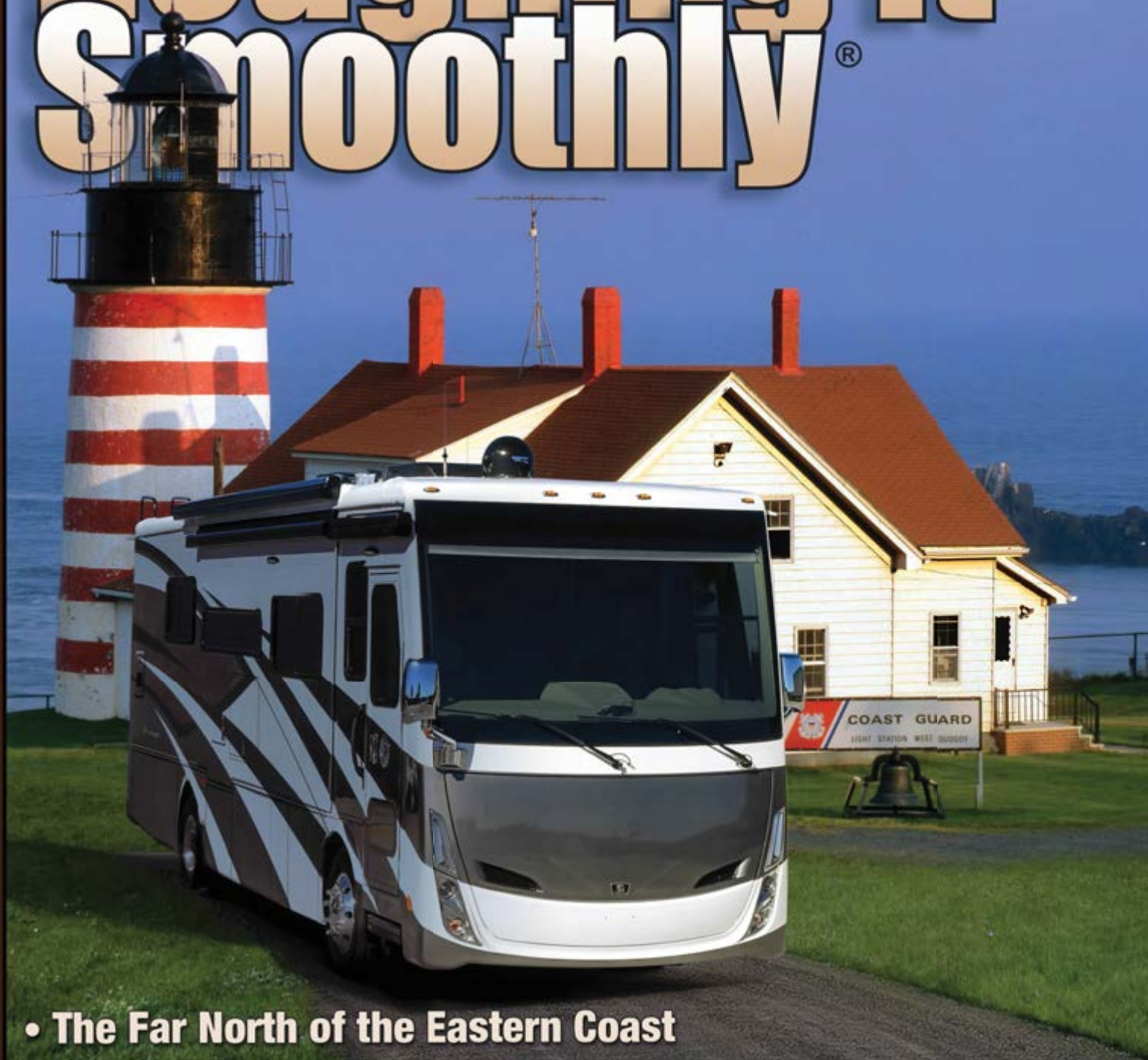


Roughing It Smoothly®



- **The Far North of the Eastern Coast**
- **2021 Allegro Breeze 31BR**
- **Washington, D.C.**

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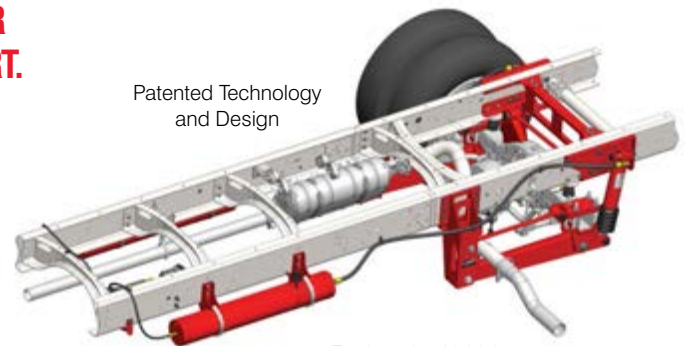
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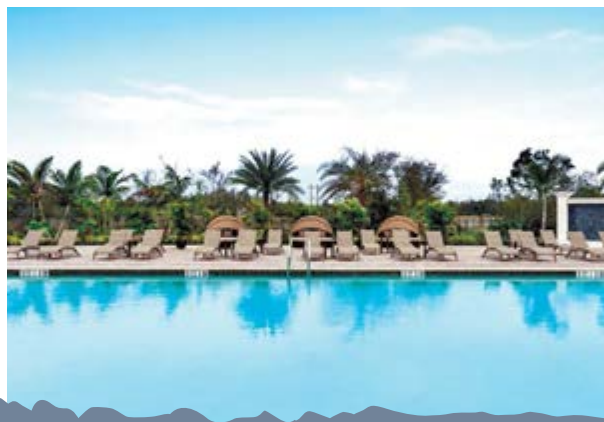
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Roughing It Smoothly®

July 2020

Volume 17, Number 3

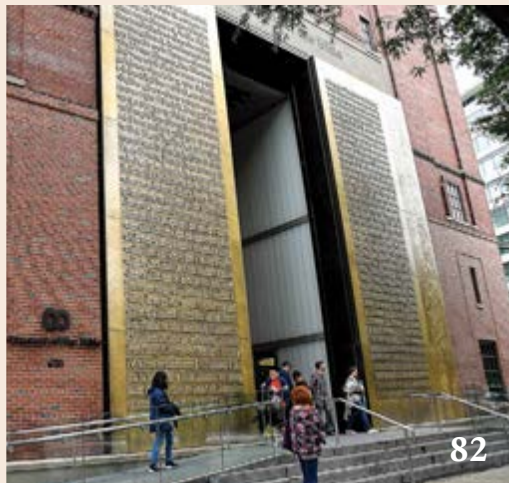
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Owners and RV enthusiasts are enjoying the *Roughing It Smoothly* digital magazine: rismag.org

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 (17 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 fred1902@gmail.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:

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

To facilitate your request, provide the account number and last name as it appears on the label of the last magazine you received.

Change of Address

If you are not online, please use the enclosed change of address card in this magazine which is pre-addressed to the publishing office in Monroe, Georgia. If your magazine is returned as "Unable to Forward," we have no choice but to remove you from the mailing list.

Serious Tech Talk

To address your technical questions to Wayne Williams, 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.**

**Check tiffinmotorhomes.com for new 2021 floor plans and décor:
The 2021 Allegro Bus
The 2021 Allegro RED 340
Other updates for 2021 will follow in August.**

Meeting a New Challenge Head-On

by Bob Tiffin

Over the 48 years since we built our first motorhome, we have faced many challenges. There have been fuel shortages, recessions, and various other issues that all businesses face. But nothing in my years in business has been like the Covid-19 pandemic.

When we first became aware of the potential health risk to our employees and our customers, we put together a team of our company leadership to organize and execute our response. This team included our family, Tim, Van, Lex and Leigh, as well as Andy Baer, our chief operating officer of the Class A division; Brad Witt, our director of operations of the Class A division; Brian Thompson, our chief financial officer; Tony Riley, our chief legal officer; and Suzan Mills, RN, our occupational health coordinator. This team began meeting on a daily basis, with input from Tim and Leigh by phone, to determine how we would address this issue.

The governors of Alabama and Mississippi, where our production plants are located, issued statewide orders and placed restrictions on public gatherings and businesses on March 13 and 14. Though our manufacturing operations were considered “essential” under both orders, our team immediately began reviewing our options. Suzan provided us with up-to-date information on the virus from the Center for Disease Control and other sources, as



well as the plans medical providers in our region were putting into place to prepare for treating people who might be infected. After determining that we needed to obtain personal protective equipment and put protocols in place in order to protect our employees, the decision was then made to close all of our production facilities on March 20 until at least April 6. After meeting with Tim Massey, the Service Center plant manager, we determined to keep only a small crew at the Tiffin Service Center to assist customers needing emergency services.

During the shutdown our team began meeting each day. Suzan provided daily updated medical information, while Andy reviewed the general business situation. Brad addressed the issues related to production, Brian handled the financial implications, and Tony dealt with legal and

governmental issues. Lex was key in determining the necessary personal protective equipment (PPE) we would need when we resumed production as well as supplies such as masks, face shields, gloves, and sanitizer. We also compiled a “Safe at Work” manual that set out the protocols to be followed when our employees returned to work. Suzan put together protocols for testing and reporting the results of the tests and partnered with a local physician, Dr. James Nabers, and his clinic staff, to assist us. Van oversaw the planning for the Class A production facilities, while Tim did the same with the Class C facilities in Winfield, Alabama, and Leigh in the fifth wheel plant in Burnsville, Mississippi.

During the shutdown we maintained a skeleton crew at each facility. Most of our employees were furloughed and were eligible for unemployment benefits. During this time, we paid the employee’s share of the medical insurance premiums so that no one would lose healthcare coverage while on furlough.

As the governors of Alabama and Mississippi continued weekly to update their orders, we amended our plans accordingly. As we evaluated the evidence available to us about the virus and its spread, we determined to extend the shutdown until April 13, with production to resume on April 14. Suzan then contacted employees

with known health conditions that put them at a higher risk of severe consequences if they were infected, and asked that they remain on furlough. We also allowed as many employees as possible to work from home. We provided those that were eligible to work from home with the necessary computers and internet access.

On April 14, our production employees returned to different plants than the ones they left three weeks prior. As they entered the four campuses, each person was tested with a no-contact thermometer. They were issued masks at the gate. We also purchased 1000 full-face shields and made them available to employees who wished to have one. Signs have been placed throughout the facilities containing the CDC guidelines, limits have been placed on the number of people in break rooms, break times are staggered, and hand sanitizing stations have been placed throughout the facilities. Where possible, social distancing is highly encouraged and reinforced with postings throughout the facilities. Each day our employees receive text messages on their phones reminding them of actions they should be taking to avoid the spread of the virus. In addition, we worked for several days to obtain the COV-19 IgG/IgM Rapid Test cassette (antibody test) so that we can now test on-site. These practices will remain in effect until further notice.

Our team continues to meet regularly to discuss new guidelines and the latest medical information. We have gradually returned the Service Center to full operation and all of our production facilities have reopened. We are committed to transparency

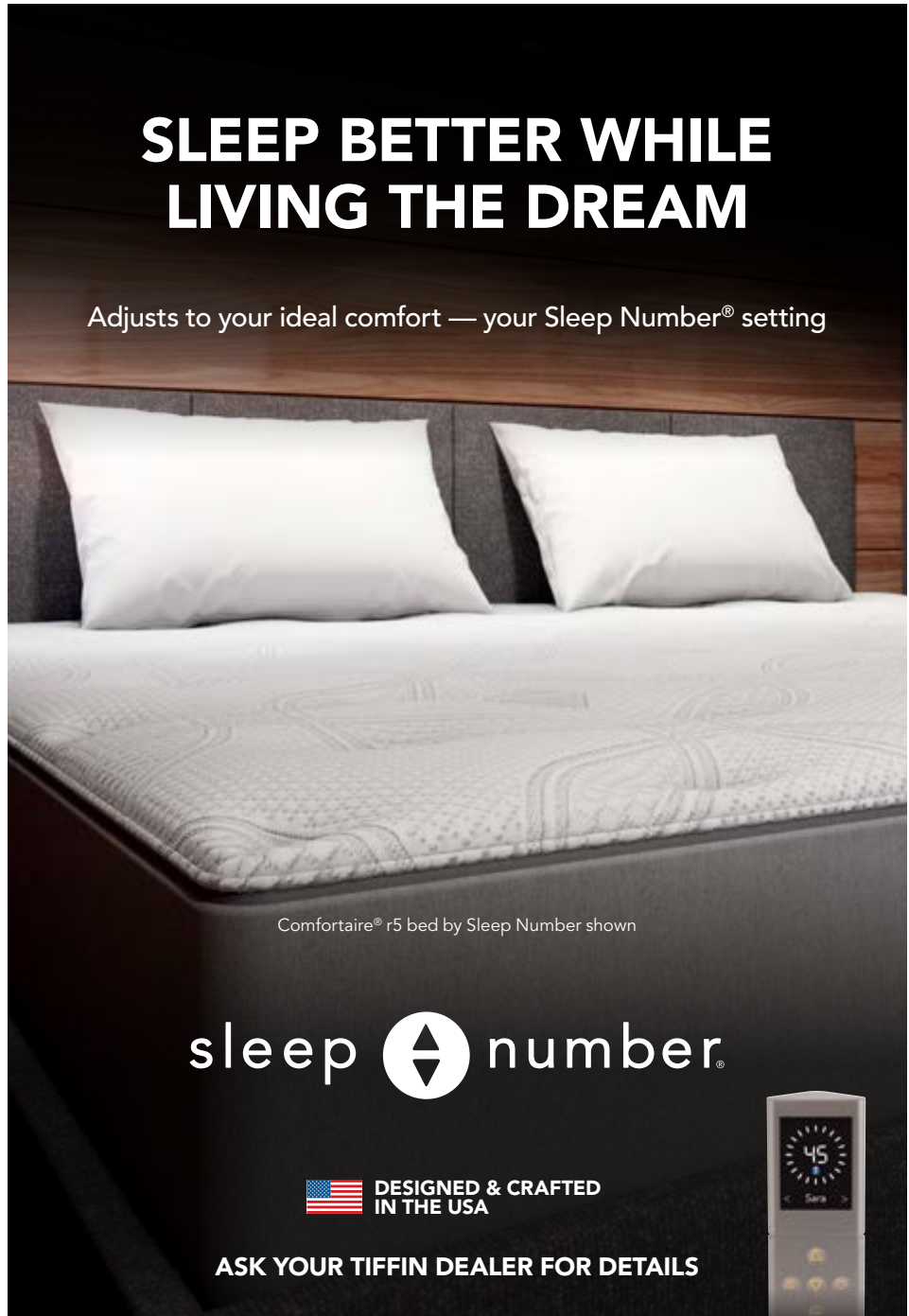
and are weekly notifying our employees and our communities of any positive test results. Our orders and sales remain strong, so we continue to plan to do our best to meet the demand for our products, balancing the production demands with aggressively attempting to protect our employees to the best of our ability.

I am very proud of the efforts our

team has put forth in attempting to minimize the effect of the virus on our employees and their families. They have worked very hard to have detailed plans in place to limit the spread of this virus. We have always been committed to trying to do the right thing for our employees and our customers. And that commitment will not change in these trying times. **RIS**

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Brian Faircloth Puts Madison RV & Golf Resort on the North Florida Map.



Under the direction of Brian Faircloth, Madison RV & Golf Resort located in Madison, Florida is in full swing for 2020. The new resort features 95 spacious RV sites that are big-rig friendly, and include back-in, pull-through, and waterfront options. All lots are spacious, concrete, and 80' long by 37' wide with beautiful landscaping for privacy and hookups for water, sewer, and electricity. Each site also includes a fire pit for bonding with friends or family. There is a brand new pickleball court, basketball courts, a fishing dock for on-site catch-and-release fishing and a beautifully-designed swimming pool. Other amenities and services include mobile RV repair for minor issues, RV supplies, RV wash and wax detail services, a woodworking shop, golf lessons, pickleball lessons, WiFi, and a bath house. This all surrounds the club and golf course, which is considered one of the best in the area. "I believe we have one of, if not the, nicest 9-hole golf courses in the state of Florida," Brian says. "We are friendly. The course is challenging. And we are proud to host numerous events throughout the year, open to any and all."

Brian has been the mastermind of this operation and, with his leadership, has developed a beautiful, sustainable resort that will serve Madison County and the greater North Florida-South Georgia area for many years. "I've been an avid RVer for the last 15 years and I fell in love with the industry and the joy that people get out of it," Brian says. "It's a very family-

oriented business and you find that your camping friends become your family.

"When we were discussing the future of the golf course, we spent two years doing research, collecting data, and traveling the southeast to visit successful RV and golf resorts," Brian continued. "Then we settled on our own plan and the work began."

With an RV site plan in hand, Brian brought in two top-drawer companies to build and landscape the RV park and construct the resort's beautiful new facilities. A corporation specializing in golf course development, management, and

maintenance will oversee the resort's pristine grounds and landscaping. Through teaming up with North Florida-South Georgia professionals, Brian has successfully established a family-friendly environment for golfers and RVers, both local and RVers who regularly travel this route in the Spring and Fall months.

Madison RV & Golf Resort is one hour east of Tallahassee, located off I-10 and one hour west of Lake City off I-75 at 445 SW Country Club Road, in Madison, Florida. Please visit our website at madisonrvresort.com or give us a call at 850-688-0363.



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 104

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The Lowdown on Dirt

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Ten years ago, Mary Findley, at the request of Bob Tiffin, published an extensive series of articles on the correct way to clean and preserve the finish of Tiffin Motorhomes. We are repeating that story here to make more recent owners aware of these recommendations.

Washing the Exterior

Since 2003, EPA's Volatile Organic Compounds regulations prohibit the use of lead in paint, which hardened the paint to deter oxidation. Many paint manufacturers now use a polyurethane base, which does little to safeguard the paint from oxidation. To combat oxidation, Tiffin Motorhomes applies layers of a clear coat sealant on top of the paint as protection against the elements. Proper care of the clear coat insures lifelong stability of the paint.

Paint manufacturers advise against the use of harsh degreasing cleaners and liquid dish-washing soaps. The degreasing agents in these cleaners leave a residue on the sealant that is difficult to rinse clean. Eventually they soften the sealant, which leads to oxidation. Take a trip down memory lane back to the days when conscientious housekeepers used a heavy duty cleaner to mop their kitchen floors. The sticky residue left on the floor eventually softened the finish and destroyed the shine—the precise reaction of clear coat finishes.

