exhaustion from driving must be considered. You cannot tow a vehicle. You'll see plenty if you drive from Yellowstone only as far as serene Bear Tooth Lake at 9,400 feet with

its trails and wildflowers. On our way there we pulled aside by a meadow and watched a wet, bewildered, just-born baby moose wobble to its feet, its mother attending, about 60 feet from the road. Higher up we found fields of tundra wildflowers like Canada milkvetch, mountain bluebells, and alpine avens. Wait for a cloud-free, wind-free, sunny day.

Texas

Texas Hill Country, west of Austin, north of San Antonio, is rightfully famous for magnificent plump, white-dotted bluebonnets, from mid-March to mid-April. Extensive stands of Texas paintbrush, prickly poppy, Fendler bladderpod, western peppergrass and others color the ground like confetti. Add to those Fredericksburg's Wildflower Seeds farm, with its acres of gaily colored flower fields, its lovely display garden, and its on-site winery. *Texas Highways* magazine has a website about wildflowers with maps and tips for the Upper Coastal Plains, Panhandle Plains, Big Bend Region, and Hill Country. Google *Highways wildflower focused road trips*. We traversed 800 miles in these regions. Wildflowers were ever-present. Two centrally located towns with

RV parks are Fredericksburg and Kerrville. Among numerous parks, **Fredericksburg RV Park**, has 100 big-rig sites, a Good Sam discount, and many perks. The **Kerrville KOA Journey Park** is convenient and enjoyable. Reserve at (800) 562-1665. **By the River Campground**, (830) 367-5566, on the Guadalupe River's Kerrville shore has many trails. While in Hill Country, don't miss Lady Bird Johnson Wildflower Center, 4801 La Crosse Ave., Austin. Experience enchanting acres with guided or self-guided trails, wetlands, and much more, as their website explains. Elsewhere, Big Bend National Park is 370 miles west and south of San Antonio in the Chihuahu Desert. Wetter winters precede spectacular blooms, especially of lupine. Giant Dagger yuccas, with 20-ft. tall trunks and 7-ft. flower stalks, bloom reliably.



Texas bluebonnets are among six lupine species in Texas. Petals are shaped like pioneer's bonnets. This scene implies the existence of a Bluebonnet Express.



Racemes of Texas bluebonnets and red Texas paintbrush are accented by white western peppergrass near Lake Buchanan.

CAN'T HEAD WEST?

Find wildflowers in your own neck of the woods, e.g., find Rhode Island's 40 species of orchids. Attend botany club field trips. The internet and Native Plant Societies are resources for scouting wildflowers anywhere. Follow the flowers upslope in the Blue Ridge Mountains, the Poconos, the Great Plains states, or the Allegheny Mountains. Plantations, arboretums, formal gardens, and flower farms provide more possibilities. Learn *when* wild-

flowers bloom—timing is everything. Get wildflower field guides for your target state or region. Photograph with wide-angle lenses. Go beyond flower close-ups. Include just enough surrounding landscape to create a feeling of place. Crop to minimize the sky. Being wildflower conscious opens up a whole new dimension of life—islands of serenity in a frenzied world. Who knows? You, too, might develop a passion for petals. 

The Coronavirus in Canines and Felines

by Dr. John Pilarczyk

The media for the last two months has been filled with news concerning the COVID-19 crisis in humans. A coronavirus (not COVID-19) is one of a number of viruses that cause diseases in mammals and birds. In humans, the viruses cause respiratory infections. Symptoms are usually mild like that of the common cold.

There are various symptoms in different species. In cows, pigs, and dogs, the coronavirus causes diarrhea; in chickens, a respiratory infection; and in humans, respiratory symptoms.

As we know from the current pandemic, COVID-19, as well as the SARS and MERS viruses, can produce mild to severe infections, which are proving lethal in 2 to 4% of the cases. At this time, there are no vaccines to prevent this disease in humans. There is no specific treatment for the coronavirus in humans except conservative treatments with fluids and rest. Severe respiratory infections may require ventilators and confinement in an ICU.

The new COVID-19 virus that first appeared in the Wuhan Province of China causes pneumonia and severe breathing problems in humans and does not respond to antibiotics because it is a virus infection. This infection likely started in a bat, snake, or a pangolin. Bats are suspected as being the source of the original coronaviruses. This new outbreak is believed to have come from the seafood market in Wuhan where the meat from the pangolin and snakes are sold for human consumption. The pangolin is a prehistoric-looking anteater.

The coronavirus in dogs is not the same as COVID-19. The canine coronavirus can pass from dog to dog, but does not pass

to humans. This virus has been around a long time and causes a mild form of diarrhea in pets. The virus was discovered in Germany in 1971 in sentry dogs. Some pets that have a chronic illness or immune problem can have complications from this virus which is spread in the stool and saliva of the infected pet. Boarding and pet parks can harbor and transmit the infection. Dogs can be vaccinated for corona along with parvo and bordetella.

Symptoms of coronavirus in dogs usually are fever, vomiting, diarrhea, and lack of appetite. The disease is usually self-limiting, but in severe cases a veterinarian may need to treat with fluids and antibiotics for secondary infections. Since the disease is highly contagious, infected dogs need to be isolated from other pets.

The coronavirus can infect cats, but it is not the same coronavirus that infects dogs. The virus in felines causes a disease known as infectious feline peritonitis. This disease causes inflammation either in the abdomen or the chest, producing a fluid buildup with adhesions in the abdomen or chest. A nasal vaccine for infectious feline peritonitis will help protect healthy felines from the disease. It requires two initial doses plus an annual vaccination.

The coronavirus has many different varieties and can infect many species of birds and mammals. Some coronaviruses are species specific, while others can cross species of animals or even cross over to humans. This is what happened in the Wuhan coronavirus from China.

The vaccine available for canines is an inactive type or “killed vaccine.” It may not offer total immunity, but it is currently the best alternative available.

Prevention is best obtained by good hygiene and keeping your pet from walking in areas where other dogs have defecated. Even though this disease in canines can be mild, puppies and geriatric dogs are more susceptible to secondary problems.