Baby shampoo provides an effective yet gentle cleaner. Without the heavy degreasing agents, baby shampoo cleans without fear of leaving a residue to gum up the clear coat or gel coat finish of an automobile. Add a quarter cup per five gallon bucket of water. Additionally toss in a half cup of 'made from grain' distilled white vinegar* to your wash bucket. Increase the vinegar to two-thirds cup for hard wa-

ter. Start with one-half cup. If water spots are visible as you dry, then increase the amount of vinegar.

Vinegar serves two purposes. First, it boosts the cleaning ability of the baby shampoo so you don't need as much. Next, vinegar is slightly acidic. The naturally occurring acid neutralizes the alkaline in the water to prevent water spots from forming. The acid in vinegar will not damage the paint like muriatic or phosphoric acids often referred to in magazine articles.*

The Right Tools for the Job

Since the introduction of lead-free paints, Lambswool is the recommended product to wash a motorhome, vehicle, boat or other people movers. Lambswool is used by Tiffin and their dealers. Specifi-



cally designed to fit our four-way swivel pad holder (order from the Tiffin Service Center Store in Red Bay), it allows you to

*NOTE: Do not use vinegar that says "Food Grade" or "Safe for Pickles." It is made from petroleum and should never be consumed or used for cleaning purposes. Look for the words "made from grain."

safely wash your coach from the ground. The Service Center also carries a 100% Lambswool hand mitt for your vehicle.

Do not mistake Lambswool with imitations. Read the package label carefully. The front of the package reads 'Lambswool' while the small print on the back states "made from manmade fabrics" or similar wording. Imitation pads are made from 100% polyester or plastic. Plastic scratches and will scratch the finish off your coach, vehicle, boat, floor, cabinets and furniture. The scratches are so minute that they are barely noticeable—at first. For this reason, avoid the use of microfiber cloths, towels, and pads as they are made from 80% polyester.

Likewise avoid brushes. Even though you may not see brush marks now, the damage happens as the bristles wear down. One washing and your coach is fine but the next washing leaves it covered with scratches. Use Lambswool wash pads to avoid these issues.

Use only 100% cotton towels to dry your coach. Be cautious of terry towels made in Taiwan or China. They are not checked for fiber content as they enter the States and generally contain up to 30% polyester.

Add the vinegar to the wash bucket, then wash in the morning or evening to prevent water spots. Water spots eventually etch the paint like they do glass shower doors. Prevention becomes the key. Start with the roof (directions follow), then wash one side at a time, rinse, and dry quickly, using a 100% cotton towel over the four-way swivel pad holder. If caught immediately, most water spots buff off with a damp terry towel and light elbow grease. If they have set a bit and the coach is more than six months old, rub with a damp cloth and a 1000 grit polishing compound or Mary Moppins Re-

newzIt. For paint under six months old, bring straight distilled white vinegar to a boil. Wear gloves and wipe the vinegar on with a soft cloth. Keep the area damp for 10 minutes then buff with a soft cloth dipped in water.

To remove oil and grease, remember Mary's #1 rule of cleaning: Give your product time to work. Dab a bit of a concentrated cleaner like our CleanEz — never an orange based cleaner or one with petroleum distillates — onto a damp, soft cloth. Apply to the oil spot and wait 10 to 15 minutes before rubbing lightly to remove the oil. Rinse immediately. Remember, always rub parallel to the ground. Never rub in circles or vertically unless you like that fresh swirl mark look.

Roofs

Remove tree sap by freezing it with ice then gently scraping it off with a plastic scraper held flat against the roof. Use extreme care not to gouge the surface. Follow up with CleanEz or a concentrated cleaner to remove any remaining sap.

Tuck a stiff bristled toothbrush in your back pocket when you clean the roof to scrub the gaskets around fans and vents. Rubber naturally oxidizes and must be scrubbed to prevent drying and cracking. Treat with a silicone lubricant if the gaskets appear dry.

It is important to use a protectant like Mary's Advantage on the roof more frequently than the rest of your coach. The sun's direct line of attack on roofs causes rapid oxidation, which shows up as white caulk that cascades down the side when it rains or the coach is washed.

However, frequent application of a protectant results in a slick roof, which can cause falls. Solution? Purchase a pair of boat shoes made by Merrill or Teva called Non-Skid. Designed for clambering around wet boat decks, the soles on these shoes have a death grip on slick surfaces yet do not mar the finish. They also

provide extra traction ascending and descending ladders.

To Wax, Seal or Protect

If ever there were a smorgasbord of options concerning care of an RV, it certainly surrounds the use of wax and protec-

tants. Let's solve the confusion.

What is the difference between wax, protectants, and sealants? Wax is made from Carnauba. The problem with Carnauba is that it penetrates the clear coat and the paint, reaching the fiberglass, and seals it. Fiberglass must breathe or

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by Hunkler Fabrication LLC

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Our Patented shading system installs from the ground in seconds, blocking 90% of U.V. Magne Shade, helps to keep your coach cool, gives you daytime privacy and offers a great view out. Pet Approved!

EZ Fold Tire Shade

it suffocates and turns yellow over time. Carnauba does not yellow metal but it dulls the paint.

Advantage is specially formulated for Mary Moppins to contain polymers or protectants. Polymers sit on the surface to protect the clear coat and paint against UV ray damage. In addition they make the surface slick. Dirt and bugs slide right off, including off the back of rear view mirrors.

Furthermore, paint companies specifically state not to use products that contain petroleum distillates. Distillates can deteriorate the clear coat, which in turn causes the paint to oxidize. Unfortunately companies are allowed to put small amounts of distillates in a product without stating so on the bottle. You must read an MSDS (material safety data sheet) to determine if a product contains distillates. Type in 'MSDS sheet for Ultra Wax by XYZ company' into a browser on your computer. Look for the words: aliphatic hydrocarbon, mineral oil, hydrocarbon or petroleum, which are alternative names for petroleum distillates. Mary's Advantage is formulated without petroleum distillates as stated on the bottle.

Sealants, like Mary's RenewzIt, are only necessary if the coach or vehicle is oxidized, scratched, has swirl marks, water spots or foggy headlights. Alternately look for a 1000 grit polishing compound that states "heavy duty cleaning" or "oxidation remover." After removing the oxidation, wait 24 hours, then apply Advantage or a polymer-based protectant to guard against further oxidation and restore the color and shine. Re-apply the protectant in three months, then again six months later to re-establish a protective coat.


Remember when applying a sealant or protectant to work with the grain of the paint, which is left to right. Circular motions leave swirl marks. Avoid the use of cloths that contain polyester, especially microfiber. Allow Advantage or your protectant to haze over, then remove it with a 100% cotton cloth like an old cotton t-shirt.

Testing for Oxidation

Test your coach or tow vehicle every six months for oxidation by pouring a bit of your protectant on a soft, white cotton cloth. Rub one spot for a bit. Any paint that appears on the cloth indicates oxidation. If you apply wax three to four times a year then your wax contains a distillate or silicone that has damaged the finish. Remove the oxidation with a sealant like RenewzIt or a new paint job is in your future.

If you apply a protectant once or twice a year, check the content of your protectant for distillates or silicone and increase the application to two to three times a year. Keep a keen eye out for oxidation on your roof. Wash it four times a year and test for oxidation every six months. Apply a protectant three times a year to keep ahead of oxidation.

A buffer is generally required to remove oxidation, swirl marks and scratches as it gives even results when compared to hand buffing. Cyclo is my favorite buffer. It is used by several of my detailers and highly recommended. Made here in the USA, their customer service is as outstanding as their products. cyclotoolmakers.com or 303-485-1990.

Use sheepskin buffing pads on oxidized paint, scratches and swirl marks. The paint must be cured a year before sheepskin is safe to use. Foam pads are the choice for light scratches, swirl marks or newer paint. Avoid microfiber pads. Spray the sheepskin or foam pads lightly with water then add a drop or two of RenewzIt. Keep the pads moist with water to prevent the polishing compound from drying too quickly. Then buff off the compound. The next day a film will generally appear on the finish. The RenewzIt continues to pull out the oxidation from the paint. Repeat with the RenewzIt* to remove the remainder of the oxidation. Wait 24 hours then apply Advantage or a polymer-based protectant. 

*NOTE: Do not use RenewzIt or other sealant or oxidation remover on uncured paint.

Extinguish the Flames Instantly

Protect What You Love— Stop an RV Fire Before It Spreads

The National Fire Protection Association (NFPA) estimates that 20,000 RV fires occur annually. Focusing on that ominous statistic, Nichole Wheeler, president of PROTENG®, a Florida company, has developed a fully automatic fire suppression and detection system like no other. PROTENG® was born in racing. This revolutionary fire suppression device was created out of the need to protect drivers and their multi-million dollar race cars from the fires that almost inevitably happen in crashes. Existing systems were not doing the job.

Nichole and her husband, both avid RVers, realized the immediate need for a viable fire-suppression and detection device for the RV Industry and created the PROTENG® THIA (tube+heat = instant action) system.

This revolutionary system is completely self-contained, heat-activated, environmentally friendly, and meets the highest fire prevention standards. It minimizes fire damage by effectively extinguishing the fire at its source.

The system has no buttons to press, no pins to pull, and requires no human action or presence to operate. There are no batteries, no nozzles, no connections necessary—it all starts with a small tube. It leaves no residue and is non-corrosive. The unique, patented delivery system uses a liquid gas to put out fires in milliseconds.

THIA is safe for people, pets, and the planet, and is available in two versions: Standard and Heavy Duty.

The areas most commonly needing protection in RVs include:

- ♦ **Electrical Areas:** battery compartments, around the inverter, in the fuse

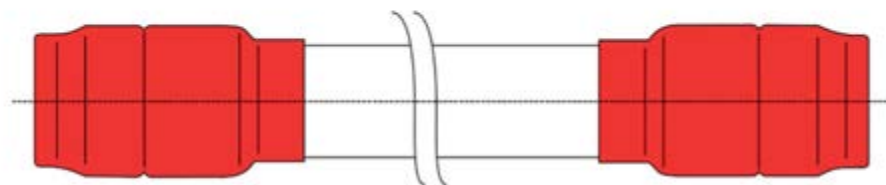
panel, and any other areas of electric distribution.

- ♦ **Engine Compartments:** diesel or gas
- ♦ **Generators**
- ♦ **Water Heaters**
- ♦ **Refrigerators**
- ♦ **PROTENG® is NOT just for RVs!** It can be used in your tow vehicle, mobility scooter, golf cart, and literally anywhere that has a high risk of fire. The simplicity of the system is astounding. Once

installed, it is completely automatic and maintenance-free.

Motorhomes are complex machines and the last thing owners want to worry about is a fire. The PROTENG® THIA fire suppression system provides peace of mind, knowing the end result of any unfortunate fire event will likely be less catastrophic. This system can be the difference between minimal damage and a total loss. Most important, it can save lives!

Tube+Heat=InstantAction



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



The 2021 Allegro Breeze 31BR

You won't find a better-suited, more comfortable coach to tour America's scenic byways.

text and photography
by Fred Thompson

WITHOUT A PEER IN ITS MARKET NICHE, the 2021 Allegro Breeze 31BR is a smaller deluxe Class A motorhome that incorporates many of the sought-after features and amenities found in Tiffin's full-sized Class A's, not the least of which is the PowerGlide chassis with its air ride system and independent front suspension, full air brakes, plus the Valid Air leveling system and tire pressure monitoring displayed in the instrument cluster. Discriminating RVer's will be pleased with Tiffin's thick, polished Broadway solid surface countertops (SSCT); a bright, refreshing interior created with the generous use of recessed ceiling LEDs and lots of windows; a luxurious bath; a residential refrigerator-freezer with icemaker; a continuous hot water system; Ultraleather seating; an enormous amount of handsomely finished cabinets—and a 340-hp Cummins B6.7 V8 diesel!

The reborn Breeze is finding a strong customer base in the mature market who are thinking “downsizing” as well as young professionals who want a classy coach to accommodate their long weekends and three-week annual vacations.

After seeing the coach's stunning exterior full-body paint featuring Frosted Granite G6, the first-time visitor will be equally impressed with the color coordination of the Breeze's Sterling cabinetry with Luster Sheen, the two choices complementing each other perfectly. The Mist II décor was selected for this coach. When viewed on a color wheel, the “Sterling” is a mid-gray, a color that invites the addition of a broad array of accent colors. It became a “rich gray” when Tiffin's interior designer added a large charcoaled bamboo backsplash in the galley, two complementary light and dark patterned wall panels, and coal black door and draw pulls. The flat black frames of the fireplace, the

television, and the glossy black front of the refrigerator-freezer provide additional accents. The 2 x 6-ft. top of the credenza invites the owner to add decorative items of their own choosing.

The contemporary chair backs for the dining table are up-

holstered with a woven black/gray/oatmeal herringbone fabric and have a charcoal suede seat. The sofa-bed and the passenger and driver chairs are upholstered with Cocoon Ultraleather and accented with pillows in coordinated colors.

THE LIVING ROOM

With both forward slides deployed, the living room area is 12 feet N-S and 11.5 feet E-W with the 66-inch sofa-bed located in the DS slide-out.* The sofa-bed with deep cushions comfortably seats three adults with the appropriate seatbelts bolted into the floor of the slide-out. Both the driver and passenger seats rotate 180 degrees to make them a part of the conversation area. The two dining chairs are very comfortable and could be used when you have more than five in the living room. When eventide arrives, an easy jerk-and-lift brings out the sofa-bed's double-fold mattress. An electric pump inflates the air coil innerspring sleep system in three minutes. The DS slide-out is served by a 110v outlet and two USB ports.

All of the seating is comfortably located for viewing the coach's 40-inch HDTV. A sound bar mounted just below the television is part of the surround sound system which includes

* 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."

ceiling speakers and a bass woofer concealed in the bottom center of the PS credenza.

The optional 26-inch Furrion fireplace directly below the television adds a decorative point of color and significant heat. See "Heating and Air Conditioning" later in this article.

The inside dimension of the PS slide-out is 13' 2", six feet of which is the optional computer-dinette workstation (MSRP \$725) located in the south end of the slide-out near the entry door. The primary part of the workstation is a 24 x 72-inch credenza capped with a handsome Broadway SSCT.

The south side of the credenza houses the computer workstation with a slide-out tray for a keyboard or a chromebook. A double-door just below the keyboard tray conceals another slide-out tray for a printer and a cubic foot of storage space for several reams of paper. The north side of the credenza houses two drawers for office materials (17 x 15.4 x 3.5). The third drawer is deeper (17 x 15.4 x 6). The double doors beneath the dining table offer eight cubic feet of storage. And speaking of storage, you will notice matching triple-door cabinets over the sofa-bed and the credenza, each offering 5.5 cubic feet of storage space.



THE GALLEY AND DINING AREA

The dining area for the coach is part of the computer-dinette workstation. Just below the countertop in the center of the credenza, the extendable dining table measures 19.5 x 23.75 inches retracted for travel and 40 x 23.75 inches when extended for daily use. The designers created two large chairs for the dining table with seats measuring 20 x 20 inches. Two folding dining chairs that match the décor are stored in the basement, ready for use when guests arrive.

The galley's Broadway countertops (87 x 25.25) offer more than 15 square feet of planning, prep, and cooking space for the chef. The cooking area is designed with three propane burners positioned under a 13.5 x 16-inch cooktop made with ten steel, enamel-coated rods. The single-plane cooktop allows the chef to use a large, rectangular grill for pancakes and a smaller one for bacon and eggs, or keep three vessels of varying size going at the same time to prepare a multi-course meal. Of course, the microwave-convection oven is standard in all Tiffin coaches.

The twin-bowl stainless steel sink requires a 26 x 15-inch space in the countertop. The two sinks each measure 12 x 14 x 7 inches. When the sink is not in use, two Broadway SSCT covers fit level with the countertop to restore the extra working surface. A chromed, swivel, goose-neck, single-lever faucet with an extendable sprayer takes care of the water supply with one versatile fixture. Isn't it interesting to remember and compare all the water-related control devices that once lined the rear edge of our sinks 40 years ago?

As always, when describing a Tiffin coach, one of its top features is the amount of storage the architects are able to incorporate in the overall design, even in a smaller coach like the Allegro Breeze 31BR. This galley is no exception.

Beginning with the overhead cabinets, the three lift-up doors conceal nine cubic feet of storage. The compartment when shipped is an open box (61 x 19.75 x 13.5) ready for the owner to design the use of the space with customized racks and shelves



found at several sites on the internet.

Below the countertop, a stack of three drawers is designed for cutlery, kitchen tools, and paraphernalia. The top drawer is two inches deep (23 x 9.38 x 2) and the next two are 5.5 inches deep (23 x 9.38 x 5.5). See picture, facing page. Under the cooktop, notice the three large drawers (15 x 24 x 3.5). You will find two cubic feet of storage under the sink plus odd amounts of space behind the plumbing. The flat bottom surface in this cabinet provides storage for the Broadway covers for the sink and the cooktop. At the north end of the galley base cabinet, Tiffin found a place for its popular slide-out pantry (7.25 x 22.5 x 21.5) with three shelves.

Two steps behind the galley in the north end of the DS slide-out, Tiffin placed a 11.9 cu. ft. Whirlpool refrigerator-freezer with icemaker, a perfect selection for this downsized coach.

Three LED lights in the base of the OH cabinets flood the galley's countertop with light. Three 110v outlets, almost recessed into the base of the OH cabinets, provide the electrical service for any appliances you may bring along. A powerful 3-speed exhaust fan and its lid are controlled with a Spyder touchpad on the wall facing the galley. This fan and the exhaust fan in the bathroom can be utilized like an attic fan to pull in cool breezes for pleasant evenings.

a light-and-airy feeling in this bath. A 110v outlet and the Spyder control pad for the exhaust fan, water pump, and lights are near the medicine cabinet.

The 12.5-inch oval ceramic lavatory with a single-lever, pump-style, chrome faucet is mounted in a 39-inch-wide countertop with backsplash. The countertop is 15.75 inches deep as it surrounds the lavatory and then 9.75 inches deep as it extends to the outside wall. The cabinet under the lavatory offers nearly a cubic foot of storage. Adjacent to it, an open cabinet with retaining slats (4 x 19.5 x 26) is designed to hold newspapers and magazines, and perhaps several rolls of toilet paper at the base.