At this point, scientists are uncertain whether the COVID-19 virus can cross over to canines. However, Nadia, a 4-year-old Malayan tiger who had a dry cough and a slight loss of appetite, tested positive for the COVID-19 virus that has caused the human pandemic, the Bronx Zoo reported on April 5. She is doing well, according to Dr. Paul Calle, the Bronx Zoo’s chief veterinarian. So are three other tigers and three lions that show the same symptoms. And, he said, neither Nadia’s infection nor early scientific reports from China of infections among domestic cats should make cat owners fear for their pets, or fear that the cats may pass the virus to humans.

Keep in mind that COVID-19 may yet be evolving and we cannot predict what the future holds. Testing is available in canines for the coronavirus. However, with all the different types in the corona family, *the test is not specific and does not check for antibodies.* It may not be an effective test in puppies because of maternal antibodies passed on by the mother.



Taking a 2012 Tiffin Open Road 36LA to Alaska

We took our 2012 Tiffin Open Road 36LA on a 63-day caravan to Alaska! She did us proud. Then we went south to the Albuquerque Balloon Festival on another 10-day caravan. After the festival, we moved on to the Grand Tetons and Yellowstone, then turned west for a wedding in California. After the nuptials, we headed east across the U.S. to arrive in Florida in February where we plan to stay until May when we go to Vermont to visit family! We love full timing in our Open Road.

Gerald Gage, Box Elder, SD

First Time to Travel in New Motorhome

This spring will be our first time to travel in our new 2019 Tiffin Allegro RED. We can hardly wait. We are planning a trip to the Grand Canyon and would like to

Earlier I mentioned that the virus from China very likely came from a mammal called a pangolin. This mammal is an anteater and the Chinese eat it as a delicacy. In the wet markets in China, all sorts of wild animals are sold for human consumption, such as bats, snakes, dogs and cats, monkeys, and other mammals and birds. Scientists now believe this is how a lot of viruses cross over from animals and birds to humans.

This virus is so new and still evolving. I hope it does not cross species in the future. A dog in Hong Kong tested positive for the COVID-19 virus, and I understand it is thought to have contracted the virus from an owner. The tiger in the Bronx Zoo contracted the virus from one of the handlers feeding it. At this stage, there is no evidence that people have contracted COVID-19 from their pets.

Hopefully, a vaccine will be available for humans and pets that will be highly effective. In the meantime, safe travels and watch your pets carefully.

Keep on roughing it smoothly,
John & Kay

know what is the best time to go.

Cletus Alford, Tylertown, MS

Dear Cletus,

At this writing (mid-April), the national parks are closed due to the COVID-19 pandemic. When we have won the battle against the virus and we can all travel

again wherever we wish, we can tell you that spring, summer, and fall are all great seasons to vision the Canyon. Summer can be very hot; the temps are usually more pleasant in spring and fall.

We will mail XL RIS shirts to you and Mr. Gage next week.

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Challenging Times

Red Bay, April 8 — Tiffin Motorhomes today announced its decision to reopen its assembly line and manufacturing plants on April 14. The Belmont plant will reopen on April 13. Many factors were considered in making the decision, the most important of which is the safety of the employees, the customers, and the vendors. The decisions required consideration of the facts, compromise, and compassion.

The company is very fortunate to have an extensive backlog of “sold” orders from prospective owners. Tiffin does not take lightly the trust demonstrated by its RV owners. “Our goal is to keep all of us safe here in Red Bay, Belmont, and Winfield, while doing our very best to build the dream motorhomes our new owner have ordered,” Bob Tiffin said.

As employees return to work on the 13th, the company will have in place an extensive array of processes following CDC guidelines. The efforts will exceed the guidelines whenever possible. These efforts include:

Supplying each employee and visitor a mask as they enter our facilities.

Hand sanitizing stations will be strategically placed in all of our facilities.

Testing protocols are in place for any employee who presents symptoms in line with CDC guidelines.

Along with testing, the company will have a protocol in place for anyone who tests positive or is waiting for results of a test.

The company will acknowledge that the production facility depends on the craftsmanship and interaction of its technicians and artisans in all of its production facilities. Tiffin is committed to following CDC guidelines as they apply to manufacturing environments. These include the well-published social distancing practices that by now are familiar to all, including good individual hygiene and the proper sanitizing efforts in all of the buildings.

During these last few weeks, TMH has made several adjustments at the service center to keep both employees and customers as safe and healthy as possible. Tim Massey, service director, and his team have done a great job getting folks back on the road in their Tiffin coaches. The safety procedures in the service center include:

To maintain social distancing, owners

must leave their coaches while technicians are working in them. To make this easier, Lex Tiffin has created a new customer lounge in the former Mason Jar restaurant in downtown Red Bay, while both of the existing owner lounges have been designated pet friendly.

The service center will focus on repairs that will keep a coach safe and livable, including heating and air conditioning, plumbing, electrical, and slide room function. In addition to this, technicians will work off small lists of 10 or fewer items.

The service center will use every other service bay, and in some cases every third service bay, to maintain a safe separation among our technicians, which means operating with a smaller crew on a temporary basis.

Tiffin Motorhomes is doing its very best to keep its immediate commitments to the coach owners, keep employees and customers as safe as possible, and make Tiffin Motorhomes viable and productive as both a current and future employer in the great states of Alabama and Mississippi. The company extends its best wishes to you and please stay safe.

Henderson Lineup Continues Research To Improve Handling of F-53 Chassis

Robert and Barbara Henderson are visiting RV dealerships throughout the U.S. this spring to demonstrate how much their aftermarket systems have significantly improved the ride and handling of the Allegro Open Road, Tiffin’s Class A gas motorhome. With its F-53 product, Ford controls the market with the only gas engine and chassis being built today in the U.S.

In April 2017, we ran an article on “Improving the Ride and Handling in the F-53 Chassis” which described the extensive research and work done by Robert and John Henderson. In 2018 Liquid Spring introduced its product which replaced nearly all of the F-53’s rear suspension system. Robert and John adopted Liquid Spring’s new product, installed it on their own experimental coach, and began installing it on coaches already in service.

Continuing their research, the Henderson’s re-

tained Ford’s leaf springs front suspension and factory track bar, replaced Ford’s shocks with a Quad Koni Kit (two shocks per wheel), and added SuperSprings International’s Sumo Rebel springs on both sides.

“We developed a Radius Rod Kit that attaches from the front axle to the front spring eyebolt to tighten the steering and reduce the body roll. This is one of the most significant improvements in the steering on an F53 Chassis,” Henderson claimed. “The use of an adjustable drag link allows precise centering of the steering wheel and steering gear. This product comes from Redland Truck and RV. The coach also has a Safe-T-Plus Steering Control for positive return to center and blow out protection along with the SuperSteer Trim Unit that allows the driver to use the force of Safe-T-Plus to hold the coach straight in the heavy cross winds.”

The Henderson’s subsidiary company, SuperSteer, along with Roadmaster designed a new front anti-sway bar that is manufactured by Roadmaster under Henderson’s direction. “It corrected the geometry and eliminated flex in the vertical in-link rod,” Henderson explained. “Then we added a spe-

cial heat-treating process on the anti-sway bar to give it more torsional strength. We are also introducing a new rear OE replacement anti-sway bar that is 2-inches in diameter compared to Ford’s 1.5-inch bar. It has much heavier duty attaching hardware and shackle style end links to handle the much stronger 2 inch diameter bar.”

In a 30-minute test drive in January, I was favorably impressed with the coach’s very low propensity to roll as it went over uneven surfaces and around curves. Following an abrupt lane change at 40 mph, the coach righted itself after only a couple of seconds leaning to the left. With Liquid Spring “Smart” Suspension System adjusting in milliseconds to improve control and comfort, Henderson’s research has made valuable improvements to the front-end.

Marvin Carlton, a long-time Tiffin driver, and Bob Tiffin drove the coach and were favorably impressed. The additions by both companies will cost approximately \$16,000 to \$18,000. The prospective buyer should drive a gas coach with the installed changes before making a decision. www.hendersonslineup.com and supersteerparts.com (888) 898-3281

Recalls for 2018–2020

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

Customers with Tiffin units from all 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 Recall # 18V-328, Tiffin Recall # TIF-109 2013- 2018 Allegro Open Road Reinforcement of Frame Rail at Tow Hitch

Tiffin Motorhomes has decided that a defect, which relates to motor vehicle safety, exists on the following models of motorhomes: **2013-2018 Allegro Open Roads**. Tiffin Motorhomes has become aware that the steel of the frame rail where the hitch is attached to the motorhome needs to be reinforced to strengthen the hitch attachment to the frame rail. If the steel is not reinforced the hitch may come loose

from the motorhome and that may result in the loss of the tow vehicle, which could result in a crash causing injury or damage to property. Tiffin Motorhomes will provide a steel insert that will double the amount of steel at the points where the hitch is attached to the frame rail of the motorhome. Tiffin Motorhomes previously issued a recall in March of 2017 concerning an issue with the failure of the hitch attachment on certain Allegro Open Road motorhomes due to the sizing of the bolt holes in the frame rail. *All motorhomes included in the original recall that did not have a steel gusset box installed will need to complete this new recall repair.* If this new recall repair is not completed, the hitch may fail even after completing the previous recall repair. **Notice:** As of October 1, 2018, Tiffin Motorhomes will not pay the customer for doing the work to install the steel insert on the Hitch Recall NHTSA 18V-328. Tiffin allows the steel insert to be sent to the customer as a courtesy so customers can find a dealer or service center near their current location. Having the part already allows the recall to be completed more quickly. It was never our intention for the customer to make the repair. That being said, from

this point on, if customer decides not to heed our warning, customer is assuming the liability for the repair were it to fail in the future. Tiffin will not be responsible for any future warranty repairs to that hitch or for any damage that may arise from the recall not being completed properly.

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

Tiffin Motorhomes has decided that a defect, which relates to motor vehicle safety, exists on the following models of motorhomes: **2018 Allegro Open Roads, 2018 Allegro RED’s, 2018 Allegro Breezes, 2018 Allegro Buses, 2018 Phaetons and 2018 Zephyrs built between January 2, 2018 and May 15, 2018.** These specific motorhomes have an entry door equipped with a PTL door lock. Tiffin Motorhomes has found that under certain circumstances these doors could open in transit. These specific doors could open because they are equipped with a door lock that was over-tightened at the time it was manufactured. The over tightening of the door lock can make it more difficult for

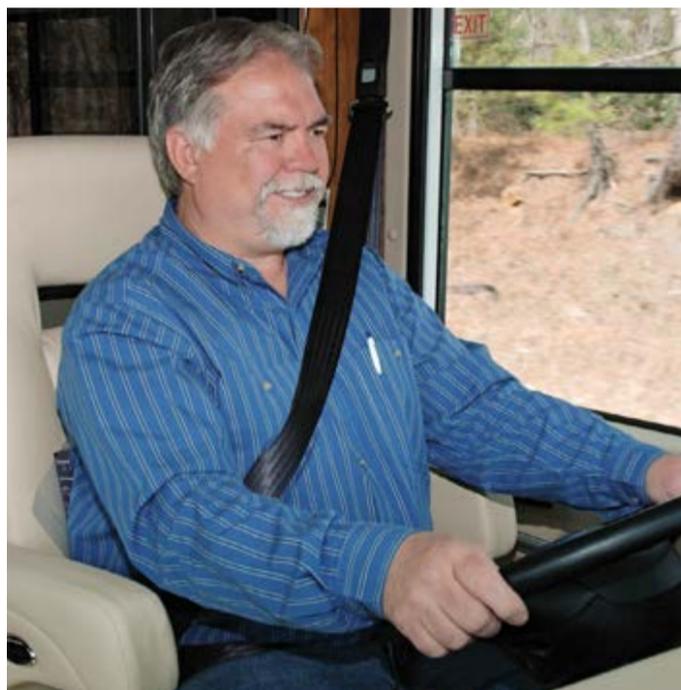
Continued on page 88

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Inman's Answers

As the editor of "Serious Tech Talk," Danny Inman, a 45-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 . . .

Error Message: "Trans Comm Failure"

We own a 2015 Phaeton 40QBH. Recently, when dry camping overnight, we have been getting the error message "Trans Comm Failure" when we try to start the engine the next morning. The coach will not start. This error does not occur while

connected to shore power. Freightliner, after checking the TCM and ECM, was unable to determine the cause. However, both chassis batteries were replaced. This has not resolved the issue. The resolution to get us on the road has been to start the generator which then clears the "TCF" message and allows the coach to start. Any ideas regarding why I'm getting "Trans Comm Failure" during a cold startup?