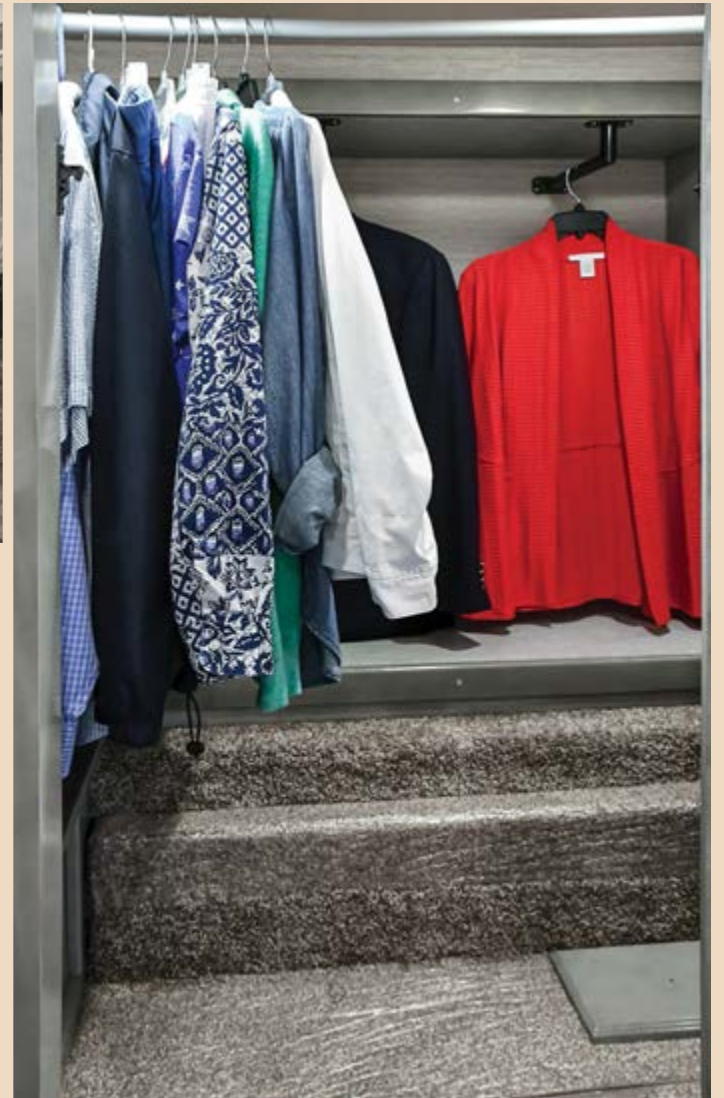
THE BATH

The bath's mid-coach location is convenient to a guest who will not have to walk through the bedroom to visit the restroom during a visit or an overnight stay. The bath is insulated from the rest of the coach by a heavy concealed sliding Craftsman-style door, a technology that Tiffin designed several years ago and has continued to improve.

While the bath's footprint is just 56 x 40 inches, the interior design and use of that space prevents it from feeling "small" once you close the door. Enclosed tightly with three Plexiglas sliding panels, the shower measures 25 x 38 inches. The shower wand is held in a small pushbutton adjustable chrome rack that rotates 180 degrees and slides up and down on a vertically mounted pole to position the water spray at any point preferred by the bather. The fiberglass shower was formed with a seat, a recessed shelf for bathing products, plus a higher shelf for keeping a bar of soap away from the shower stream.

The bath's mirrored double-door medicine cabinet (4 x 38 x 21) has three shelves, plenty of space for bath products and prescriptions. Realize those shelves are 38-inches long! The pedal-flush toilet sits immediately below a 13 x 22-inch screened window and under a 3-speed exhaust fan. Two LED ceiling lights plus natural light from the skylight over the shower produce





THE BEDROOM

The sleeping quarters were not designed for calisthenics; but given its intended purpose as a bedroom in a downsized coach, the design is perfect. In a footprint that is 6'8" N-S and 9'11" E-W, you will find a full queen bed (60 x 80), a double chest-of-drawers, OH cabinets on both sides of the coach, a large EXIT window, OH cabinets on both sidewalls, a 58-inch-wide closet with sliding mirrored doors, a 32-inch HDTV, and storage under the bed. Now let's get into the detail.

The Breeze's queen bed has the same Tencel 9-inch thick memory foam mattress that Tiffin Motorhomes uses in the Phaeton, Allegro Bus, RED, and Open Road. One Tiffin owner called recently to request ordering information for the Tencel mattress for the master bedroom in their permanent home. "My husband sleeps really well on the Tencel mattress in our motor-

home, but not so well on the mattress in our house," she said.

Always a plus feature in a Tiffin, the amount of storage in this bedroom was not overlooked. The cabinets over the bed offer 10 cubic feet (CF) of storage and the three PS overhead cabinets measured at 4.75 CF. You'll find another 8.7 CF under the bed.

I am certain R&D stays up at night thinking about ways to carve out additional convenient features for TMH coaches. Sales reps relayed to R&D that some potential buyers were not ordering the Breeze because it did not have a washer-dryer. The 2020 Breeze's bedroom closet stretches all the way across the rear of the coach. The cabinet architect took 32 inches width out of the NE corner of the closet and made room for a Splendide combo washer-dryer. Since that took 23 cubic feet out of the master bedroom's closet, the back wall of the motorhome's box was extended three inches and another 12 inches of space

was claimed from the cavity between the box and rear cap.

The redesigned closet now has a 56.5-inch E-W hanging rod. The new extended closet (12 x 38 x 38), recessed behind the clothes hanging on the E-W rod, has two 10.5-inch N-S hanging rods, just right for hanging coats and garments not used frequently.

Running the length of the bedroom's wall, the PS drawer system is divided into two chests, one under the 19 x 45-inch window and the other under the bedroom's television. Both chests are capped with Broadway countertops (11 x 52 & 10 x 29). The forward chest has three drawers (7 x 21.75 x 9) and a matching drawer cover concealing the 110v and 12v breaker boxes. The rear chest has a top compartment with louvered doors for the coach's entertainment system and DISH-Wally satellite receiver. Three additional drawers (9 x 23 x 3.5) complete the chest.

ENTERTAINMENT

The Breeze usually ships with four TVs as standard equipment. Since two TVs in the living area might be too much for some owners, TMH made the one over the dash optional. The living room television with sound bar is part of the surround sound system that includes a bass woofer concealed in the credenza. The standard DISH/Wally receiver is serviced by the optional In-Motion satellite signal receiver (MSRP \$1,450). You can convert the Wally into a DVR (optional through DISH) and record up to 100 HD hours of favorite shows and music. You can also view local channels with an over-the-air tuner (optional). A wi-fi adaptor (optional) connects the Wally to a mobile hot spot to stream videos. The optional WiFi Ranger (MSRP \$1,015) strengthens public

WIFI that may not normally be accessible.

The standard Kenwood in-dash radio for entertainment is Apple CarPlay & Android Auto ready. The stereo speakers in the cockpit's ceiling deliver a sound quality enthusiasts will love, including the playback support of hi-res audio music featuring compatibility with FLAC and DSD files. Simple touch screen sound customization is also available with its built-in 13 Band EQ and digital time alignment. Google "Kenwood DNX775RVS" for extensive information.

A 32-inch LG HDTV turns the bedroom into a comfortable setting for late night movies or catching the early morning news. The LG entertainment system has a CD/DVD player in case you are not streaming your music and movies.



The 16-ft. Girard awning with LED lights creates an inviting venue for patio entertainment with a 32-inch HDTV with sound bar enclosed in the coach's exterior sidewall. The weatherproof door concealing the television blends perfectly with the exterior paint scheme.

CONTROLLING THE BREEZE'S ENVIRONMENT

The functionality of an interior depends on excellent lighting. The lighting, as well as the entire environment, is controlled by a wall-mounted Spyder touch pad located just outside the bathroom's sliding door.

The HOME folder, divided into a quadrant, displays touch switches for initial lighting; wet tank gauges (fresh, grey, black, LPG) and water pump switch; front



and rear room temps; and gauges for chassis/house electrical systems and the gen start/stop. The space below the quadrant presents touch pad switches to select any of the six folders for con-

trolling all of the environment: Home, Lighting, Furnace and AC Controls, Exhaust Fans, Slide-Outs, and Settings. Four area specific touch pads are conveniently located throughout the coach.



WINDOWS

The freshness of any environment depends on the amount of sunlight it receives. Opening up your motorhome to an abundance of fresh air and light makes it a healthy habitat. The living area is surrounded by windows: a 50 x 86-inch windshield plus a 20 x 54-inch window on both sides. The chef will enjoy keeping an eye on the patio through the galley's 10.5 x 78-inch window while preparing the family's lunch.

Of course, the door, with its screen, is your invitation to the outdoors, bringing in lots of light and fresh air. And it, too, has a huge window. And then, relax in that big comfortable passenger seat with its reclining back and leg lift and enjoy your favorite

book with a breeze flowing through the screened side window.

The driver doesn't miss out either. With a 20.5 x 44-inch expanse of quarter-inch glass with a sliding window with screen, it doesn't get much better than this. Above this frame is another 17.5 x 41-inch expanse. Remember when we used to drive down the road with an arm out the window and worry about getting a one-arm sunburn? If the sun does get too bright where you are parked, all of the windows (except the galley) have solar shades that still let you enjoy the view.

The bedroom windows weren't missed either. The PS window has a 19 x 45-inch window with screen, and the bed has windows with screens in both of the side panels of the bed slide-out.

LIGHTING

When you flip on all the lights simultaneously in the living area from the Spyder touchpad, you might compare the lumens to a football stadium. Of course, the touchpad allows you to place light selectively wherever needed. Just for the numbers, there are seven LEDs in the bedroom ceiling, two swivels above the headboard, two in the bath, three in the ceilings of each forward slide-out, three directional swivels over the sofa for reading, and three over the cooktop. In the coach's main ceiling, there are 18 LEDs. The LEDs are evenly positioned to eliminate any light-dark areas.

A new feature in the 2021 Breeze is the soft accent lighting in the large concave crown molding of the slide-out fascias. All of the LEDs can be extinguished while leaving the accents on as the perfect backlight for watching television.



HEATING AND AIR CONDITIONING

The 31BR comes standard with two 13.5K BTU low profile air conditioners. The front AC may be upgraded with a 15K BTU air conditioner with a heat pump (MSRP \$580). The optional Furrion 26-inch fireplace (MSRP \$725) features ClimateSmart™ technology with four levels of LED flame technology, temp control settings, timer, and a safety cutoff. The two settings at 750W and 1500W are rated to heat 500 square feet. In our 40-ft. coach, we discovered the fireplace heat warmed the coach nicely on cool mornings without having to turn on the main heating system or the heat pump. Unless you are in very cold weather, the heat pump and the electric fireplace may supply adequate warmth. But in really cold weather, the Breeze is well-prepared with two ducted propane furnaces to evenly distribute the heat. The front furnace produces 35K BTUs and the rear 20K BTUs.

The Extraordinaire™ AC system in Tiffin coaches is enhanced by a state-of-the-art heating and cooling technology developed by Tiffin engineers. Modeled on the residential method of moving air, the system uses directional registers and return air vents placed on opposing sides of the ceiling: cooled air through the duct work on the PS and return air through the vents connected to the DS ducts. This keeps air moving in a circular pattern



throughout to maintain the desired interior temperature.

When the temperature really gets cold, two propane furnaces kick in to keep the coach toasty warm. The rear furnace serves the bedroom and bath, while the front furnace heats the galley and living area.

THE COCKPIT

The Breeze is equipped with two very comfortable driver and passenger seats, each with 6-way power adjustments. The operator has all of the essential driving controls in front of him, either on the steering wheel or in the dash cluster. The two far left gauges display oil pressure and engine temp. At far right, the two gauges show chassis air pressure for front and rear.

The two large dials display MPH on the left and RPM on the right. The inner circle of the left dial presents the digital MPH in large characters, the Mobileye alerts, the odometer, and the gas gauge at bottom center. The inner circle of the right dial presents information selected by the operator using the toggledial mounted in the console. New for this year, the tire pressure monitoring display for all six tires is shown here. Other selections include two trip monitors, Mobileye setup, sound volume,



brightness, and 10 graphic color schemes for the instrument cluster, and units. Units includes choices between miles-kilometers, Fahrenheit-Celsius, PSI-kPa, and much more. The Valid Air leveling screen is displayed here. You can run leveling automatically or take over with the toggle and level the coach manually. The bottom third of the right dial displays the DEF gauge on the left and battery amps on the right.

The Pre-Drive Items in the center of the instrument cluster will run through a list of reminders to check as you prepare to leave. At the bottom center of the cluster, you will see two selected trip meters, the compass direction, and the outside temperature.

The left corner of the dash has five toggles: engine brake, panel lamps, headlights, auxiliary start, and the pedals IN-OUT adjustment. The left console houses the Allison gear shift, mirror controls, and parking brake.

The toggles on the right side of the steering column and just left of the radio include the windshield solar and night shades, driver fan, ATC, radio/camera, gen start, and map light. On either side of the camera monitor, you will see a microphone bud, two sets of USB ports, and a 12v supply.

In the center console below the radio, the three HVAC controls are easily reached by the driver or the passenger.

DRIVING THE 2021 BREEZE 31BR


Tiffin's engineers in the chassis department were disappointed when Cummins stopped building the 275-hp ISV5.0 V8. Cummins and Tiffin spent three years testing and developing a Powerglide chassis for the Breeze with the 275-hp ISV5 power plant. But Tiffin was Cummins' only customer for the specialized version of this engine and Cummins saw ink as red as the engine. The dilemma last year led Tiffin to opt for the Cummins B6.7 engine generating 340-hp at 2,600 rpm. It has proven to be a good choice. Owners can load over a ton of cargo, pull a full-size car or pickup with ease, and never miss a beat.

We did our test drive with three adults on board, a full 70-gallon tank of fresh water, and a full 70-gallon tank of fuel. Our tow car weighs 3,500 pounds. Cruising the curves and hills of Alabama Rt. 247 from Red Bay to Tuscumbia was a "breeze," (I won't ask you to pardon the pun) as we maintained the 55-mph speed limit most of the way. This year the Powerglide chassis has Electronic Stability Control (ESC) and Traction Control as standard features. To maintain the coach's stability on curves

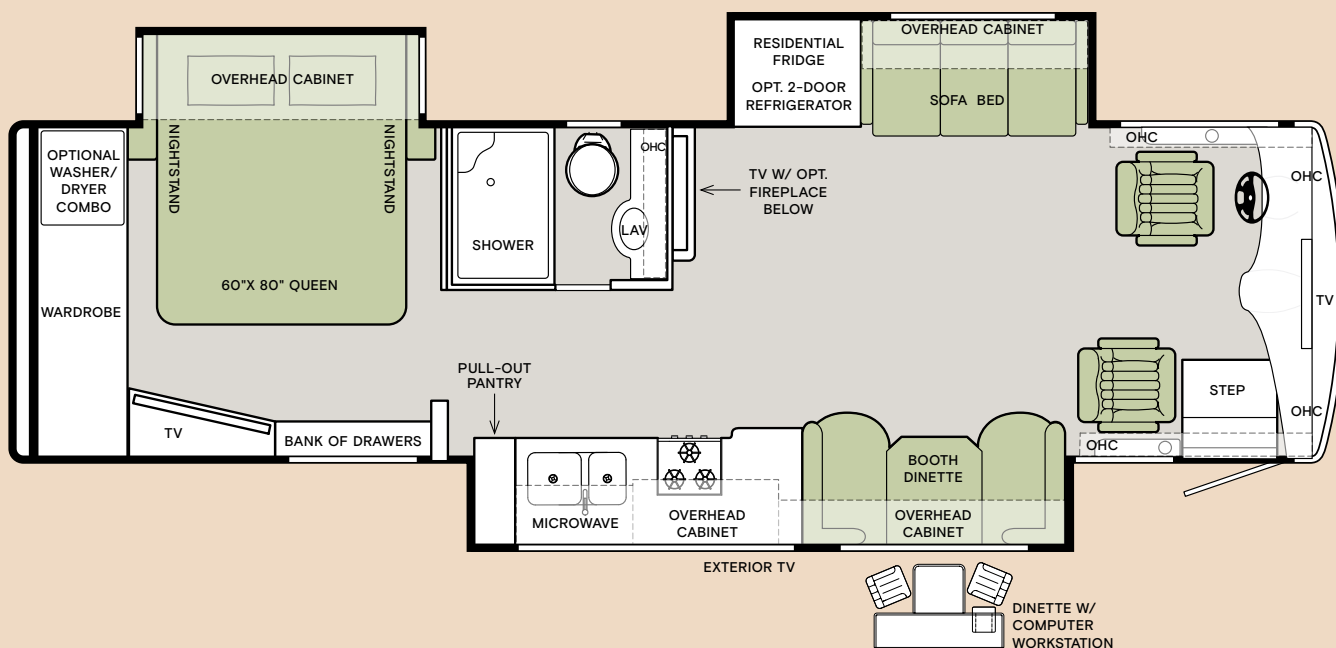
and banked road surfaces, it automatically controls the throttle and applies brakes to the appropriate wheel.

To check how well the rig would hold its speed on hills, we entered a five percent grade, 0.6 miles long, at 65 mph and topped the hill at 58 mph. In accelerating on a ramp to join 65 mph traffic, we started with a 12 mph roll and passed the end of the ramp at 50 mph. We were at 65 mph in 30 seconds as we moved out of the merge lane into traffic.

The Breeze has a tilt and telescoping steering column as well as adjustable gas and brake pedals. The driver's chair adjusts in six directions to put you in any position that makes you comfortable. The seat back adjusts with a lever.

The 2021 Allegro Breeze is a downsized luxury Class A motorhome with the features and road manners of a full-size Class A Tiffin coach. Its 31-foot length will get you into the smaller campsites of our beautiful national and state parks. Go to the big destination parks *and* cruise America's two-lane scenic byways in your Allegro Breeze. 