Don & Susan Beals, Riverside, California

Dear Don & Susan,

Apparently there is a connection failure between the transmission and the transmission control module, which could be caused by a bad connection on the power side or the ground side. The starting of the generator clearing the fault light points me in the direction of the ground lead. This problem needs to go to a Freightliner service center to trace the power leads from the battery to the transmission control module, on the power side and also on the ground side.

Filling the Fuel Tank

I have a 2018 Allegro Red 37PA. The fuel filler tube on the DS is about 12 inches higher than the tube on the PS. If I fill the tank full on the DS and for some reason I unscrew the cap on the PS, will fuel run out until it is down to the PS level?

Richard Ziemba, Fargo, North Dakota

Dear Richard,

The fill cap is higher on the driver's side to get better fall to ensure fully filling the tank. The DS location has no conflict with slide-outs and also allows the larger diameter, high-capacity fill hose. The fill spout on the passenger side was placed there in the event you have to fill from that side at a fueling station. It is in a lower position vertically because of the slide-out and basement access doors. And, yes, if you fill the tank using the DS spout and run fuel in the neck all the way to the top of the spout, and then open the PS cap, you will have fuel run out. Also, when filling from the driver's side, be sure you have not left the PS cap off.

Any Recalls for Broken Windshields?

I have a 2008 FRED Open Road. I am looking at the fourth windshield. Have there been any recalls for windshields breaking? It breaks at the top corner. The last place in Indiana said they checked with Tiffin and found that no similar problems had been reported. I have only 55,000 miles on my coach. The first breakage was in 2014. Could it be something wearing out?

James & Susan Sutherland, El Paso, Texas

Dear James & Susan,

There are no recalls for windshields on any of our brands. In the past, however, some repair shops have used screws in the corners of the cap to hold the rubber while the windshield is being installed. The screws should be embedded in the rubber

to the point where the screw cannot touch the edge of the glass. If the screw does touch the edge of the windshield, and you hit a bump, the screw could cause the glass to fracture.

Phone Won't Connect to Kenwood Radio

I purchased a 2019 Allegro RED. I added the in-dash navigation system. It came with the Kenwood DNX571TR. I tried unsuccessfully to connect my XR iPhone via Bluetooth. It seems that my XR iPhone is not compatible with the Kenwood radio. I went on Kenwood's website and from what I can tell, the Kenwood software used for Bluetooth will not work with the newer iPhones. Is there anything I could do to resolve this issue? Is Tiffin aware of this?

Arcenio Baez, Manorville, New York

Dear Arcenio,

The Kenwood DNX571TR is compatible with the iPhone 10+. Our delivery drivers and a lot of our service people have been able to Bluetooth into this unit. I am not sure why your unit is not permitting this connection. It is possibly a quirk with your particular radio.

Request for Change of Spyder Control Feature

We have a 2019 Open Road 34PA. The automatic illumination of the overhead entry lights when opening the main door can be very disturbing to those sleeping on the fold-out couch. I asked the Spyder Controls rep about adding an option in the Spyder Control Lighting Menu to be able to turn on/off the automatic illumination of the entry lights when opening the door. He replied that firmware change could not be accomplished "due to Tiffin requesting this specific function." Would really like to see this change implemented and hoping you can prompt a re-thinking of the decision about this feature.

Bill Demo, Panama City Beach, Florida

Dear Bill,

We feel the automatic entry light is a safety feature for entering the motorhome after dark. However, this feature can be disconnected without affecting the Spyder system where it is activated in the entry step. This change should be made by a technician who is familiar with the wiring.

Jacks Retracting Too Slowly

I have a 2015 Allegro Open Road 34TGA, purchased new. The jacks retract too slowly. I think you recommended "Phaeton" springs at some point in the past. If that is true, can you recommend what the order should look like? Note: The unit has been stored inside, jacks up, its entire life.

Don Dewitt, Oakdale, California

Dear Don,

If all of the jacks are retracting too slowly, I do not think the

problem points to the springs. It is unlikely that all of the springs would become weak and/or go bad at the same time. Each jack has a solenoid valve that releases the hydraulic fluid back into the fluid chamber. It is possible the hydraulic fluid has become contaminated with a fluid of higher viscosity, which would cause the jacks to operate slower. Have your RV technician check and possibly change the hydraulic fluid.

Problems with Loose LED Ceiling Lenses & A/C

We have a 2018 Phaeton 40QKH. We have a problem with the ceiling lenses, they keep falling down. When put back up and tightened, they fall out again! So far we have had five fall and hit the tile floor, which damaged the Lense/LED light cover.

The other problem we have is that the A/C units, sometimes

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the front and sometimes the rear A/C, come on for a short period of time. This happens when there is no A/C selected! Any idea what could be the cause for this?

Klaus J. Dahl

Owens Cross Road, Alabama

Dear Klaus,

You can put a drop of glue on the lens to keep it in place, but not enough to prevent you from twisting the lens cover off when you need to replace the light.

Your AC problem is connected to the Spyder control system. Call 866-919-9092, describe the problem, and Spyder will send an update for your control board.

Are We Missing a Dash Panel?

We have a 2011 Breeze we like very much. What do you suggest we can put behind the gas pedal area to keep our cat from climbing into the wiring area under the dash? Are we missing a panel? If not, can one be made to slip into that space?

Roberta Krieger, Vicksburg, Michigan

Dear Roberta,

You are not missing a panel. Cats love to get into tight places under the dash and in the slide rooms. Visit an upholstery shop and ask them to make a panel that can be attached with Velcro strips. When you do need to get to the wiring, you can quickly remove the panel.

Tech Talk for Wayfarer Owners?

We enjoy your "Inman's Answers." We have downsized from our 2011 Open Road 34TGA to a 24TW Wayfarer. Will there be a similar section of Tech Talk in RIS for Wayfarer owners? Or maybe there are no problems with the Wayfarer!

P.S. This is our third Tiffin. Our first was a 2007 Open Road.

Don & Sara Davis, Bristol, Tennessee

Dear Don & Sara,

I wish we could say there are no problems in the Wayfarer that create questions. The Wayfarer is such a new division in Tiffin Motorhomes that we have not addressed

a Q&A section for "Serious Tech Talk." Hopefully, in the future we will have a person fielding those questions. Send the questions and we will get answers.

Issues with Wind Noise and Roof Water Draining on PS

I recently purchased a 2014 Phaeton 36GH. When going into wind, it has wind noise that it does not normally have. Any suggestions regarding where or what causes this? All the rubber seals around the DS window are good, and that is where the noise is originating!

Why did they dump water from the roof on the PS down the middle of the entry door? Can the drain be extended two feet toward the front beyond the door? With the door shade extended, it makes a mudhole when water runs off of it.

William E. Davis
Filer, Idaho

Dear William,

The wind noise is very likely coming from the airflow between the mirror head at the front edge of the motorhome. Try adjusting the mirror head itself to facilitate the edges of the mirror glass aligning or flushing evenly with the outside edges of the head. Also, check under the front hood at the corners where the bottom of the dash meets the front cap. Fill those corners with spray insulation.

The reason the drain does not go out farther is that the fiberglass front cap is rounded in near that point and you cannot curve the drain to follow the cap's contour.

Can the Commode be Repositioned and Drawers Installed in our Open Road?

We have a 2019 Open Road 36UA. Because the half-bath commode is positioned against the wall, I was wondering if it could be repositioned to match the commode position in the 2020 Open Road 36UA?

Also, can the oven be replaced with drawers or a cabinet door(s)? If so, could

the required material (wood panels, drawer rails, hinges, brackets, etc.) be purchased from Tiffin and at what cost?

Jim & Pat Dudley
Scranton, Pennsylvania

Dear Jim & Pat,

The commode is positioned directly above the black holding tank. The 4-inch pipe connecting the commode to the black tank passes through steel framing. Moving the pipe would risk colliding with a steel member. The modification would also require realigning the tank with the new drop point from the commode. We do not recommend attempting this modification.

Tiffin does not offer modifications to cabinets in owners' motorhomes at the Tiffin Service Center. However, we can recommend a cabinet shop in Red Bay that can replace the oven with drawers or an enclosure with doors.

Passenger and Driver Seat Will Not Rotate

We enjoy our 2012 Allegro Open Road 34TGA. We would also like to enjoy the driver and passenger seats to watch TV. However, the seats will not turn around. Is there any way to correct this?

Carol Stark
Macon, Georgia

Dear Carol,

On your 34TGA, the driver and passenger seats should both rotate to face into the living room. You have to maneuver the chair while moving the seat back forward & backward, and alternately with the steering column to get the chair turned 180 degrees. Once you do it a time or two, you will get the knack of it.

Unreasonably Hot Temperature in Coach Front

We have a 2010 Allegro Open Road. The area behind the TV and cabinets over the DS and PS seats above the windshield gets unreasonably HOT, enough to certainly warp a CD or DVD. The heat

overwhelms the front of the coach area whether traveling or parked. The only way to bring down the temperature is to start the generator and run the rear A/C with a floor fan in the bedroom or stop and plug into a 50-amp source and run both A/C units. Removing the TV shows only fiberglass and running light wiring above the windshield. Was some insulation forgotten back there? Is there a fix? The windshield shades work very well but the heat comes out from behind the TV anyway. I did recharge the A/C system with no change.

I read "Inman's Answers" in every issue for your tips. Thanks for taking the time.

Ron Kammeyer
Apple Valley, California

Dear Ron,

The insulation could have been unintentionally omitted from your coach. I rec-

ommend adding insulation all across the front behind the cabinetry and the TV. Thank you for your kind remark.

Problems with Black and Grey Tank Odors

We have a 2015 Open Road 36LA. We have been experiencing black and grey tank odors in the dump compartment—an occasional odor under the sinks and then even stronger odors as the outdoor temps increase. I have changed all of the one-way valves and flushed the vent pipes on top of the RV. Another problem is that, when dumping the tanks, they stop flowing until they burp, then flow fine. This leads me to think the vents are bad. I use the following procedure when dumping the tanks: black tank first with a good solid flush, closing the valve and filling the tank 2/3 with water, then open

the valve and let water rinse the residue. I empty the grey tank second and put a few gallons of water in each tank with two ounces of TankTex, and periodic use of Commando. I usually dump the tanks at 2/3 full. I have considered disconnecting the plumbing from the black tank and retaping the joint with a Butyl tape. Any thoughts would be appreciated. I enjoy the "Tech Talk" section of the magazine. It has helped me and my friends with using and maintaining our rigs. Thanks.

Greg & Suzy Pratt
Surprise, Arizona

Dear Greg & Suzy,

I think you are spot on with the checklists you have followed and the procedures you have used in dumping the tanks. I believe you are correct in assessing there is a problem with the vent. When you are in there re-taping the joints, check for ab-

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normalities where the vent pipes connect tightly with the black and grey tanks.

Driver Window Needs Repair

I have a 2019 Open Road 36LA. My only problem with the coach is the power driver window. The metal piece that is attached to the glass and the power mechanism has come unglued. Please suggest a fix.

Paul Langford
LaBelle, Florida

Dear Paul,
The problem can be corrected by re-gluing the metal piece to the glass with Sikaflex 255 FC. Google this product for an online source. If this does not work, the window is under warranty and TMH will replace it.

Need Information about My 2020 Open Road

I bought my 2020 Allegro Open Road in Montgomery, Alabama. I need information on the hot water control under the sink. Also, why does the awning unfurl but not push out?

Walter Morse
Abbeville, Alabama

Dear Walter,
The awning is not properly aligned and needs an adjustment on the edges. Check with your dealer to correct the problem. Tiffin's Service Center will be glad to assist if the dealer's technician requires help.

With regard to your hot water control, Truma has a very good website that provides the information you need. See the question from Bob Morris on page 86 for several good insights and information about the Truma water heater.

Chassis Battery Not Charging

I am the owner of a "New to Me" 2007 Allegro FRED 34TSA on a Freightliner chassis with a Cummins 5.9 liter engine. My question is in reference to the chassis battery not charging when storing the coach plugged into 110-volt power. I have tried this with and without the coach's

DC power being activated. Is this normal, or do I need to pursue a repair?