The Allegro Breeze 31BR



SPECIFICATIONS: Model tested 2021 Allegro Breeze 31BR with Three Slides

Base MSRP* – \$281,844 MSRP as tested with options – \$295,873

STANDARD FEATURES

Structural

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

Automotive

Allison 2500 MH 6-speed transmission with lock-up
Cummins B6.7 ISB V8 diesel engine
700 lb-ft torque @ 1,600 rpm
340 hp @ 2,600 rpm
Four air bags
Independent front suspension
Electronic stability control
Exhaust brake
Fog lights
Daytime running lights

Exterior

Fiberglass front & rear caps
Tinted one-piece windshield
6kw Onan® Quiet Diesel generator
Two 13,500 BTU low profile roof AC (high efficiency)
Extraordinaire™ AC roof-ducted system
Single electric step
¼-inch thick single pane windows
Horizontal mounted wipers
Heated power mirrors
Gel-coat fiberglass walls
Full body paint
Paint protective film on front cap
Aluminum wheels
Exterior LED patio lights
Power patio awning, Girard upgrade
Power entry door awning
Slide-out awnings
32-inch TV in PS wall under awning
Valid automatic air leveling system
Seamless, one-piece fiberglass composite slide-out box construction
Convenient storage doors with gas shocks
Rigid long-life storage boxes
Exterior storage compartment lights
Single handle lockable storage door latches
Heated water and holding tank compartments
Tank level monitoring
Two 6v auxiliary batteries
Digital / analog TV antenna
Cable ready TV
50-amp service
Battery Minder Plus
Black holding tank flush system
Exterior rinse hose/shower
Back-up camera with color dash monitor
Side cameras activated by turn signals
Inverter for televisions & entertainment center only
110v exterior receptacle
110v / 12v converter
Undercoating
Roof ladder
External tripod satellite hook-up

Driver's Compartment

Digital dashboard
Ultraleather 6-way powered driver seat & passenger seat with powered foot-rest
Lighted instrument panel
Dash monitor for rear & side cameras
Contemporary styled dash
Single CD player and stereo AM/FM radio
XM receiver and antenna
One 12v dash receptacle
Two USB ports in dash
Electronic dash gauges with diagnostic system

Valid leveling control with in-dash display & toggle
Tilt / telescope steering wheel
Adjustable gas & brake pedals
Auxiliary start
Cruise control
Dual dash fans
Power solar & privacy shades for windshield
Roll-Ease® solar & privacy shades for driver & passenger side windows
Fire extinguisher
Step well cover
Center console with single cup holder & drawer
DS horizontal sliding window with screen
PS vertical window with screen

Living Area / Dinette

UltraLeather™ booth dinette with large pull-out storage drawers
Home theater surround sound system
UltraLeather 52" air coil hide-a-bed sofa-DS
Mid-section 40" HDTV
Inverter only for TVs & surround sound
Over-the-dash 32" HDTV

Kitchen

Single lever chrome sink faucet
Double bowl stainless steel sink with solid surface countertop covers
Solid surface countertops
Solid surface backsplashes and splash guard
3-burner cooktop
3-speed exhaust fan
Convection-microwave oven
Residential refrigerator with icemaker
3-shelf slide-out pantry
Panoramic 78-inch galley window

Bath

Medicine cabinet with mirror
Skylight in shower
Polished chrome single lever pump-style faucet
Vanity, magazine rack, & cabinet
Solid surface countertop with molded lavatory
Toilet with foot flush
Fiberglass shower with 3-piece sliding Plexi-glas door
3-speed exhaust fan
LED ceiling lights

Bedroom

58-inch wide wardrobe with double sliding mirrored doors
32-inch wide compartment in closet prepped for combo washer-dryer
Full queen size bed
Bed comforter with seven matching pillows
Memory foam mattress
32-inch HDTV
Large picture window with solar / privacy shades
Two chests with six drawers
Two OH storage compartments, one under bed
Carbon monoxide detector
LPG leak detector
110v outlet in each bedside table
Two USB ports in each bedside table

General Interior

Choose from three interior hardwood finishes
Choose from three décors
Choose from three Ultraleather fabrics
Self-locking pocket door hardware

High-gloss raised-panel hardwood cabinet doors
Vinyl headliner
Solid hardwood cabinet faces & drawer fronts
Wall-to-wall vinyl tile flooring throughout coach
Ball bearing drawer slides
Scotchgard® treated carpet & fabrics
Roll-Ease® solar & privacy shades in living area windows
LED lighting throughout coach
Two power roof vents
Tank level monitor system
Smoke detector
Truma continuous supply propane water heater
Two propane ducted furnaces: 35K BTU & 20K BTU

OPTIONAL FEATURES ON THIS COACH

Sterling cabinets with Luster Sheen
15,000 AC with heat pump (front only) IPO 13,500 AC
In-motion satellite dish
Wifi Ranger
2000 watt pure sine inverter
One solar panel
In-dash navigation system
Mobileye collision avoidance system
Central vacuum system
Fireplace
Dinette-computer workstation
Combo washer/dryer
Choices from standard features:
Frosted Granite G6 full body paint
Mist II décor
Cocoon Ultraleather
Sand Castle floor tile
Eight OH pocket cabinets in cockpit/pass. compartment IPO 32" TV
OH cabinets above bed headboard
Residential refrigerator

OTHER OPTIONAL FEATURES AVAILABLE

Solar panel prep
Three solar panels
Choices from standard features:
Full body paint: Spice Java, Rocky Mtn, Fire Opal, Silver Sand
Interior décors: Dior & Café II
Cabinets: Mocha & Natural Alder Classic
Floor tile: Sea Oat
Front overhead TV
Window above bed headboard, no OH cabinet
2-door gas-electric refrigerator
UltraLeather booth dinette

MEASUREMENTS

Wheelbase – 182"
Overall length – 31' 6"
Overall height with roof air – 11' 8"
Interior height – 78"
Overall width – 95"
Interior width – 91"

WEIGHTS & CAPACITIES

GVWR – 25,500 lbs.
Front GAWR – 9,500 lbs.
Rear GAWR – 16,000 lbs.

GCWR – 30,500 lbs.
UVW – 21,830 lbs.
CCC – 2,699 lbs.
Trailer hitch capacity – 5,000 lbs.

POWER TRAIN

Engine – Cummins B6.7 ISB V8
Horsepower – 340 hp @ 2,600 rpm
Torque – 700 lb.ft. @ 1,600 rpm
Transmission – Allison 6-speed MH 2500
Tire size – 265/70R19.5
Alternator – 130 amps

CHASSIS

Frame – Full length ladder type design
Frame design – Low floor, one-piece construction
Anti-locking braking system – Standard 4-wheel anti-lock brakes
Independent front suspension
Axles – Front: ZF RL55. Rear: Dana S130
Leveling – Valid Air leveling system

CONSTRUCTION

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

ACCOMMODATIONS

Sleeps – Four adults, two children
Fuel tank – 70 gallons
Fresh water – 70 gallons
Black water – 33 gallons
Grey water – 55 gallons
LPG tank – 20 gallons (can be filled to 80% capacity)

MSRP*

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

UVW

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

DEALERS

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

PLEASE NOTE

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

The Far North of the Eastern Coast



The Boston Harbor Light

Why Did the Beautiful Atlantic Coastline Spell Peril for Early Mariners?

It's late September, 1716. You're the captain of a ship full of immigrants and supplies bound for Boston, Massachusetts, from England. Your only delays have been a couple of short, strong, storms in the mid-Atlantic. Within the hour the trip's biggest concern will be at hand—navigating the rocky, treacherous, Massachusetts coast, roughly 30 miles

away. The captain who apprenticed you lost his life and his ship near Boston Harbor four years ago. The sea is fairly rough, and patchy fog reduces visibility in the waning light. Boston Harbor certainly tests a captain's skills. Twenty minutes after these contemplations the watchman relays a report of a star dimly seen through the fog, low on the assumed horizon. Does that mean there's no fog closer to land? If the colonies only had lighthouses, as European coasts do, your anxieties would lessen. You were here three years ago and there was talk of a lighthouse, but building costs created resistance from England's colonial legislature. Even if they now have a light,

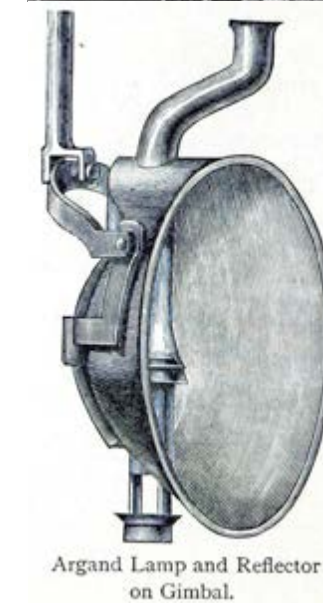
Note that as I write this article, websites for summer 2020 tourist attractions of all types have disclaimers about their openings and operating hours due to the COVID19 virus. Perhaps things will improve by the time you receive this issue. Contact places or tour operators essential to your travel plans before starting your trip. —S.C.

BY SUZANNE CLEMENZ

is it on the north or south side of the navigation channel? Little Brewster Island would be best. But you can't assume anything. After another 20 minutes it is reported that the star looks bigger. Stars don't do that. It must be a lighthouse! You decide to head toward it while there's still a trace of visibility. You order the sails trimmed. Soon there's no question—there's a lighthouse on Boston Harbor's Little Brewster Island, the first beacon in America! The crew and passengers exult. Upon landing, you learn that the Boston Harbor light was first lit only days ago. It's fortunate that those storms at sea slowed your progress.

OPENING SHUTTERED SHORES

How did we get from that 1716 captain to today's system of lighthouses? Let's review the backstory before you launch your Tiffin for lighthouse land on Maine's northernmost coast. Fortunately there's little guesswork piloting your sleek motorhome.



◆ One particularly severe storm rolled massive boulders onto Martinicus Rock, protecting the buildings from subsequent damage.
COURTESY OF U.S. COAST GUARD

◆ Argand lamps replaced spider lamps in early lighthouses. Lamps and every inch of the lighthouse and keepers' homes were subject to unannounced inspections.
COURTESY OF WIKIMEDIA

In the 16th and 17th centuries, the loss of lives, ships, and cargoes on America's dangerous shores created a tsunami of demand for European style beacons. When the Revolutionary War came, Boston Harbor and new nearby beacons played important roles. After snuffing out local lighthouse's lamps, American colonists watched and listened for British ships, then alerted nearby American troops. Lighthouses were also assets to be fought for. Then, during the Civil War, Union forces retained most Atlantic and Gulf Coast lighthouses, enabling a Union blockade that crippled crucial Confederate cotton exports and arms imports. Even in 20th century wars, lighthouses served as lookouts for enemy ships, airplanes, and submarines.

By 1779, 12 lighthouses existed, and the fledgling U.S. government opted to control them. On August 7, 1789, President George Washington signed the *Act for the Establishment and Support of Lighthouses, Beacons, Buoys, and Public Piers*. (August 7 is now National Lighthouse Day.) By 1800 there were 24 lighthouses,



Fresnel lenses, invented in France, bend and concentrate light waves to intensify them. Many lighthouses still use them. They can weigh over 4000 pounds.
COURTESY OF WIKIMEDIA

including more southerly ones marking Chesapeake Bay and South Carolina's Bald Head light. Here's how they evolved into the 779 lighthouses we have today.

Lighthouses built since colonial days fall into architectural types—tower, caisson, and home-style dominate rocky northern coasts; skeleton or screwpile beacons (resembling lunar landers) on southerly sandy or muddy sites. Trial, error, and ingenuity ran rampant in creating lighthouses that could withstand the slings and arrows of outrageous storms. All beacons were life-savers. Many structures eroded, toppled, or were storm-ravaged. Structures, both wood and masonry, were subject to fires from toppled lamp fuels. Almost all were rebuilt at some point. But lighthouse construction and staffing remained slipshod for decades, with no professional engineering and no qualifications for keepers. Many keepers' jobs were awarded as political favors, sometimes replacing knowledgeable mariners.

Many lightkeepers and their families heroically rescued survivors of wrecked ships. Keepers went hungry for weeks when high seas made it impossible to go for supplies or receive them from lighthouse supply boats. Keepers' families' cached rainwater, grew vegetable gardens, had little social life, and sometimes died for lack of reachable medical care. Wives homeschooled kids or spent weekdays with them in town. Some keeper's quit after a few months; others spent their lives at it, keeping things cleaned, polished, repaired, lit, rung, and recorded, plus giving public tours. Early keepers replaced candles or added oil/kerosene for wicks every three hours. They hand-operated fog bells, horns, or cannons for days on end, with family help. Children proudly grew up helping.

Lighting systems evolved from tallow candles, to wicks lit with whale oil, to ranks of lit wicks (spider lamps,) to cleaner,

brighter lamps with glass chimneys, reflectors, and magnifying lenses (Argand lamps.) After decades of politically-caused delays, retrofitting U.S. lighthouses with the truly brilliant Fresnel lenses in the mid 1800s was a boon to mariners and keepers alike. After creation of the U.S. Lighthouse Board in 1852, keepers had to meet written standards, qualified engineers were required for lighthouse plans, and progress in lighting all shores, including the Great Lakes, accelerated. Everyone benefited from these improvements. The next advances began in 1939, as timed, electrified lamps were installed and retiring lightkeepers were often not replaced. Owning and operating the lighthouses became the U.S. Coastguard's domain—without keepers. There's been one exception—the first U.S. beacon, Boston Light, was staffed by the U.S. Coast Guard until very recently. Now a new owner is sought, and Boston Light is closed for 2020. Hopefully it will reopen soon.

The Lower 48 states have been ringed with captivating lighthouses for about 150 years. They were placed so that ships could always see a beacon. You can spiral up to the top in some light towers to examine the intricate, sparkling Fresnel lenses that were state of the art in lighthouse illumination. Revel in the spectacular views, or shudder at the isolation. Collectively lighthouses were essential to nation-building and our national security.

Today, lighthouse preservation has multitudes of aficionados. Volunteer groups handle museum tours, fund raising, property upkeep, and sometimes serve on-site stewardships. State and county governments, the National Park Service, towns, organizations, and even individuals own many lighthouses. The U.S. Coast Guard controls all automated lights (LEDs, aerobeacons, and many original Fresnel lenses) and fog alarms, regardless of ownership. Global Positioning Systems (GPS,) radar, digital nautical charts, and other electronic equipment enable modern navigation. Nevertheless, pilots still like having those lighthouse beams as a back-up system, each with its own flashing code and/or color.

The United States Lighthouse Society lists regional and state organizations under *Resources* on their website. Many people join Friends of the Lighthouse Association groups. Learn about national, regional, and state organizations at uslhs.org/resources/lighthouse-directories-organizations/organizations.

ACADIA AND THE LAND OF RACING TIDES

Some U.S. coastlines have 'lighthouse trails' you can drive, such as the Lake Michigan Circle Tour. This article describes land and water access to almost half of Maine's 65 lighthouses, a "Far Northeastern Lighthouse Tour" invented just for you. It covers 165 miles along US 1, plus your mileage within the don't-miss-it Acadia National Park. And, as the old song goes, you'll want to "make all the stops along the way," as each area has unique settings and worthwhile attractions. The western shore of Maine's island-studded Penobscot Bay is a wonderland in itself.

It's arguable whether lighthouses or lobsters are Maine's big-



West Quoddy Lighthouse is at the easternmost U.S. point. Built in 1808, it was rebuilt twice by 1857. A day-use State Park surrounds it.

gest draw, but since both are abundant, indulge! It's about 300 miles from West Quoddy Head's northernmost lighthouse to York's Nubble light south of Portland, Maine. The state's tidal coastline is 3,478 miles—51 miles more than California's. To start our lighthouse tour, you can boogie up I-95 to Bangor and then head northeast to Lubec (lu-beck) via US 1. After visiting Lubec and Campobello Island, you'll start our Northeastern Maine Lighthouse Tour by heading southeast (called Down East) on US Highway 1's string of Scenic Byways to Acadia National Park and then Penobscot Bay. Many lighthouses between Acadia and Penobscot Bay are on loop roads off US 1 to rugged coastal headlands.

West Quoddy Head lighthouse is on the easternmost point

of the continental U.S., only minutes from Lubec. The lighthouse warns of shoals and the swift tidewaters of Quoddy Narrows between the mainland and Canada's Campobello Island. The beacon is the short, homey type. Its tower, built in 1808 and rebuilt in 1858, is 49 feet tall, putting the lamp 89 feet above sea level. The keeper's house has historic displays to see, 10 a.m. to 4 p.m. mid-May to mid-October. Tower tours are Saturdays in July and August from 1:30 to 3:30 p.m. The surrounding 541-acre state park has hiking trails, beaches, and views of migrating birds and whales.

Sunset Point RV Park in nearby Lubec is informal, grassy, with wonderful bluff-top panoramas of Lubec Narrows. Sites have water and electricity, and there's a dump station. They accept checks and cash only. info@sunsetpointrvpark.com In Lubec, among several good options, the Water Street Inn has Maine specialties including lobster and blueberry pie—with waterfront indoor and outside dining. Then, passports in hand, take the international bridge to Canada's Campobello Island. Almost immediately at left you'll see the now-inactive **Mulholland saltshaker style lighthouse** that signals the Lubec Narrows. After visiting it, continue north on Rt. 774. Stop at President Franklin Roosevelt's famous summer home, which has several tours of the large cottage and grounds. The property's 2800-acre nature preserve has hiking trails and good birding. Continue up Rt. 774 another 15 minutes to Lighthouse Road at the island's tip to the vista point for **Head Harbor** (East Quoddy Head) light station. Incoming tides rise five feet per hour, so don't get trapped out at the lighthouse! Campobello, in the west Fundy Islands of the Bay of Fundy, has extreme tides. Low tides can recede three miles, then rush back in. Lubec's Stockford Park just south of the bridge is a great place to see this phenomenon every 6 hours.

Just two hours' drive south on US 1 delivers you to exciting Acadia National Park, where you can easily keep busy for a week.



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Lubec, Maine, is the easternmost town in the U.S. Tides here are three times as high as in southern Maine. Look for the caisson (sparkplug)-style Lubec Channel lighthouse. COURTESY OF LUBEC C OF C
 ♦ Take a 3.5 mile morning walk around Jordan Pond below The Bubbles peaks in Acadia National Park, and return for lunch, tea with popovers, or a fine dinner at Jordan House Restaurant. ♦ Bass Harbor Lighthouse in Acadia National Park is 56 feet above mean high tide--and treacherous rocks for mariners.

From US 1 at Ellsworth, follow SR 3 to Bar Harbor. The park is on Mount Desert Island's two spinally conjoined north-south lobes. Stop first at the National Park Service's Hull's Cove Visitor Center for maps, activities, and tour info. Ask about weather alerts for hiking and boating. For an alluring introductory video about Acadia, watch visitbarharbor.com/acadia-national-park. Acadia has 125 miles of trails, plus horse-drawn carriage rides, ponds like Jordan and Long Pond for kayaking or canoeing, Sand Beach and warmer Echo Lake for swimming, and terrific food at private restaurants dotting park shores. Set up your coach in camp and use the frequent Island Explorer Shuttle busses to avoid contributing to summer road congestion. Reserve in advance a quiet, southwest-island campsite with family-owned Bass Harbor Campground, (207) 244-5857. It is big-rig capable, with complete hookups and a walkable half-mile to the Bass Harbor lighthouse. Look for paths to the shore. You'll be close by the beacon for dawn and sunset photos. At the far northern end of this shoreline is the Bar Harbor/Oceanside KOA campground with sunny, roomy sites, and a big, inviting beach. Check the campground website to learn about amenities. Reserve a site at (207) 288-3520.