Martin Peterson
Eugene, Oregon

Dear Martin,
When you are plugged into 110-volt power, the converter should be charging your batteries. If not, you or your technician should start at the converter to be sure it is receiving 110-volt power, and then check for 12-volt power from the converter to the batteries. Be sure to check the inline relay between the converter and the batteries.

Need Update of GPS Maps

I have a 2017 Allegro 32SA. I would like to update the maps in the GPS in the center console. Is there a way to do it?

Denny Bement
Coatesville, Pennsylvania

Dear Denny,
Go to kenwood.garmin.com and enter the model number of your radio. The program will allow you to order the update online.

Frozen Metallic Parking Brakes

The metallic parking brakes on my 2012 Breeze 32BA froze last winter. The motorhome would not move forward or backward. A mechanic pounded the brake drums to loosen the ice. Then, it happened again last July in 90 degree weather. I was told the brakes had rusted shut. My question is: why now, after seven years (I bought it new, February 2012)? Rick Brown of Tiffin told me to replace the brakes with non-metallic brakes (all four), which is what I did. I have not had any trouble since. I park the motorhome in a secure garage.

Robert Kapic
Washington, Missouri

Dear Robert,
After seven years, your narrative leads me to believe the Breeze had been parked for a while. With the brake disks locked together in the park position, they can

rust and stick together while stationary. Continued and regular use would have prevented this event. The non-metallic brakes should not give you the problems that the original brakes had.

The GFI Trips Occasionally

I have a 2008 Phaeton, and have been with Bob Tiffin since 1976. I have owned several coaches. Tiffin is the very best in the RV business.

My problem is that the GFI trips occasionally in the kitchen. It will be okay for a week or two, then trip again. I am a professional electrician. I have changed out three fuses and eliminated all the appliances as a cause for the problem. I cannot pin down any reason. There is no water or steam involved, and no bad appliance. Any suggestions?

Captain A.C. Lowe
Livingston, Texas

Dear Captain Lowe,
I assume you have replaced the GFI itself. If so, and with the other variables you have removed, this is going to be a very difficult problem to trace. It is possible that it could be something in the inverter that is causing it to trip.

Faulty Check Valve Stops Water Supply

I have a 2011 Allegro Bus 40QRP. It has a gas-electric 10-gallon water heater. Although the water heater appears to be working, I am unable to get any water, hot or cold, to the galley or bathroom. What and where should I check to correct this problem?

James Buckmeier
Kings Mountain, South Carolina

Dear James,
Not getting any water at all to the faucets indicates a faulty check valve in the cold water line prior to the water entering the water heater. This valve was installed by Tiffin to prevent the hot water from backing up into the cold water line. Replacing the check valve will correct your problem and make water available.

Road Handling Safety Concerns

We have a 2019 Phaeton with the Power-Glide Chassis. Would you recommend or think it would improve road handling if one or both of the following products were installed:

1. Safe-T-Plus steering control; installed on front steering linkage.
2. SuperSteer motion control; installed on air bags (4 needed).

We have encountered some road conditions such as a sudden drop in the highway (large dip in the road), with NO signage or warnings. They were so extreme that the unit bottomed out and it felt like the front wheels came off the ground. I felt if we had not had our seat belts on, we would have been lifted out of our seats. The area surrounding "the dip" had many black tire skid marks.

I could only imagine drivers pulling a trailer and NOT having the 60/40 load distribution, causing extreme porpoising, leading to a rollover or jackknife.

Would the above two products (which are advertised in *Roughing It Smoothly*) help with various hazardous road conditions?

Jim & Kathy Nova
La Porte, Indiana

Dear Jim & Kathy,
I believe adding both of these items to your coach should help achieve better handling control. Tiffin has not tested these products and cannot offer advice. Robert and John Henderson at Henderson's Lineup, Brake and RV in Grants Pass, Oregon, have considerable experience with both the Safe-T-Plus and the SuperSteer (which John designed). Robert says the Safe-T-Plus will give you better "return-to-center" while steering and afford a more positive feel overall in the steering. The SuperSteer will help stabilize the coach while going over speed bumps and uneven surfaces. On the highway, the SuperSteer will improve stability at speeds 0-40, and some improvement over 40. Henderson's Lineup guarantees satisfaction in the results or your money back, he says.

Locations of Light Switch and 110v Outlet

Thank you for your Tech Talk column covering problems and providing answers and suggestions. I love reading each article. Here are some of my suggestions.

We have a 2015 Allegro Open Road. We use the DS sofa bed frequently which has an air fill valve at the head of the bed near the wall. The nearest 110v outlet is under the window near the exit door. Inflating the bed requires a long extension cord. It would be very convenient to have a 110v outlet in the PS wall near the air valve.

The awning switch and several light switches are conveniently located at floor level by the stepwell when you enter the coach, including the front entry light, ceiling lights, small entry light, etc. However,

if you want to turn one of those lights on or off later, you have to climb down into the stepwell to get to the switch. Could a duplicate switch be placed on the PS wall at eye-level?

In one of your recent columns, a reader complained about not being able to read the poorly lit Ford gauges in his Open Road. I agreed and took the coach to a Ford commercial truck repair center. They said it was a Ford design problem that drew numerous complaints from truck drivers. The service advisor recommended I drive with the lights on—and that does help.

Richard Burdette
Lake Stevens, Washington

Dear Richard,
We appreciate your input and have al-

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ready made changes on the switches and added the 110v outlets in the needed locations.

Problem with Inside Tire Valve Stem

I have a Tiffin 40AH, and had a problem with my inside tire valve stem. While I was traveling across Florida last year, I noticed my tire minder flashing and the alarm going off. I was able to pull off into a parking lot. Upon exiting the motorhome, I could hear the air escaping the tire. Upon more examination, I could see the grommet was missing and the valve stem was rubbing the wheel metal, creating a hole in the valve stem. A tire company replaced the stem. The only trouble was he did not have an angle stem, so I had to have it changed at Lazydays RV later.

An important lesson from this: If I had not had a tire minder, I would not have known I had a leak and would have driven for days on only one outside tire which would have been quite dangerous.

A quick fix on the road if you notice the grommet missing: Go to a local automobile store, purchase some 3/8 ID hose, cut some pieces of the hose and place it over the valve stem. This will prevent the stem from rubbing the metal.

Fred Clark
Belle Vernon, Pennsylvania

Dear Fred,
Thank you for your insights. This is a problem several Tiffin owners with Freightliner chassis have brought to our attention. We suggest that owners keep a close check on the inside stems to be sure they are not rubbing against the metal.

The Real Scoop on TRUMA Aqua Go System

We are the proud new owners of a 2019 Tiffin Phaeton 37BH, which we now love, once the initial “new coach” issues were resolved. There are many things to learn when you first take possession, and I know the delivery staff can’t cover everything. The 25 pounds of manuals are

supposed to fill you in on the details, but even they often fall short.

The main item I would like to point out is the proper operation of the TRUMA Aqua Go hot water system. The Phaeton manual says nothing, that’s right, nothing! But the TRUMA manual must give the complete instructions, right?

It says, “To switch on the appliance, switch the POWER switch (in the outside compartment (Fig 8-8) to one of the two “ON” positions.” The manual then describes the positions of the Rotary Switch, ECO, Comfort, Off, Anti-Freeze, Clean. Now, just where is that switch? On my Tiffin, it is located way under the rear bath sink, behind the electrical plug where you would have to be a contortionist to view the face and see the settings, much less the LED lights that are supposedly there.

What it doesn’t say, and no one else bothered to explain, is that after all power is removed, i.e. storage, etc.; the Rotary Switch must be cycled to OFF and then to ECO or Comfort to “wake up” the system. Even beyond that, the switch must be rotated very slowly because of the design of the contacts within the switch.

How do I know all this, you ask? A phone technician at the Tiffin Service Center told me where the Rotary Switch was located and to rotate the switch. Finally, a TRUMA phone technician gave me the real scoop. I can now actually hear the TRUMA System wake up when I rotate the switch very slowly.

Turning on the hot water system should not have to be a trial and error procedure, nor listening out the window to know if the system has come on. Of course, the real test is if you get hot water at the faucet, and I have run a lot of water before learning the right method of “waking up” the system.

Since this system is now being installed on many new Tiffins, I thought it might be helpful to some to not have to learn to operate it by trial and error. However, a little detailed info in the manuals

would sure be helpful.

Having said all of that, the system functions very well after it is awake!

Bob & Rebecca Morris
Bluffton, South Carolina

Dear Bob & Rebecca,
You have provided very comprehensive information. I am sure our readers with Truma water heaters will find your material very helpful. Thank you for the real scoop!

Our Allegro Breeze Mattress Is Awesome!

We purchased a 2015 Allegro Breeze and the queen mattress is awesome! We would like to purchase a similar mattress for our home. My husband has had back issues but with the coach bed, his back pain has been minimal. Do you know who makes the mattress we have?

Steven & Deborah Warnke
Port Sanilac, Michigan

Dear Steven & Deborah,
To order the mattress in your Breeze, visit Sleepmade’s website at Sleepmade.com or call them in Columbus, Mississippi at 662-798-0085.

Replacing Passenger Window and Adjusting LED Lights

I bought a used 2016 Tiffin Allegro RED 33AA from Colton RV in North Tonawanda, New York, and couldn’t be happier (Thanks, Wendy). Our first trip when I retire in 2022 will be to take a ride to Red Bay, Alabama, to have some things done. Working on the list, the passenger window does not open. I would like to exchange it for one that opens. Also, the LED lights in the coach are too bright. My question is, can they change my window to one that opens, and is there some way to change some lights to amber or even blue and put dimmers on them to make it more relaxing without using the outlet? Are these things they could do in Red Bay? We are looking forward to the trip.

John & Lisa Shumski
Marlborough, Massachusetts

Dear John & Lisa,
There is a replacement passenger window that can be opened. However, it has a wide horizontal bar separating the upper and lower glass. For most passengers, the bar is in the line of sight and may partially block your view.

There is nothing we can do with the current lights to modify the intensity of the lumens. To accomplish your request, the light fixtures would have to be replaced. The Tiffin Service Center does not do this replacement, but there are two or three shops in Red Bay who can make the change-out.

Chassis Wiring Puzzle on 2008 Allegro

I have a 2008 Allegro Open Road. Whenever the engine is running and the generator is started, the battery icon light on the instrument cluster flickers and then stays on until the engine is turned off OR the generator is shut off. This also occurs when the coach is plugged into shore power and the engine is running. This problem began after the house batteries and the converter were replaced. I guessed that the problem might be caused by the converter. I replaced the converter a second time, but it did not correct the problem. I am reluctant to use the generator while traveling as I do not want to damage the electrical system. Do you have a solution to this issue? Thanks.

Ken Dombroski
Summerdale, Alabama

Dear Ken,
Dealing with the batteries and the converter at the same time, there are several possibilities that could be causing the problem. Assuming that the batteries were replaced with the same 6-volt batteries, and the wiring connections were correct, the next step would be to disconnect the power to the converter. If the light goes off, more than likely it is the converter backfeeding into the system. Nothing would likely be damaged by this test. If unhooking the converter does not

correct the problem, check the voltage of the hot & neutral leads coming out of the batteries. You should get 12 volts.

We’ve Enjoyed Our Allegro Bus for Eighteen Years!

In 2002 we purchased a new Allegro Bus. We still have it! We have taken numerous trips towing a Jeep all over the United States.

We have had just minor things go wrong. My husband just gets on the phone with the Tiffin Service Department and they explain to him how to fix it. My husband repairs the problem and away we go.

One thing that really offends us is when we call ahead for reservations to an RV park. They will make a reservation, “BUT” they always say that they will have to physically inspect the RV before they can rent a spot to us. Our RV looks just as good as the day we bought it. We have yet to be turned away because of its age or condition.

We have met Mr. Bob Tiffin. He treats you like you are family. You couldn’t meet a nicer guy!

We tell everyone that asks us about our Allegro Bus, how much we enjoy it and about the great service, and how Mr. Tiffin goes way beyond to make sure his customers are satisfied.

We owned four other RVs before we bought our Allegro Bus. We would never have anything except a Tiffin! Thank you!