Spend days hiking, beachcombing, tidepooling, bicycling, and birding. Drive up scenic Cadillac Mountain. Explore all of Acadia's lovely roads. Consider doing Acadian Boat Tours Puffins, Lighthouses & Seabird tour, which includes three lighthouses, a long pause to watch puffins' nesting grounds, and other wildlife. Ask the park's visitor center for a bird list. Bar Harbor offers windjammer tours, ferry boats, or, among many choices, the Bar Harbor Whale Watch Company's annual 2020 Grand Slam US/Canada 18 Lighthouse & Photography Tour, all day on August 22. Search *Sea Venture Custom Boat Tours* for six-passenger themed tours to choose from, including wildlife, lighthouses, or nature & photography. Park Rangers also narrate nature, historical, and boat tours, including to Baker Island lighthouse. Bar Harbor, population 3000, has a 2-hour Walk Through Time historical stroll of the town, and the town's restaurant reviews are enthusiastic. Dine at Charlotte's Legendary Lobster Pound. They have huge servings of ultra-fresh seafood options, from whole lobsters to scallop rolls to creamy 'chowdahs.' Fall color here, as with much of Maine, is spectacular, and crowds thin out after Labor Day.

There are a number of Acadia area lighthouses. Bass Harbor Head light was built in 1858 to direct mariners into the safety of Bass Harbor. The cliff-top tower is 32 feet high and its red light is 56 feet above sea level. It now houses Coast Guard personnel. Lighthouse lore includes many special dog stories. One Bass Harbor keeper's dog would run up to the very heavy fog bell and pull its rope, seldom successfully, to greet passing ships. A more successful pooch was at the barren, offshore Mount Desert Rock light. There the keeper's wife ran after her frantically barking dog when he dropped her son's wet hat at her feet. She found the boy wet, bruised, and unconscious, but he survived the dog's dragging him from the sea to rock ledges. Mount

Desert Rock's four acres of ocean-rampaged stone required two keeper families. They rescued many wrecked ships' human cargo when the tower's light couldn't pierce heavy storms. It was a dreaded lighthouse assignment. At **Egg Rock Island** the keepers' Newfoundland dog, Milo, saved so many children that Currier & Ives sold countless prints of an English painter's emotional depiction of Milo clutching a rescued child. Take Bar Harbor boat tours that visit various lighthouses not reachable by land. And for now, let's preview your next adventures.

BEWITCHING PENOBSCOT BAY

From Acadia National Park it's a mile's drive to the top of Penobscot Bay. We'll meander through about 70 miles of US 1 from Bucksport's Penobscot Narrows Bridge south to **Marshall Point lighthouse**. There are small towns, lighthouses on or off shore, hiking trails, galleries, restaurants, and a surprising wealth of museums. Take some cruises, even on a windjammer. Penobscot Bay restaurants provide a fresh shellfish and fish bonanza, often with local produce. Love seafood? Grill or bake halibut, haddock, scallops, swordfish, and flounder at your campsite from Graffam Bros. Maine Seafood Market at 211 Union St. in Rockport.

But first, decide where you'll stay along Penobscot Bay, and reserve sites well in advance. Consider camping at Searsport Ocean Shores Camp just south of Searsport for two or three nights to explore the upper Bay. Then move to Camden or adjacent Rockport for a week. Searsport Ocean Shores is south of Searsport on US 1, with beach frontage. It's family- and big-RV friendly and has W/E. Read their website, then call 207-548-6059 for info and reservations. Camden Hills State Park Campground is just north of Camden. The campground is full of dappled shadows and level sites. Enjoy miles of hiking trails and walk or drive to the vista point atop Mount Battie for magnificent panoramas. There are big rig sites with W/E, plus a dump station. Reserve a site at campground.reservations@maine.gov. Another alternative in the lower third of Penobscot Bay is Rockport and the Magunticook Campground by the Sea. It has a pool, volleyball and horseshoes, and personable owner/managers. Fifteen sites have 50 amps with full hookups, and twenty more also have 50 amps with W/E. Rent their cabin for your visitors. Reserve at (207) 594-2428. Now, on to the fun stuff!

Your exploration of Penobscot Bay begins at Bucksport, where SR 174 meets US 1. Here the Penobscot River becomes the Bay. This is more than an intersection—it's a stand-up three-base hit! Home plate here is the dramatic 2,120-foot long, 447-foot high Penobscot Narrows Bridge. Its two Washington Monument-style granite-clad concrete pylons are threaded with shimmering cables fanned out like butterfly wings. The roadbed is 135 feet above the Penobscot River. This new cradle-system bridge was completed in 2007 in a remarkable 42 months. Second base of this triple hit is the bridge's west end pylon, which has an interior elevator that quickly ascends to the 440-foot high observatory—an enclosed viewing deck. From it you'll take in 360 degree panoramas of the Penobscot River, Penobscot



Stockton Springs' Fort Point lighthouse, rebuilt in 1857, points the way to the Penobscot River and Bangor. COURTESY OF VISIT MAINE



Bucksport's Penobscot Narrows Bridge is a 2120 foot span across the Penobscot River. It is 447 feet high with an elevator to an observation deck. Courtesy Visit Maine ♦ Fort Knox, across the Penobscot River from Bucksport, is a massive granite stronghold with a labyrinth to explore inside. COURTESY OF VISIT MAINE



The Hichborn is a fine dining restaurant in a beautifully restored old sea captain's home in Stockton Springs, Maine. COURTESY OF THE HICHBORN

♦ In Stockton Springs, The Hichborn's seafood entrée one evening was Peekytoe crab, fiddlehead ferns, and handmade tagliatelle, with lemon. COURTESY OF THE HICHBORN ♦ Belfast Rails Trail is 4.6 miles round trip and follows a river all the way. COURTESY OF STEVE RYAN AT BELFAST AREA C OF C

Bay, the bridge, and hills mantled in foliage. Observatory hours are June through October, 9 a.m. until sunset. Parking is at the bridge area's 'third base hit'—Fort Knox Historic Park. Not *that* Fort Knox, which is in Kentucky, but an indomitable early 1800s granite block fort with cannons, watchtowers, and lawns down to the river. The enemy then was British Canadians, coveting Bangor's rich timber harvests. Enjoy guided tours given by volunteers 11 a.m. to 3 p.m., or prowl around the fort's interior labyrinth on your own. Preview Fort Knox on YouTube videos. Photo ops for the bridge, observatory, and Fort Knox are plentiful. Park at the end of the frontage road/picnic area. Now let's head down US 1.

From Fort Knox, go south about 13 miles. Look for Stockton Springs' Main Street turnoff on your left. Take Main Street's first left on Cape Jellison Road. When it forks, bear left and follow it to Fort Point State Park. Fort Point lighthouse's charming keeper's home and square wooden tower were built in 1857. The tower is 31 feet tall, and its focal plane (the lamp's height above water) is 88 feet. Historically 200 ships per day, loaded with timber and potatoes, relied on this still-active lighthouse. The pyramid-shaped fog bell housing is a rarity. The lighthouse grounds are open. The keeper's house is occupied. Another very noteworthy Stockton Springs stop is The Hichborn restaurant on Church Street. This five-star gourmet dining experience is tantalizing. Co-owner Charlie Zorich told me that 90% of their food is locally sourced. Enjoy brunch on Sundays from 10 a.m. to 1:30 p.m. Their dinner menu has four beautifully-plated entrees that change daily. The hospitality is as gracious as the ambiance of this mid-1800s former shipbuilder's home.

From Stockton Springs drive 20 minutes south to Searsport's Penobscot Marine Museum, on your right at US 1 and Church Street. Look for the blue awnings of this indoor/outdoor museum's visitor center. The entire museum, flanking an authentic late 1800's city street, includes 13 historical buildings. Homes, a barn with boatbuilding and racing sloop displays, and seafaring history exhibits help you visualize Searsport's daily home life and colorful boat-building history. Searsport is Maine's second largest deepwater port. Over 200 ships were formerly built here. After your visit, stop at Moose Point State Park for a picnic, a forested walk, or to find colorful tide pool life.

Ten miles farther down US 1 is Belfast, with an active art scene. Check the online *Belfast Fourth Friday Art Walk* map for galleries and studios to visit. The Art Walks have themes, like the July 24 Musical Arts theme, complete with a 7 p.m. community sing. Belfast's Harbor Walk morphs into the Belfast Rail Trail for an easy six-mile round trip walk/jog along the 'Passey' River. Take



Lincolnville, Maine, has sandy beaches flanking the ferry dock. The ferry goes to Islesboro Island's Grindle Point Light & Sailor's Museum. COURTESY OF BELFAST C OF C ♦ Curtis Island lighthouse sits on the island at the mouth of Camden Harbor. It was important when shipbuilding began here in 1792. Metal fittings and anchors were also manufactured and shipped out. COURTESY OF VISIT MAINE ♦ Schooners on Penobscot Bay near Rockland line up for The Great Schooner Race. PHOTO COURTESY OF RICHARD BALL

the one-hour Belfast & Marblehead Lake Railroad's excursion train ride, which sometimes offers pizza and whoopee pie. Darby's Restaurant & Pub at 155 High Street has local beers on tap, unique martinis, American bistro foods and delicious ethnic choices. Their Pad Thai gets raves! Belfast also offers morning, daytime, and dinner cruises on a 28 foot, six passenger lobster boat, the *Back and Forth*. The boat has other tours and their two hour sunset cruise includes dinner at the Lobster Pound.

Another 12 miles south, Lincolnville has frequent 20-minute summer ferry rides to Islesboro Island and its lighthouse. Bring your car if you want to peruse all 13 miles of the lovely island, including celebrity homes. J.P. Morgan, Eleanor Roosevelt, John Travolta and Kirstie Alley summered here. Islesboro's ferry terminal is adjacent to the 1874 Grindle Point Lighthouse & Sailor's Museum. The lighthouse marks deepwater Gilkey Harbor. In the 1840s 69 Islesboro men piloted the Penobscot's biggest shipping fleet. Grindle Point's solar-powered lighthouse has a flashing green light. Climb the 39-foot lighthouse tower for lovely bay views. Visit the keeper's house Sailor's Museum to see nautical antiques, paintings, model ships, books, and gifts. A Lincolnville alternative to the ferry is the Quicksilver Water Shuttle with regularly scheduled Islesboro trips and charters. Relax on Lincolnville's long sandy beaches while watching boats and schooner sails. These rare Penobscot beaches flank the Lincolnville ferry dock.

CAMDEN

The southerly towns of Penobscot Bay bustle with annual events, good food, shops, museums, lighthouses, and cruises via boat, ferry, water taxi and yachts. There's fodder for your camera everywhere, between pretty streets and harbors, lighthouses, sea birds, marine wildlife, and the ever-present sails. Check The Maine Windjammer Association website for cruises or charters. At Camden Harbor Cruises, help bait, set, or haul lobster traps on the *Lively Lady*. Take their eco-trip, a sunset cruise, or their lighthouses, birds, and marine wildlife trip. Their Sunday morning three-hour lighthouse tour may include Curtis Island, Indian Island, Rockland Breakwater, Owl's Head and Browns Head beacons. Return for lunch in Camden, then enjoy *Lively Lady's* 3 p.m. Grindle Point Lighthouse & Sailors' Museum cruise, which allows time to climb the lighthouse tower. For very different options, Maine Windjammer Cruises mainewindjammercruises.com in Camden offers choices from 4-hour lunch cruises to 6 day cruises on their three sailing vessels. Routes vary with the winds and the tides.

Camden's July 3rd Penobscot Great Schooner Race, and the July 10 Maine Windjammer Parade are cancelled until July 2021 due to COVID19 concerns, but the Cam-



Camden is snugly compactly between granite hills and Camden Harbor, which makes downtown very walkable. ♦ Enjoy fine dining with a view in casual indoor or outdoor settings at Rockport’s 18 Central Oyster Bar & Grill. PHOTO COURTESY OF 18 CENTRAL BAR & GRILL ♦ The classic Maine lobster dinner has a whole lobster with melted butter, corn on

den Windjammer Festival on Sept. 4 is still scheduled as we go to press. Camden’s landlubber events include third Thursday Art Walks from 5–7 p.m., the North Atlantic Blues Festival July 11–12, The Maine Lobster Bicycle Ride with short and long events July 18–19, and the Maine Lobster Festival July 29–August 2—all if the virus permits. On September 12, 2020, from 9 a.m. to 3 p.m., the American Lighthouse Foundation will host their yearly Open Lighthouse Day at 22 Maine lighthouses, including nine in Penobscot Bay. This is a rare chance to visit some off-limits spaces and to hear fascinating facts and legends. Learn more by searching several sites at [alf-Maine Open Lighthouse](#). As for Camden itself, stroll around town and search for wild Maine blueberry pie, perhaps at Camden Deli. Have a truly taste-worthy lunch or dinner at historic Hartstone Inn & Hideaway’s restaurant, with beautifully presented, locally-sourced breakfasts and dinners, and their special Happy Hour. Sign up for their cooking classes. The setting is a timeless 1835 building. Browse The Owl & Turtle Bookstore and Café, lingering there for coffee and locally baked goodies. Camden Falls Gallery features established New England and Maine artists in varied media, and Page Gallery exhibits contemporary Maine artists as well as giving several art workshops. Enjoy galleries on the Public Landing and Bay View Street. Stay until summer’s late sunsets to photograph Camden Harbor with its moored boats, and savor sunrise there as well.

ROCKPORT

Rockport is a peaceful harbor town once known for its limestone quarry. It supplied many shiploads of the stone for extensive repairs of the U. S. Capitol Building after the British torched it during the War of 1812. In Rockport, quarrying gave way to burning the limestone in kilns to create lime used for mortar and plaster. You can see kilns at the harbor. For several decades Rockport was best known for a seal pup that was found in 1961



the cob, cole slaw, chowder, and steamed clams. It tastes best in Maine. COURTESY OF VISIT MAINE ♦ Tenants Harbor lighthouse was owned by artist Andrew Wyeth. He located his studio in the base of the bell tower and used the station as his inspiration for many of his famous paintings, including “Storm Signal” and “Easterly.” COURTESY OF VISIT MAINE

by harbormaster Harry Goodridge, who named the pup Andre. The two bonded, and the dozens of dog-like tricks that Harry taught Andre became an unadvertised daily summer show at the harbor. There were no tickets and no seating, yet spectators regularly showed up despite the, umm, *fragrance* of fish offal on the breezes. Harry and Andre became media darlings in spite of Harry's reluctance. Andre died in 1986 at age 25. Well known sculptor Jane Wasey created the larger than life limestone statue of Andre in Rockport Harbor Marine Park. It still draws pilgrims with fond memories of books, articles, and TV appearances about Andre. Other attractions in Rockport include the Ralston Gallery at 23 Central, where Peter Ralston's masterful photography of the Maine coast and the Arctic will absorb you. Visit with Ralston about his work and his relationship with artist Andrew Wyeth's family. A block up Central Avenue the road forks, and bearing right it becomes Russell Avenue. Aldermere Farm, bequeathed to the Maine Coast Heritage Trust, is 136 acres straddling Russell Avenue. They raise Belted Galloway cattle (aka Oreo cattle) from Scotland. Belties curly hair is black fore and aft, with a white belt amidships. You may be able to see them grazing, although the farm's educational programs are cancelled for 2020. Back near Ralston Gallery is the much-touted restaurant, 18 Central Oyster Bar & Grill. Their elegant menu of seafood and meats is farm fresh and unique. Raw seafood enthusiasts love their chilled daily selections. Two appetizers make a dinner for me: the Finnan Haddie (smoked haddock) and fingerling salad, plus the broiled half dozen oysters with bone marrow butter and focacia. Maybe add dessert. Sure, why not?

One more opportunity in Rockport is Schooner Heron cruises, which has morning cruises for groups of six or more, an afternoon eco-tour, and a sunset-happy hour tour. (207) 236-8605. Schooner Heron has 3-hour photography workshop tours on July 11, August 15, and September 12. Their daily eco-cruise tour encircles Indian Island lighthouse, now

privately owned. The light was built in 1850 to guide limestone-transport ships into Rockport Harbor. The island was a refuge for local tribes during the mid-1700s French and Indian wars.

ROCKLAND

Rockland was chartered as a city in 1854, with its economy then based on ship building and lime production. Twelve quarries and 125 lime kilns fed 300 ships

that transported the lime around the country. Commercial fishing gradually became a mainstay, and later service and tourism businesses capitalized on the area's great natural beauty. Today about 7500 people, plus a huge summer influx, keep the town bustling.

Rockland and nearby Tenants Harbor lighthouse were frequent haunts of famed American artist Andrew Wyeth. His lighthouse studio is now owned and

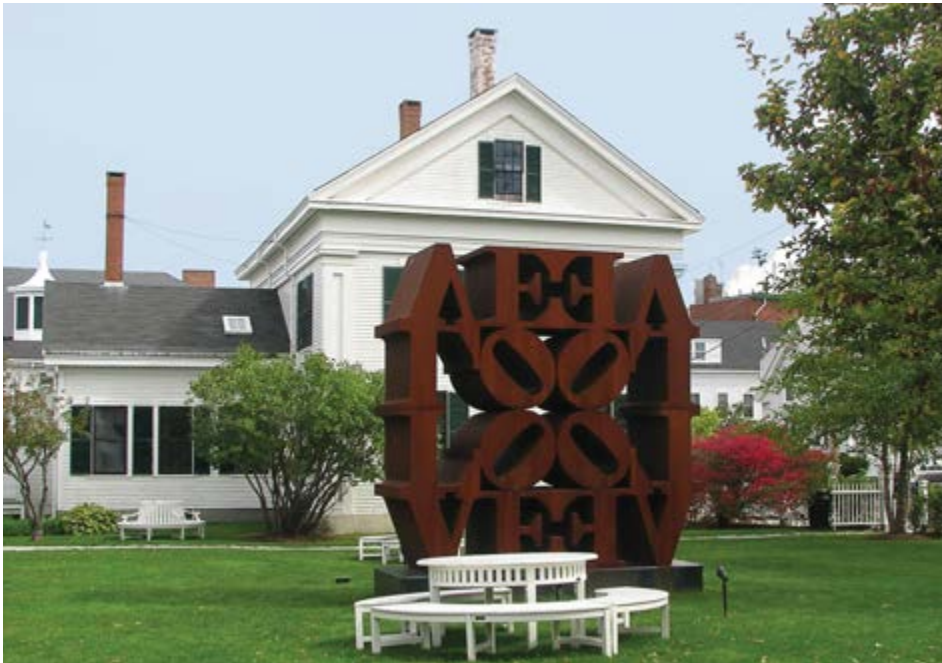


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used by his artist son, Jamie Wyeth, and is not open to the public. A major American museum, Farnsworth Art Museum has a downtown campus of five buildings: Wyeth Center, the Museum Library, Gamble Education Center, Farnsworth Homestead, and Wyeth Study Center. The museum's Olson Home is located in Cushing, Maine. The museum features well known American and Maine artists and sculptors, and has several simultaneous visiting exhibits. Of course N.C., Andrew, and Jamie Wyeth's works here are the largest Wyeths collection in the country. Half a block from the Farnsworth is the glass and steel Center for Maine Contemporary Art, featuring regional and national artists with ties to Maine. Besides its thought-provoking collection and ongoing special exhibits, it has talks, workshops, films, and other events for the public. These two major galleries collaborate with 23 Rockland galleries for First Friday Art Walks from 5 to 7 p.m., and for a monthly art movie. Downtown you'll find the Coastal Children's Museum, the must-see Sail, Power, & Steam Museum, and the Project Puffin Audubon Center. With sturdy shoes, walk the mile-long jetty to **Rockland Breakwater lighthouse**, this year or next, to view the mid-July windjammer Parade of Sails from the jetty. View **Owls Head lighthouse** close up from its trail at Owls Head State Park. Get there via SR 73 south, then take North Shore Drive northeast to the park. Bring earplugs if it's foggy—the fog horn blasts *loudly* every 20 seconds. One historic keeper's dog noticed that the keeper rang the fog bell when a ship approached. The dog's acute hearing heard the ships before the keeper

Rockland's Farnsworth Art Museum has eight historic buildings on its downtown campus, with a large collection of the Wyeths' works. PHOTO MARTIN HANSEN, COURTESY OF VISIT MAINE ♦ Marshall Point light, south of Rockland marks the entrance to Port Clyde harbor. You may have seen it in the Forrest Gump movie. COURTESY OF VISIT MAINE ♦ The complex geology surrounding Pemaquid Lighthouse, near Bristol, Maine, thrills photographers and geologists, but not navigators.

could, and it would bark excitedly to alert the keeper. The keeper trained the dog to pull the bell's rope until the keeper could take over. Quite close to Owl Head light is the wonderful Owls Head Transportation Museum. It has antique bicycles, motorcycles, carriages, very early automobiles, and large models of the earliest airplanes. For aerial tours, small airplanes at Knox County Regional Airport can oblige.

Captains George and Paul Tarkleon of Matinicus Excursions, (207) 691-9030, operate water taxi trips from Rockland to view puffins and sea birds at Matinicus Rock lighthouse. This could be the highlight of your trip. The 34-acre barren rock outpost, with its twin lighthouses and keeper's house, has a famed heroine. One keeper's 16-year-old daughter, Abbey Burgess, tended the twin lighthouses's lamps and fog signals on two occasions when ferocious storms kept her father in town for three and four weeks. Huge waves overran the 34 acres. Abbey saved her invalid mother, three younger siblings, and the family's chickens from their flooding house by getting them inside the tower. Seeing where this took place while you watch the bird colonies will be unforgettable. Other water excursions include Breakwater Kayak Company's guided sea kayaking tours, and several companies who offer yacht charters of various lengths.


Rock Harbor Brewery, North Beacon Oyster, and fine dining at Primo Restaurant provide great menus and price options. You won't forget remarkable Rockland.

Marshall Point lighthouse 18 miles south of Rockland off SR 131 may look familiar. There's a reason. It is famous as the eastern terminus of Tom Hanks' cross-country run in the *Forrest Gump* movie. The lighthouse was built in 1832, rebuilt in 1857, and is still an active aid to navigation. The nicely-done keeper's house museum is open Sunday and Monday from 12-4 p.m., and Tuesday to Saturday 10 a.m. to 4 p.m.

Then, for one more lighthouse with spectacular geology, visit Pemaquid light down SR 32 off US 1. It's not on Penobscot Bay, but it's a 180 degree photo op and too close by to ignore!

Books and websites about the Maine coast and its lighthouses abound. Researching this article, I read page-turners like *Brilliant Beacons, the History of American Lighthouses*, by Eric Jay Dolin, and *Guardians of the Lights, Stories of U.S. Lighthouse Keepers*, by Elinor De Wire. *United States Lighthouses: Illustrated Map & Guide* folds out to poster size with lighthouse data and *GPS coordinates* on one side, and handy regional maps pinpoint lighthouses

on the reverse, so you can pursue other lighthouse trails.

Why has the northeastern Maine coast already called me back three times? Maybe I needed to confirm its timelessness, its beauty, and its superb seafood. Or maybe it's to see if Maine's Down East folks are still so welcoming. They are. Perhaps there's a surreptitious message in those flashing lighthouse lamps: "Here! Come back here!" And I will. See you there? 



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Jerry and Jackie Layne

A 32-YEAR CAREER AS A MAJOR LEAGUE BASEBALL UMPIRE

Text and photography by Fred Thompson



Umpire Jerry Layne calls the play as Bonds hits #71 to break McGwire's record on October 5, 2001.

IN HIS 32-YEAR CAREER AS A major league (MLB) umpire, Jerry Layne has enjoyed stellar moments behind home plate. In the October 5, 2001 game between the L.A. Dodgers and the San Francisco Giants, he witnessed Barry Bonds in the bottom of the first eclipse Mark McGwire's home run record when he hit a 1-0 fastball to post #71 at 8:14 p.m. In the bottom of the third, Bonds broke his own record with #72.

In 2005 Layne was one of the six umpires chosen to work the 2005 World Series between the Chicago White Sox and the Houston Astros. Working behind home plate in Game 3, Layne became a part of MLB history when the 14-inning game lasted a record-breaking five hours and 41 minutes. "When I walked off the field, I had sort of a numb feeling," he said. "I had kept my concentration level as high as I could for the entire game."

Jerry grew up in Prospect, Ohio, a township suburb of Marion, almost in the geographical center of the state. With just a few essential stores to serve its citizens, the town's population has hovered around 1,000 for several years. "At Halloween we went through the whole town Trick-or-Treating and I knew the family at every door where I knocked," Jerry began. "When we were too young to find summer jobs, we played ball until the street lights came on," he continued. "Later on I earned money taking care of yards and picking up other odd jobs. We enjoyed

living in Prospect. I loved going to church there. In the middle of the city park, there is a hand pump that delivers the coldest, best-tasting water anywhere."

Jerry Blake Layne was born to Robert and Mary Layne on September 28, 1958, in Pikeville, one of many small towns located in the coal mining counties of eastern Kentucky, not far from the Virginia state line. Robert Layne grew up in Floyd County where his father, the Rev. Carl Layne, preached for the Missionary Baptist Church. Most of the men in their church worked in the coal mines or related industries. Robert married Mary Music in the mid-fifties. Confident they could find a better life for their family in Ohio, Robert, Mary, Jerry, and his siblings

left friends and family and moved to Prospect in 1959 where Robert found a good job in a factory. As the years went by, they often returned to Kentucky to visit during the summer and at Christmas.

"I was one of five children," Jerry continued. "My parents were good providers. I always had a good winter coat and nice clothes. But I never ate in a restaurant

until I was a senior in high school."

The mother of one of Jerry's best friends, Rob, was a sister to Larry Barnett, a very successful American League umpire, whose career spanned 1969 to 1999, after which he served two years as the supervisor of major league umpires.

"When I was 10, Rob and I went to Cleveland to see the Indians play," Jerry remembered. "Larry knew the usher where we were seated and made sure he kept an eye on us. Even at 10 years old, I was fascinated by the role that the umpire played in the professional game. As I grew into my teenage years, I realized I would never be good enough to play major league baseball. But I knew I wanted to be part of the game."

When Jerry reached the 10th grade, he went to his high school counselor to discuss his aspirations to become an umpire. The counselor called Larry Barnett who suggested he look into the Al Sommers Umpire School in Daytona Beach, Florida. The inquiry was premature and the dream went into a holding pattern. The next year Jerry's guidance counselor called him in to discuss signing him up for AP courses during his senior year, or perhaps visiting colleges and tech schools.

"I emphasized again my dream of becoming a major league umpire," Jerry related. "The counselor helped me investigate, and we learned that the umpire school did not begin until January 2, an advantage actually since it gave me more time to earn and save. I applied and, with recommendations from my high school teachers and coach, was admitted. The tuition seemed very high, but I was able to cobble enough together to pay the tuition, room and board."

The school accepted 150 students on January 2, 1976. Twelve of that number made it into the minors. "I was in the minors for 10 years," Jerry said. "You begin as a rookie and advance through three baseball divisions, all of which are linked to the size of the town: A, AA, and AAA. I spent 10 years in the minors, 1978 through 1988. The most I earned in the minors was \$7,500/year. My first year in the majors, I earned 10 times that amount. It was worth the 12 years it took to get there."

"After graduating from the umpire school at 18, I worked as a rookie in the A League and then three years later in the AA League," Jerry related. "We usually spent three days in each city and then moved to the next assigned town for three days. In 1982 as part of a three-member crew, we finished up in Memphis and had 36 hours to get to Orlando for our next assignment. The interstates connecting Memphis and Orlando didn't exist at that time, so we used our maps to

take the shortest route possible. It was late Sunday as we got into South Georgia headed for Orlando in our station wagon, with our first game scheduled for Monday afternoon. Forty years ago most stores throughout the rural South were closed on Sunday. Unable to find a gas station open in Plains, we stopped at a farmhouse and explained our plight to a kind-hearted farmer. He pointed to a big tank on an elevated frame and said, 'You boys can fill your tank right over there.' Grateful for his assistance, we went back to his house to pay for the gas, but he refused to let us pay him. We guessed he must have been an avid baseball fan or just really felt sorry for us."

Jerry's success in his classes and training at the Al Sommers Umpire School led to his becoming an instructor the following year. He has continued in that role for 42 years. Not long after Jerry's graduation, Sommers sold the school to Harry Wendelstedt and it operates today as the Harry Wendelstedt School for Umpires. Hunter Wendelstedt, Harry's son, took over when his father retired. Hunter became a major league umpire in 1998.

"During Spring Training in 1980 while I was working in the Florida State League, I also worked several college games," Jerry related. "After we were rained out in Lakeland, four or five umpires decided to go to a disco club. A young lady named Jackie was there with several of her friends and we had a wonderful time dancing and visiting late into the night. Then we went to a restaurant for breakfast. Jackie and I began dating and married two years later. Over the next seven years, I was promoted into the AA and then the AAA league and during that time we made Winter Haven, Florida, our home."

When Jerry graduated from the AAA league to the majors in 1989, his first game in the National League on April 19 saw him umpiring first base with the Cincinnati Reds at the L.A. Dodgers. "Paul Runge was my crew chief," Jerry noted. "I

was with that crew for 10 years. Paul lived on the West Coast and we umpired a lot of games for San Diego, Los Angeles, and San Francisco. We managed carefully and saved enough to buy property on Cypress Gardens Boulevard and built the home where we still live today.”

Because so many of Jerry’s games were on the West Coast, it was difficult to spend a one-day break with the family. “I would take a red-eye flight out Sunday night to Orlando after the game to spend Monday with Jackie and our two daughters, Brittany and Monica, and then take a morning flight Tuesday to get back in time for a night game. Fortunately, the league paid for first class seats whenever we traveled.”

After 42 years in baseball, Jerry Layne could undoubtedly write hundreds of vignettes of the interesting occurrences that happened on an almost daily basis. “During my first year in the majors, I was umpiring in Dodger Stadium. The general rules prevent fans from communicating with the umpires. A lady asked an usher to take her note for me to the Dodger dugout and ask the manager to give it to me after the game. He complied. The note was from a girlfriend of my uncle who was killed in the Korean War. Because of the unusual spelling of “Lane,” she wondered if I might be kin to her former boyfriend, Roy Layne. She knew his father was the Rev. Carl Layne. She had lost track of the family after Roy’s death. The note offered her phone number. I called and we had a very interesting conversation catching up on our families.”

After night games in Los Angeles, the umpires went to Michelli’s on Sunset Strip not far from the stadium. “After 10 p.m. Eddie Rivera, the manager, closed the restaurant to the public and catered only to the umpires and the cops serving that district,” Jerry said. “We stayed until he closed and he never got robbed when he locked up for the night.

“Another night while we were having dinner at Michelli’s, I saw Dwight Yoakam with a group of friends across the dining room,” Jerry related. “Dwight was born in Columbus, Ohio, and grew up there. When we went back to Betsy Layne in the summer months to visit my grandparents, we loved to visit L. D. Hunter’s General Store to buy a dime’s worth of candy. She would let you point to the jars for her to pick out the next candy stick . . . always giving the kids more than a dime would really buy. When we were in the store, I often saw Dwight getting his dime’s worth. He, too, came to Betsy Layne in the summer to visit his grandparents. I wrote a note on the napkin that said, ‘Do you remember buying candy at L. D. Hunter’s General Store in Betsy Layne?’ and asked the waiter to give it to Dwight. He came over to my table saying, ‘You obviously know a whole lot more about me than I know about you!’ We laughed and enjoyed talking about our childhood visits to Betsy Layne.”

Jackie and Jerry’s two daughters, Brittany Smith and Monica Burns, live nearby. Brittany, an X-ray technician by profession, has two daughters, Layla, 5, and Evie, 2. Their daughters and granddaughters are frequent visitors at the Layne’s home. When she was learning to talk, Jackie was showing Layla close-ups on



Jerry was honored in 1999 as Major League Umpire of the Year. Behind him is his collection of baseballs signed by outstanding players over the last three decades. To his right is a Barry Bonds signed jersey.

a televised game where Jerry was umpiring home plate, “Look, Layla, there is your grandfather. He is umpiring the baseball game.” Soon after, when Jerry returned home, Layla arrived for a visit and came out with “Hi, Umpie,” which pleased Jerry very much. He is now “Umpie.” The girls call Jackie “Mimi.”

Monica decided to attend paramedic school where she met her future husband, Drew Burns. Another opportunity led to a position in event planning, which in turn connected Monica to several families whose heads were the CEOs of American corporations. She has served as a personal planner, organizer, and secretary to two very prominent people.

The Laynes’ home on two acres has frontage on one of the lakes surrounding Winter Haven. The lakes are connected by canals that offer homeowners the opportunity to fish in several locations in one day, and to visit each other by watercraft. The Laynes have two jet skis and a pontoon boat moored at their dock for pleasure cruising. Jerry’s 25-ft. fishing boat is garaged near the house, but ready to put in the water on a moment’s

Jerry's stats have obviously been very good. He has been selected to umpire in:

- 2 World Series, all 14 games (2005, 2011);
- 4 All-Star Games (1994, 2001, 2011, 2014);
- 11 Division Series (1995, 1998, 2001, 2002, 2005, 2010, 2011, 2013, 2014, 2017, 2018);
- 5 League Championship Games (1997, 1999, 2006, 2009, 2012) and
- 1 Wild Card Game (2012)

Based on their stats, reports filed by the crew chiefs, and reports from the executives managing the leagues' 30 teams, coveted selections for the umpires to work the World Series, the All-Star Games, the Divisions Series, and the League Championship Series are made by Chris Young, executive vice president of baseball operations who oversees MLB umpires with Peter Woodfork, vice president for umpires. Other officials include Rich Rieker, director for umpire administration, and supervisors Everett Kellogg, Charlie Reliford, Larry Young, Ed Rappano, Ed Montague, and Cris Jones, and director of umpire medical services Mark Letendre.



Umpires are usually honored with rings for major games: *L-to-R*, NL 24, 2001 All-Star game, 2011 World Series, 2014 All-Star game, 2011 All-Star game, 2005 World Series (his), and 2005 World Series (hers).

notice. His collection of fishing rods belies frequent visits to the nearest Bass Pro Shop.

The ground floor of the Laynes' home overlooks the pool and a manicured grass lawn sloping down to the lake. In addition to a comfortable family room and indoor kitchen and bar to serve guests at the pool, a large section of the home's ground level is an impressive collection covering the last 50 years of baseball's important memorabilia. Cooperstown would jump to add his collection to their museum.

The balls, strikes, and outs are recorded in MLB games by 70 umpires working in 17 crews of four with one serving as a chief. They work together throughout the season, but crews often stay together for eight to 10 years. Jerry first became a crew chief in 2010. He is now a crew chief with Hunter Wendelstedt, Vic Carapazza, and Jordan Baker serving on his crew. They have been together for the past few years.

Jerry was also chosen as one of the three MLB umpire representatives for the Japan All-Star Series that took place in Japan



My friend Larry Barnett had been visiting DAV hospitals in NL cities but could not do AL cities too. I visited a hospital with him for experience and then began visiting DAV hospitals in AL cities. Seeing the smiles of the veterans when I stopped to thank them for their service and leave them a picture was rewarding. On return visits I learned many of them had watched games that I umpired.

over a two week period. Another thrill in his career was umpiring at home plate when Fernando Valenzuela pitched a no-hitter for the Los Angeles Dodgers on June 29, 1990.

Though occurring infrequently during his 32 years in MLB, he has suffered injuries. In an August 2006 game between the Atlanta Braves and the Florida Marlins, Jerry was struck by the barrel of a broken bat swung by a Marlins player. The incident delayed the game for 13 minutes while he was carted off the field for X-rays. He escaped serious injury, suffering only a bruised jaw. Direct hits by foul balls and errant pitches in 2008, 2012, 2016, and 2018 required him to retire from those games for examination.

Last year a completely unanticipated event on May 1st sidelined Jerry for the remainder of the season. In his own words: "I have been supporting and visiting Disabled American Veterans (DAV) for many years. That morning I went to the DAV Community Living Centers in Augusta and Athens and returned to my hotel in Atlanta for a short nap before the game at 4 p.m. between Atlanta and St. Louis. When I tried to get up from the bed, I was seized by an excruciating pain in my lower back. I had 45 minutes to get ready and meet my team in the lobby, but I could not move without extreme pain. Hunter Wendelstedt got



on the phone with the Braves' team doctor, Dr. Steve Wray, a neurologist, and Dr. Marvin Royster, an orthopedic surgeon, and had them at my side post haste. My team took over and arranged for a substitute and notified Jackie. Before I could blink twice, I was being loaded into an ambulance.

"Both doctors met me at the hospital and arranged an MRI and X-rays, plus cardio and ortho exams by Braves' team physicians. They discovered a small piece of a disc in my lower spine had broken off and was positioned under my sciatic nerve. Surgery the following Sunday corrected the problem. After recovering in Atlanta, I flew home with Jackie and followed up with lengthy rehab which extended through the end of September. Both Dr. Royster and Dr. Wray went out of their way to make sure I was taken care of correctly.