Harvey & Maggie Ploghaus
Yorba Linda, California

Dear Harvey & Maggie,
Thank you so much for taking the time to write. I will make a copy of your letter and give it to Bob. I am sure we would enjoy hearing about your travels and will be delighted to publish your latest adventure in our “From the Road” series. Send your travel story to Fred Thompson, Book Production Resources, P.O. Box 1150, Monroe, GA 30655-1150, or email your story with digital images to fredthompson1941@hotmail.com.



DIAMOND SHIELD
Advanced Paint Protection System



3 STEP EASY CARE PLAN

STEP 1 // WIPE REGULARLY

Wiping bugs and road grime off your vehicle, with a wet soft cloth, as soon as you get a chance is essential to keeping your film looking great. This will also reduce the risk of staining and discoloration from bug acids, runoff stains, and road grime left on for an extended period. When done apply 303 Aerospace Protectant!

STEP 2 // WASH MONTHLY

Washing monthly will give your film the deep clean it deserves and will ensure the film remains crystal clear. We recommend using Advanced RV & Auto Wash and a soft cotton or lambswool mitt to apply. Do not use any abrasive brushes, rags, cloths, or compounds. When you’re done don’t forget to apply 303 Aerospace Protectant!

DO NOT: Use Rain-Ex products or Bug & Tar Removers

STEP 3 // WAX QUARTERLY

Waxing your film on a quarterly basis, or more, will add that extra layer of protection to your film. Keeping it waxed will prevent damage from bug acids and road grime, and allow the film to effortlessly be wiped clean. We recommend using Advanced RV & Auto Wax, a synthetic polymer cream wax designed specifically for Diamond Shield.

PURCHASE PRODUCTS ONLINE:
www.DIAMOND-SHIELD.com

TIFFIN ALLEGRO CLUB NEWS *Continued from page 13*

and we were very excited to host a rally at the Amana RV Park.

If you currently have a registration with us for the Amana rally and wish to roll your registration over to the 2021 rally, just send an email to allegroclub@tiffinmotorhomes.com stating, "Keep me registered for Amana 2021." Your place in the Amana rally will be held and price protected in the event of any price increases.

If you wish to cancel your rally space, please respond with an email to allegroclub@tiffinmotorhomes.com stating CANCELLATION and we will promptly refund your FULL registration and will not charge the customary cancellation fee. The 'no cancellation fee' offer is good

until June 1, 2020. Any Amana rally cancellation made between June 1, 2020 and May 17, 2021 will incur a \$50 penalty. No refunds will be made after May 17, 2021.

If you cancel the Amana 2020 rally, you may register again when any remaining spaces go on sale in early 2021. Names already on the 2020 waitlist will be given priority for registering for the 2021 rally.

Again, we are taking this action in light of the CDC and WHO guidelines. We fervently hope that this crisis will have passed long before the 2020 rally, and we can say "should have waited." However, planning a rally is similar to a freight train — it cannot be stopped quickly! God bless you all as you "shelter in place" and stay safe!

DESTINATION: QUÉBEC CITY *Continued from page 37*

The word "Ciel" means sky in French, and this revolving bistro restaurant on the 28th floor of the Concorde Hotel has a heavenly feel to it. The views are spectacular and constantly changing, which would justify a visit for drinks alone. But the menu is inspiring and the food inspired and memorable. An excellent locale for dinner, particularly at sunset.

Chez Boulay Bistro Boreal, 1110 rue St. Jean.

This unpretentious jewel of a restaurant is the perfect spot for a quiet escape to enjoy the uniqueness of Québec and its cuisine. It successfully combines locally-sourced and seasonal offerings with an international flavor. While vegetarian-friendly, it also features elk and trout, is famous for its uniquely-prepared beef cheeks, and has varied offerings of local wines and beers. Highly recommended by many critics.

Le Saint-Amour, 48 rue Sainte-Ursule, (418) 694-0667. saint-amour.com 5:30-10 daily.

The Saint-Amour is an icon of Québec gastronomy, and raves about this restaurant made me select it for my final dinner in Québec City. Not only was I pleased, but I came away with the distinct feeling that it was the perfect choice for my last night here. Award-winner Chef Jean-Luc Boulay is a creative master, and it is clear that he revels in the art of pleasing his customers. The Saint-Amour is the perfect spot for a special evening, for a memorable gourmet experience.

Chef Boulay specializes in French-inspired continental dishes and game, and each one has a personal flair that surprises and brings a smile to your face. Faced with too many difficult choices, I opted for a five-course tasting menu, and the result was, to my mind, perfection: Just the right amount of creative salad, foie gras, fish, sorbet as a palate cleanser, filet mignon, and a "dessert fantasy." The restaurant even accommodated me on the set menu, and allowed a substitution.

OWNER PROFILE *Continued from page 59*

service is great. They fix repairs even after the RV is out of warranty if the problem is deemed one that shouldn't have happened," Scot said.

I was curious about what advice they had for first time RVers. Scot said he recommends buying a used coach first to see if they like RV life. Then they can purchase a new one if they do. Of course, Scot recom-

mends purchasing a Tiffin.

These days Scot and Carol are reaping the rewards of their many years of hard work. Their Tiffin coach affords the opportunity. For now, they are content traveling the U.S. with their cat, Reba Jean, thanks to Tiffin Motorhomes and their Allegro Bus.

NEWS YOU CAN USE *Continued from page 79*

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.

NHTSA Recall # 19V-228, Tiffin Recall # TIF-111 Energy Management Module overheating 2018 & 2019 Phaeton, Allegro Bus & Zephyr

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

safety, exists on the following models of motorhomes: **2018 & 2019 Phaeton, Allegro Bus and Zephyr**. Tiffin Motorhomes has become aware that the alternating current lines that go to the Energy Management Module located in the rear load center may not be securely installed in the terminal levers. If these lines are not properly installed in the load center there is the possibility that the alternating current lines could overheat. If these lines were to overheat, the result could be a thermal event. The Energy Management Module needs to be inspected to determine if the alternating current lines are installed correctly.

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.

There is also a postcard in the magazine for questions you may have for Danny Inman. Keep in mind that his answers are published quarterly. For answers to urgent questions and problems, call the Parts and Service number at 256-356-0261. —Fred Thompson, editor

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.

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