"Later in the year we did a Viking riverboat cruise in Europe which was wonderful. I couldn't wait for the classes to start at the Harry Wendelstedt School for Umpires in January and then the 2020 season. Then the coronavirus hit early in Spring Training. I got to umpire 11 games, with three behind the plate. I am hungry for the remainder of the 2020 season to start back."

While taking time off to recover from Jerry's surgery during the summer and fall last year, the Laynes decided they wanted to explore the U.S. and Canada at their own pace. "I have been flying over this beautiful country for 32 years going from city to city to umpire games," Jerry said. "Now it's time to really see it. I have had a dream for years of doing this in a motorhome."

When the RVing bug really bit Jerry, he began doing research into most of the motorhome manufacturers and the coaches they build. After visiting the manufacturers' websites and their Facebook groups for many of the brands, Jackie noted that Jerry kept circling back to Tiffin for two reasons: the quality of the build and the excellent service both at many Tiffin dealerships and at the Red Bay service center.

"With a lingering apprehension about spending that much money, I called my CPA," Jerry said. "Jack had been on my crew in the AA League and a good friend for 35 years. Jack, I said, 'I'm about to do something stupid and I want your input. I am planning to buy a top-of-the-line, Class A, diesel pusher motorhome.'

"He assured me I should move ahead with my plan. 'Jerry,



From left: Tracy Elliott joined the Laynes and the Thompsons for a barbecue dinner at Jerry and Jackie's home in Winter Haven. ♦ Tracy assists the Laynes at the delivery of their Allegro Bus at Lazydays. ♦ Jackie and Jerry explore their new 2020 Allegro Bus as Jerry experiences what it's like to take control in the cockpit.

you have done a good job for years, planting and tending a solid financial garden, and now it's time to take the harvest. Go for it!' After his pep talk, I was ready," Jerry confessed.

"I continued my research and due diligence," Jerry explained. "Then I spent several hours at the Tampa RV Show in mid-January collecting literature and talking with sales people. At the Tiffin display, I visited every Allegro Bus and Phaeton on their site, but didn't have a chance to really get into it with one of the Lazydays sales team. One of the Tiffin employees told me to be sure and look up Tracy "Bama" Elliott who had worked at the Tiffin plant in Red Bay before taking a position with Lazydays in Seffner, Florida. I put Tracy's contact info in my phone to call him later."

The following week Jerry flew to Phoenix for yearly umpire training and updates with fellow umpires. After flying back to Orlando on a red-eye flight from the west coast with motorhomes on his mind, he drove immediately to Lazydays and asked to see Tracy Elliott. Unbeknownst to Jerry, Tracy had just returned from Nashville where he was visiting friends who had



introduced him to Joe West at a restaurant. Joe is a veteran MLB umpire and a few years senior to Jerry.


"I told Tracy I had all the literature, and just wanted to get inside the coaches I thought Jackie and I would enjoy," Jerry said. In their conversation, Tracy figured out that Jerry was a MLB umpire and mentioned he had met Joe West last week in Nashville. "Oh, really," Jerry responded. "I just had dinner with Joe last night!" The two men began to hit it off famously from that day forward. It wasn't long before they settled on a 2020 Allegro Bus 37AP. Tracy guided Jackie and Jerry through selecting the many options for exterior paint and patterns, interior décor, and optional features and equipment.

Anticipating our visit to their home on May 14, Jerry and Jackie invited Tracy to join us for barbequed ribs and all of the trimmings, served in their entertainment area adjacent to the pool and overlooking the lake. They were anticipating with excitement the delivery of their specially ordered Allegro Bus the following week.

Never having owned an RV before, the Laynes followed Tracy's advice and took the driving course offered by Lazydays. "After we take delivery later this month, we are going to camp at the Lazydays Resort and practice using the coach for a few days, hooking up the Jeep tow car, driving the coach for a short trip,

and then coming back and setting up camp. If we have questions, we can call Tracy or one of the Lazydays techs to come over and continue our training. If the baseball season does not open soon, we plan to make our first trip a visit to Ohio to see friends and family. We are also looking forward to taking our granddaughters on a trip."

After we finished the barbeque dinner with a generous slice of watermelon, Jerry and Jackie took us on a tour of their personal baseball museum, which like most well-planned museums, was far more than we could comprehend in an hour. But there was time for several pictures and sharing the special treasures.

As we concluded our visit, Jerry reflected on the people connected to the village of Prospect and the group of boys he knew while growing up there, and thought of five who distinguished themselves in the arena of American sports. There was Larry Barnett, American League umpire; Bob "Buck" Rogers, manager of the California Angels; Toby Harrah, shortstop for the Rangers and the Yankees; Brian Agler, the winningest coach in the WNBA; Randy Mobley, president of the AAA International League; and, of course, Jerry Layne, National League umpire. All from a township of a thousand residents! Today, the four baseball fields in the city's park are named after Barnett, Rogers, Harrah, and Layne. 



North Trail RV

An Industry Leader in Guest Services

The custom home builders in this country should understudy North Trail RV, Ft. Myers, Florida, and Tiffin Motorhomes. Both are family-owned businesses. Both are trendsetters who set high quality benchmarks in their respective roles in the U.S. motorhome industry.

To really be a *custom* home builder, you must be a private contractor that provides personal planning and selection of the floor plan, the materials, the décor, and supervision of day-to-day execution. It is a *relationship* that requires frequent communication and customer service attention. The *dealer–manufacturer relationship* is the bridge that makes custom motorhome building happen.

Ordering a custom-built motorhome begins with the sales associate assisting the buyer in choosing a floorplan and selecting the décor, options, and exterior colors. Once the extensive specifications are complete and the contract is finalized, the custom-build process begins. After the correct chassis is selected and prepared for the building process, it is moved to the assembly line. At Tiffin Motorhomes, new owners may watch and photograph their coaches being built (pre- and post-pandemic, of course). Once the coach is painted and processed through final finish, the new owner can inspect it at the plant. Then the dealer-manufacturer relationship goes into play again. At this point, about eight weeks has elapsed since the new owner and

the dealer placed the order with the manufacturer.

In this scenario, the coach is shipped to North Trail RV who served as the new owner’s agent to plan and order the coach. In real time, North Trail now assumes several new roles in the custom-built relationship: pre-delivery inspection, owner orientation and training, and continuous service for as long as you own the home (yes, it should be regarded as a secondary or primary home). Ask yourself this question: How many custom home builders (I mean, dirt/stick/brick & mortar) are available to service your home for as long as you own it?

Another scenario: North Trail RV is the largest single site retailer of Class A diesel-powered motorhomes in the nation—depending on the season, with 350 to 450 new units in stock. It is very likely North Trail will have in stock what an RVer is looking for, or they can make a few optional on-site changes to create the exact coach the RVer wants. If that happens, the delivery time can be reduced from eight weeks to less than one week.

BACKSTORY: In January 2011, I traveled south on I-75 to do a dealer story on a well-known Tiffin dealer near Tampa. Mile after mile I kept seeing billboards advertising North Trail RV with big images of Tiffin motorhomes, wondering if they could be successful at competing against that largest single site RV dealer in the country (all classes of motorized and towables). The next January I traveled that same interstate to Ft. Myers, about as far

south on I-75 as you can go until you have to turn due east to head to Miami. I wrote an extensive story about an energetic, viable company dedicated to its employees and guests that was founded by Al Erp in 1986. A large wall displayed two huge architectural drawings of the planned expansion: a service center with 44 bays under roof with an additional 87 outside bays with water and electric and a sales center with a large parts and accessories store. The company was acquiring an additional 50 acres for the two large buildings, plus nearby acreage for an inviting, state-of-the-art campground and resort for their guests.

I decided then I had to come back and write a follow-up story after the service center and sales and accessories center were completed. In the following paragraphs, the talented managers and sales associates explain their jobs and how they work collectively to make every guest have a great experience at North Trail RV.

The Right Way to Sell a Motorhome

“We spend a lot of time listening to how our *guests* plan to use their motorhomes,” Al Erp said. “Then, we begin to match one or more of our coaches to our guest’s plans. It may take a while. That’s okay. Our guest may decide to take a day or two to evaluate what he has seen here.

“After our guest has spent more time with the coach, driven it, made notes, asked more questions and received the answers, he may decide to give us an order,” Al continued. “Then we will go over all of the

accessories available on the chosen coach, make the selections, agree on the price, and have them installed. Keep in mind, our guest has not paid for the unit until everything has been completed to his satisfaction.

“A delivery specialist will take over from the sales associate and spend several hours with our guest,” he said. “As you will see later, our PDI process is thorough and comprehensive. After completing orientation and training on how to use everything correctly and properly operate the coach, they then sign the order and purchase the coach.”

“We believe in the lifestyle and the industry,” Al assures. “And we will spend whatever time it takes to be sure our guests have a good RVing experience. We specialize in many guest services and total satisfaction.”

To read the history of North Trail RV and learn more about Al and Evelyn Erp and their two children, Alan and Jenny, go to rismag.org and click on the April 2012 issue.

During my recent visit in May 2020, Al stopped in for a quick visit and a family picture for this article. He was then off in the motorhome to visit friends in North Florida.

Alan Erp directs the day-to-day operations of the company with his key managers: Joe Biela, general sales manager; Steve Graham, general manager; Michael Engh, finance director; Joe Jackson, sales manager and motorhome acquisitions; and John Wicks, sales/inventory manager. Today, the story of North Trail RV is best told through the interviews I had with many of the employees.

Al Erp, president, now 77, has owned several businesses. “Guest service” seems to be wired into his psyche and he knows how to ensure you are going to buy the right motorhome for your lifestyle. For a full story on Al Erp’s business career, see rismag.org, April 2012, 32.

Alan Erp, vice president, finished high school in 1986 in Montana where the Erps were living at that time. After one year at Montana State College and two years as a lumberjack, Alan moved to Ft. Myers and joined North Trail RV in February 1989. He is married to Shawnica and they have three children: Kyle, Bryan, and Bailey. Kyle and Bryan are employed at NTRV and Bailey is a sophomore in high school.



“You can’t sell from an empty basket,” a refrain often said at North Trail RV. The company carries the largest inventory in the nation of Class A diesel pushers on a single site.

Al and Alan Erp are in total agreement on the company’s primary reason for existence. “We are a service-based organization. That’s where our dedication lies. An RV dealership’s success is based on service.”

“My father, Al Erp, is the visionary for the company,” Alan began. “He bought a small RV store in 1986 when he returned to Florida from Montana after my mother died. I stayed behind for two years working as a lumberjack and decided that job didn’t have a long-term future. I joined the company in February 1989. It’s just part of Dad’s nature to have a great respect for everyone. Every person who visits North Trail RV is a guest. Everybody who works here waves and smiles at our guests and each other. It is endemic. North Trail is a guest-friendly company. We prefer to get to know the people to whom we sell our coaches in order to help them make the best choices for their lifestyles. As a dealer, we are a ‘relationship-oriented’ company. We get letters almost every day from guests who thank us for how we made them feel at home, like family.”

North Trail RV is strictly a motorhome dealer. Statistical Surveys shows that the company is selling more Class A diesel motorhomes than any other single site dealership in the U.S. “Our philosophy is to stock a lot of units,” Alan noted. “In the past, the long hot summer was a slow time. We depended on the snowbirds from the northern states and Canada. Now, the internet and our website have made us a year-round dealership. But our busiest time is January through April when we stock at least 650 units. There are roughly 550 motorhomes on the lot now: 170 pre-owned and 380 new. Buyers from around the country know we have a large selection of diesels in several brands. Several years ago just about everyone would drive to Ft. Myers to shop our inventory.

Using our website, many buyers now know what we have and fly in to make a purchase. We are selling over 1,400 motorhomes annually.”

In our earlier story eight years ago, North Trail had recorded annual sales of \$107 million with 170 employees on board. “Our growth to \$260 million in sales in our last fiscal year has allowed us to attract the best talent in the RV industry in both service and sales,” Alan said. “It will always be the first priority of our 30 sales associates and management team to make sure our guests get the right coach for their lifestyles.”

“Selling our motorhomes is easy. They almost sell themselves,” Alan continued. “We have to do a good job of understanding a guest’s lifestyle and matching it correctly with the features of one or more of our motorhomes. A skilled sales associate has an expansive product knowledge and the ability to interview a guest to learn and understand how they will use their motorhome. All members of our sales team are professionally trained to help a guest buy the *right* coach.”

North Trail RV Places Equal Emphasis on Service

While Al and Alan Erp understand and insist on a professional sales process that focuses on their guests’ lifestyles, they place an equal emphasis on properly servicing the coaches they *sell* as well as those that arrive in Ft. Myers from dealerships far beyond the borders of their state. The sheer *size* of the service center emphasizes the importance placed on service by the Erps.

“We have a state-of-the-art service center that was built with 44 bays under roof and an additional 87 outside bays with air, electric, and water service,” Alan noted. “We are one of the few RV dealerships in the U.S. that are Spartan, Freightliner, and Powerglide certified, offering full engine service, chassis service, and tire and alignment service. We aim to be ‘one-stop’ shopping when you are getting your coach ready for the road. But I will let our service managers describe that part of the business for you.”

Alan emphasized the importance of safety in motorhomes. “We are interested in seeing manufacturers create more safety software and features as *standard equipment* on all models.”

“In the next five years, I believe we will see the RV industry coming out of this pandemic and entering a strong growth spurt,” Alan began. “The industry needs many more good quality, high-end campgrounds and resorts. We are following that assessment by building a luxury RV resort near this facility with a target date of completion in 12 to 15 months. It will be designed for regional rallies like the ones Allegro Club chapters do throughout the year. Our purpose is to bring more RVers to Southwest Florida and provide a great experience. We will have 155 sites, each with a full concrete pad under the entire coach, plus a patio, and full hook-ups. There will be walking trails, beautiful landscaping intertwined with the existing live oaks, a nine-acre natural lake for canoeing, pickle ball courts, play

areas, dog park, and a 10,000 sq. ft. clubhouse for chapter meetings, seminars, games, and catered meals. Our design model is a low pressure environment for our guests to kick back, relax, and enjoy this lifestyle.”

How Service Is Managed and Performed at North Trail

Brett Howard, parts and service director, oversees 85 employees in North Trail’s Service Center, including 40 service technicians, 12 specialists who work in warranty and retail service, 12 to 15 PDI technicians, 10 in parts and accessories, and seven service consultants. He also implements and oversees all training per RVIA guidelines for technicians working on coaches to become certified and master certified.

“North Trail has the best RV chassis service and maintenance center in the industry,” Brett said. “Tiffin is very helpful in expediting warranty authorizations.”

On a normal day, the service department brings in 15 to 20 coaches. “We have two scheduling coordinators who work with our guests via internet, email, and phone six weeks ahead of their appointments to get a list of items requiring service. The guests send accompanying pictures via phone and email. We check for warranty availabilities and order parts ahead of time to have them here when the guest arrives, reducing the time to complete the repairs,” Brett said.

“When the guest arrives, a service consultant (we

Where is the industry headed and what is North Trail’s focus over the next five years?

Brett Howard, parts and service director, has worked in the RV industry for 30 years, beginning his career in 1990 with Monaco. “I worked Monaco rallies and shows across the country for 19 years and supervised and scheduled the service techs who took care of Monaco RVers at the shows,” Brett said.

“In 2003 my wife and I decided it was time for a change and moved to Florida in a motorhome, living in it for 18 months until we bought a home in Inverness. When Monaco went down in the recession in 2009, I managed a small dealership for five years until I met Alan Erp at the Tampa RV Show in 2014. In 2017, I became the parts and service director.”



Each of the bays in the 44-bay indoor service center can handle a 45-foot coach.

have seven) goes over the pre-registration, revises it as necessary, reports to the guest on warranty coverage, and writes the repair order,” Brett continued. “As we check guests in, we determine which method of communication they prefer: email, text, or phone. We provide an update every other day while a coach is in our shop. Consistently, we find that 90 to 95% of our guests arriving for repairs live away from Ft. Myers. I run a spreadsheet on every guest’s service event.”

A State-of-the-Art Service Facility

J. J. Sonneveldt supervises 20 technicians who do engine and transmission service as well as repairs inside and throughout the coach itself. “I have 10 techs who work in and on the coach (anything that TMH builds on the chassis); six techs on the chassis team; and four techs in maintenance (oil changes, genset service, transmission service, coolants),” he said.

“Our chassis and maintenance service bays are located in the south end of the service center,” J. J. explained. “On the outside of that back wall, there are large tanks with all of the fluids needed to service a coach. Stainless steel lines connecting the service bays to each of those tanks make it efficient for our techs to service our owners’ coaches. We don’t have to open and dispose of cans of engine oil and transmission fluid. We just pull the line to the fill point on the coach and dispense the fluid or lube. There is coolant, DEF, transmission fluid, six different kinds of oil, and even windshield wash fluid. We can get six 40-ft. coaches or four 45-ft. coaches in the two aisles where we have pits to get under the coaches. Fluids that are drained from the coaches during servicing are stored in a large tank and disposed of periodically by a company meeting EPA guidelines.

“In the automobile world, everything is structured. You have so much time to repair a water pump. The construction of the coach surrounding everything can complicate what otherwise would be a fairly simple repair in a car. There are so many different variables in a motorhome that cars do not have. I assign work based on each tech’s strong points. We have

specialists in electrical, plumbing, slide-outs, cabinetry, windows and windshields, and electronics. You name it,” J.J. assured. “Not in my department, but we also do tires including Road Force balancing and all wheel alignments on a complete drive-on rack.”

When the repair work on a coach is completed, it is moved to a quality control site where Mike Phillips, lead service consultant, or one of his colleagues, becomes the guest’s advocate and carefully goes over every item on the list, checking to see if the repair was done correctly. The process may require firing up the generator and running all the systems in the coach or driving it for several miles to check for alignment, vibrations, or rattles.

“I enjoy processing and overseeing the repair work being performed on these motorhomes,” Mike said. “It is rewarding to work with the owners and assist in getting their coaches back on the road in top condition. My background as a master certified technician was a great preparation for moving into this job. I take after-hours calls when a guest has a problem. We understand problems don’t always occur during regular business hours. If a guest has a problem, I want to know about it.

“When a guest returns to North Trail, I want him to come back to me or the service consultant he worked with earlier,” Mike continued. “Building service relationships is important to giving our guests the confidence to operate these motorhomes, and they can be somewhat complicated at times. If our guests run into problems while traveling, we help talk them through it. If that doesn’t work, we find the nearest service center and initiate the contact for them. We are members of the Priority RV Network, a large network of dealers all over the U.S. When they get the service they need, we want them to call us back and let us know how it went, whether it was a temporary or permanent fix, and if we can be of further assistance later.”

A “behind the scenes” team of 10 warranty assistants begin work four to six weeks in advance doing pre-authorizations for repairs under manufacturers’ warranties soon after the service appointment

J. J. Sonneveldt, a transplanted Kansan, is the hands-on service manager of the retail repair area. He began his career in 1988 in the car industry in Kansas City, Kansas. “I really moved to Ft. Myers to escape the winters,” he said frankly. “But I came to Florida in the summer, too. The heat doesn’t really bother me that much.” He enjoys easy access to the Gulf and spends his free time rebuilding and refining his 33-ft. Baja with twin 509 Chevy engines.

Mike Phillips, the lead service consultant, began his career as an industrial electrician in NYC. “My wife and I married in 1999 and came to Southwest Florida in 2001. It seemed like a great place to live and start a family. We now have two girls, nine and 11,” Mike said. They live in Cape Coral where his wife is a mortgage loan officer.

Mike worked for an electrical contractor in Naples until a good friend suggested he apply for a position at North Trail. “Steve Graham, our general manager, offered me a position in the repair shop where I became master certified in five years. After surgery three years ago, I became a service consultant.

With North Trail’s plan to offer “one-stop shopping,” the Erps added full alignment systems and complete tire service, including balancing.



Monica Girard, warranty manager and a 16-year veteran at North Trail RV, has demonstrated her skills as a problem-solver in several departments. She began at North Trail cleaning coaches and climbed the career ladder to become the warranty manager three years ago.

is scheduled. Monica Girard, warranty manager, supervises the team as they follow and move the approved authorizations through related parts orders. The team then processes the claims once a coach arrives for service.

The Sales Organization and the Concierge Nature of Selling at North Trail

Thirty sales consultants at North Trail RV receive the support of three sales managers and one general sales manager. Each sales manager plays a specific role and Joe Biela, general sales manager, orchestrates the daily performance of greeting guests and helping them identify their personal lifestyles in the world of luxury RVing.

Joe Biela joined North Trail RV 16 years ago as general sales manager, bringing over 30 years of prior sales experience to the position. Joe has a knowledge base and a depth of experience seldom found in an RV dealership.

Joe Biela emphasizes almost daily sales training and product knowledge to North Trail's sales associates. "Both are essential for our associates to be able to serve our guests effectively," Joe said. "We have a sales meeting every morning to conduct a review of the incoming and outgoing units. Periodically, each sales associate goes 'on stage' frequently to present a coach to his fellow associates with a critique by his peers. We are a no-pressure sales group. North Trail takes advantage of the sales training offered at Tiffin's main facility in Red Bay, and Tiffin's representative to our area who does training here. It is an excellent relationship. We also send our delivery coordinators to TMH for training."

Joe Jackson, sales manager, started in the RV industry as the owner of a small mobile RV service company and moved his way across several management positions in service and sales over the last four decades. He landed his position as a sales manager at North Trail in 2002.

Joe Jackson, sales manager, works daily with Alan, keeping order in the company with day-to-day planning on "where we are headed and what we are doing in the short term. I set the standards for how we present our company to our guests. I make sure we stick to the old mantra of 'under-promise and over-deliver.'

"A month ago (referring to April) I would have told you it was going to be a long, long summer

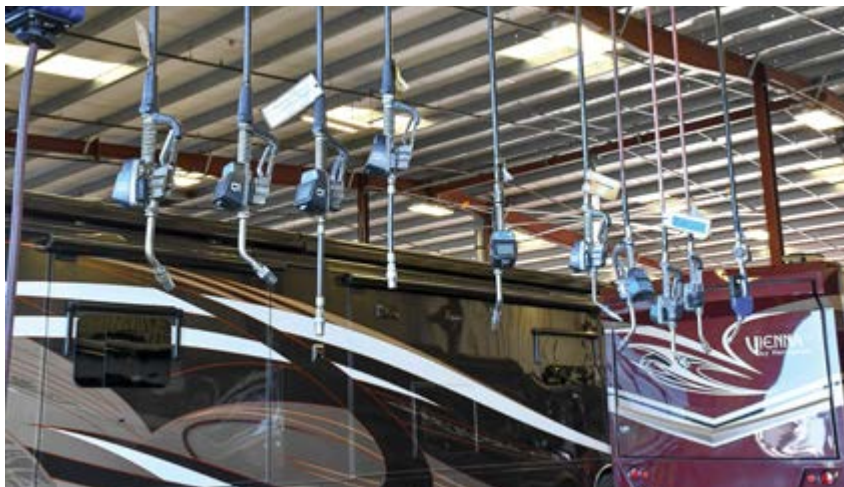
in sales. Today, I am wondering who turned on the faucet," Joe said with some excitement. "Tiffin coaches are moving better than any other brand. I can't explain that. We don't have to sell the coach. Guests just come in and buy them. Our sales consultants love Tiffin coaches. We have two couples who are sales consultants. One couple, Ray and Tamara Gering, met here and got married. Alan and Paula Fraysier were married when they came to North Trail from a dealer in the Carolinas who sold out to Camping World."

With the assistance of Dina Wagner, general sales secretary, Joe maintains an electronic "scoreboard" of eight 55-inch monitors vertically wall-mounted, side-by-side for the sales consultants to see their progress in meeting sales goals, individually and corporately. The board lists sales in progress, finalized sales, and deliveries. "The board shows who is leading competitively, but it is a friendly competition," Joe said. "The sales people help each other. We are all in this together.

"We do a lot of sales training and product knowledge discussions every morning," Joe continued. "We use manufacturer's reps to do product knowledge. We rarely hire rookies. Although we look for people with sales experience in the RV and automotive world, we want them to learn our system. We record guest-sales associate calls, and then review the calls with the associates to help them improve.

"My goal from the day I started here was for North Trail RV to be totally motorized," Joe said. "We realized that goal, but then in 2013 the company made a separate investment in the Airstream

Below left: All fluids for servicing motorhomes are connected by stainless steel lines to bulk tanks on the south end of the service center. *Right:* One of two service pits allows technicians to take care of engine and transmission oil changes while providing easy access to belts in the engine compartment.





THE ERP FAMILY. *From left-to-right:* Kyle Erp, sales/inventory manager; Kaylee Sabella, assistant deli manager; Jennifer Smith, deli manager; Al Erp, founder and president; Bryan Erp, assistant service manager; Alan Erp, vice president.

NORTH TRAIL RV's MANAGEMENT TEAM. *Standing left-to-right:* Kim Storie, business manager; Justin Graham, business manager; Doug Bedore, sales/consignment manager; Joe Biela, general sales manager; John Wicks, sales/inventory manager; Michael Engh, finance director. *Seated left-to-right:* Joe Jackson, sales manager; Ken Jacobson, sales manager; Mike Miller, business manager.

SERVICE LEADERSHIP TEAM. *Standing, L-to-R:* Michael Phillips, service consultant; Bryan Erp, assistant service manager; Brett Howard, parts & service director; Monica Girard, warranty manager; Derek Marks, delivery service manager. *Seated, L-to-R:* Steve Graham, general manager; J. J. Sonneveldt, repair shop manager.



dealership for southwest Florida. We went for the premium, top-quality towable in our industry.”

Located near the entrance to North Trail's expansive layout, Airstream of Southwest Florida is selling over 100 units annually. The management and five sales associates are separate from North Trail, but of course, they operate with the same priorities and management philosophy as North Trail RV.

In March, Joe and Alan developed three policies to get them through the pandemic. (1) They studied and followed the CDC rules for wearing masks and social distancing. Every door, table, and desk is wiped down several times a day. Hand sanitizer dispensers are available throughout the facility. (2) “If our guests are wearing masks, then we do,” Joe said. When an employee is working alone or socially distanced from others, masks are not required. (3) “Sales consultants went half-time in March so that we had 15 consultants on duty, making it easier to control the number of people walking in the common areas of the building. On May 4, they began full-time again,” Joe added.

“This is a three-generation company with a fourth generation on the way,” Joe emphasized. “I expect North Trail RV to be here long after I am gone when the third and fourth generation of the Erp family are still serving their guests with the same philosophy we have today.”

While Doug Bedore does approve the offers received from guests, the largest part of his day is spent evaluating trade-ins, accepting consignments, and buying coaches from owners leaving the RV industry due to making a change in their lifestyles.

“I make the final decision on what we can accept as a purchase or consignment, usually units not more than seven years old. I make exceptions if it is a Tiffin or a Newmar, but we do take all makes and models on trade.”

Because North Trail is a high volume dealer, it





NORTH TRAIL RV SALES TEAM. *Standing, L-to-R:* Alan Fraysier, Paula Fraysier, Peter Hossfeld, Ray Gering, Steven Batten. *Kneeling, L-to-R:* Ben Rutkin, John Dyer, Jeff Rutherford, Joe Plivelich.

NORTH TRAIL RV SALES TEAM. *Standing, L-to-R:* Kyle Erp, Julian Lacusta, Terry Cramer, Steve Kiray, Eric Hendershot, John Imprata. *Kneeling, L-to-R:* Matt Padella, Jake Hendershot, John Augeri, Jorge Martinez, Eric Martinez.



Doug Bedore, sales manager/buyer/consignment manager, joined North Trail in 2015 with over 35 years of experience in the RV industry. His broad knowledge of RV coach brands and models is invaluable in assessing the value of trade-ins and consignments.

Ken Jacobson, sales manager, is a lifelong Floridian, making Sarasota his home. "My parents went to Sarasota on their honeymoon in 1946 and eventually settled there. Several family members later bought homes in Florida," he said. Ken has over 20 years in RV sales and sales management.

John Wicks, sales consultant/inventory manager, grew up on a dairy farm in New York and is now one of North Trail's top sales associates. The third generation dairy

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employs the staff to do title searches, pre-delivery inspections (PDI), and reconditioning (called "recon" in the RV parlance). Wayne Slater, a hands-on supervisor, oversees three certified technicians on the recon team.

"Every pre-owned coach we sell is serviced and checked out for roadworthiness. We go through the RV to make sure everything works properly including slide-outs, leveling, plumbing, and electrical," Doug assured. "In the sale of a pre-owned coach, our guest receives the same great experience as a guest buying a new coach. We provide financing and insurance, extended warranties, and full orientation and training on our delivery pad.

"North Trail RV has about 40 consignments that are parked with like brands in our inventory," Doug said. "Sales associates are compensated for selling consignments at the same rates as new inventory. As I explained earlier, we bring consignments up to the standards we apply to trade-ins. Every motorhome

in our inventory—new, pre-owned, or consigned—stays plugged into 50 amps for climate control."

Ken Jacobson joined North Trail RV as a sales manager on December 1, 2019, after serving in the same position at Lazydays for 12 years. "I came here to back up the two Joe's," Ken said. "Joe Biela and I structure the deals with trade-ins, and review the sales offers from our guests."

"My first job with a small RV dealer led to a sales position in 2002 with Lazydays in Seffner, Florida. It was still a family-owned company then which was important to me," he said. "I felt comfortable making the move to North Trail because it is a family-owned company."

It would have been impossible to interview 30 sales associates, but I knew it would make this a much better story to include the seasoned perspectives of three.

John Wicks, 40, now in his 14th year at North Trail RV, is often the company's top salesman. "We thrive on taking good care of our guests," John said. "We don't push competition between each other. We help each other to help the guests. North Trail RV has the two best brands in the industry.

"We have such a large inventory because 'you can't sell from an empty basket,'" John smiled. "I enjoy the interaction we have with our guests. Helping people find their niche in RV living is really quite rewarding for me, personally in the satisfaction it brings and financially because this is a good way to make a living.

"I have a vested interest in helping my guests achieve their goals in the lifestyle they have chosen," John continued. "A huge percentage of my business is from repeat buyers and referrals. When you are out on the road traveling and have a question or need help, you can call my cell phone any time. I will answer immediately unless I am riding on my lawnmower and can't hear my phone."

"I work with Kyle Erp in managing the company's inventory. We watch industry trends in the motorhome market as to colors, wood tones, flooring, and new accessories and options. Linen and Sterling décor are giving Tiffin coaches a fresh look."

Kyle Erp was a service consultant when I visited

continued from page 53

farmer attended Geneseo State University and graduated in 2002 with a B.S. degree in business management and a minor in information technology. "We sold our 300+ cows in 2006 to a conglomerate in a corporate buy-out," John explained. "My best friend's mother was a receptionist here at North Trail. With no positions available at North Trail, I started my career at another dealership but stayed in touch. Six months later they hired me. It has been a great run."



Kyle Erp, sales consultant/inventory manager, is in his 12th year at North Trail RV. He is married to Kaci and they have two children, Kason, 3, and Kash, 10 months. As readers might guess, Kyle is the grandson of Al Erp, the dealership's founder. Using motorhomes certainly provides sales associates with real-time experience to help them sell the units. "Last year we had a great trip to Disney World in the Allegro Open Road with bunk beds. I hope this pandemic will end and we can do that again next year," Kyle said.

Alan and Paula Fraysier, sales consultants, each bring 33 years of experience in finance, parts, and sales, working in RV dealerships in the Carolinas and Florida. They sought positions at North Trail RV because of the company's reputation for honesty and integrity in dealing with guests.

Michael Engh, finance director, has been with North Trail RV for 14 years. He started his career in banking soon after finishing high school and later ventured into a new career as a mortgage broker. When the opportunity arose in 2006 for a finance position at North Trail RV, he quickly accepted it. Michael has grown with the company and now serves as the finance director.

North Trail in 2012. He is now in his fifth season as a sales associate. His career at North Trail began with two years in detailing as he finished high school and enrolled in classes at Edison College in Ft. Myers. He followed that job with three years in service as a technician. With that experience, it was a natural transition to a four-year tenure as a service consultant. In 2016, Kyle moved into sales.

"Tiffin owners are very brand loyal," Kyle began. "The Phaeton is still our #1 seller. The Wayfarer has also been doing very well against its competition, especially the twin bed floorplan with the bicycle storage compartment."

Alan and Paula Fraysier came to North Trail RV in 2015, leaving behind a five-year tenure at Tom Johnson RV in Marion and Concord, North Carolina, after that company was sold to Camping World. Alan and Paula met in 1987 when they both worked at Holiday World, a Holiday Rambler dealership. Paula was a finance manager and Alan was the parts manager. They married in 1994. Two interim jobs for both eventually led to their sales positions with Tom Johnson who was a Newmar dealer with a management MO they both appreciated.

"We both really enjoy working at North Trail RV," Paula said. "The sales associates work five days a week with a floating day off. We are closed on Sunday."

Alan pointed out that "the reputation of North Trail gives us the confidence to project the honesty and integrity of the company to our guests. The business lifestyle here has given us the opportunity to meet a lot of guests and increase our collective sales,

PARTS & ACCESSORIES STORE. *Left-to-Right:* Crystal Williams, parts supervisor; Shanda Coffey, assistant parts manager; Mike Provost, parts director.

more than any place we have worked in the past."

North Trail's internet website generates a lot of sales leads which are shared with all of the sales associates. "I actually prefer to sell to those who come in our door or call," Alan said. "Factory leads, however, can be very productive."

"We have owned several motorhomes and are looking forward to buying our next coach which will be an Allegro RED 37PA," Paula said. "We both think the RV business is really going to take off this year. People want a safe way to vacation without the risk of staying in hotels and dining in restaurants."

After the Guest's Decision to Buy a Motorhome

An essential part of buying a house is a visit to the bank to arrange financing or take care of paying for it. Every RV dealership has a department usually referred to as F&I, short, of course, for financing and insurance. Michael Engh is the finance director for North Trail RV and has four business managers who work in his department. They are Kim Storie, Justin Graham, Trent Turner, and Mike Miller. They manage financing as well as the scheduling and delivery of each coach.

"In this market we find that 50 percent of our guests can write a check for their motorhomes," Michael began. "But many are not willing to do that because they wish to keep their assets invested at a higher rate of return than the interest on a loan would cost. RV interest rates are at an all-time low and we certainly do not expect rates to increase."

North Trail is currently using Bank of the West, USBank, Bank of America, and six other lenders," Michael said. "We assist in providing insurance through Overland Insurance Services in Queen Creek, Arizona."

North Trail RV's Parts & Accessory Store

The parts store at North Trail is well-stocked to say the least, carrying an overall inventory of \$1.6 million. This includes the retail inventory for guests shopping in the accessories store, retail inventory used by service for customer-scheduled repairs, and the wholesale parts inventory used by service to get trade-ins and consignments ready to be sold.

"Tiffin does a good job of communicating with us and providing timely shipping of the parts we order," said Mike Provost, parts & accessory store manager. "They kept us going during the COVID-19 lockdown."

"Our business in the parts and accessories store



Mike Provost, parts and accessories manager, has been with North Trail RV for 18 years and has 36 years overall experience in the RV industry. He enjoys the opportunity to help each guest find just the right item they are looking for.

constantly changes in terms of customer demand for optional RV-related products,” Mike noted. “We have to be smart about sourcing and pricing in order to be competitive. We sell a lot of vent covers, outdoor furniture, water purification units, surge protectors, and we specialize in base plates, tow bars, and braking systems.”

The store has 11 employees, including three in retail and eight behind the scenes who take care of order processing, receiving, and storage, as well as getting parts requests to the service center.

Pre-Delivery Inspection (Before & After) and Delivery to the Guest

Three managers supervise the teams who inspect and deliver the motorhomes to North Trail’s guests.

Kyle Curtis, delivery supervisor, manages seven coordinators who check in the new motorhomes arriving from the manufacturers. He and his seven-member team could be called the “alpha and omega” team. They are the first to touch a new arriving coach, and the last to touch it when they bid the new owner *bon voyage* after orientation and training.

“The factory check-ins are a full inspection before we accept the arriving coaches for delivery from the manufacturer,” Kyle said. “So they, too, are pre-delivery inspections. We check for damage that might have occurred during the drive to our store from the manufacturing plant. Then we check all systems inside and out operationally. We are essentially doing the same QC process that TMH did just before the coach shipped to us. Tiffin is notified regarding anything we discover and a warranty claim is filed. We then send the coach to our cleaning and detailing company to get it ready to put on display. Our company photographer is notified to schedule pictures for the coach’s entry on North Trail’s website. It is important to mention that the same seven coordi-

Kyle Curtis, delivery supervisor, began his career at North Trail two years ago as a delivery coordinator. In October 2019, he became the delivery supervisor. His camping experience began many years ago with a second-hand, pop-up tent trailer. He began his career in health care systems in Ohio before he moved to Florida in 2017.



THE PARTS AND ACCESSORIES STORE carries a full line of camping consumables as well as popular items for your motorhome, including vent covers, surge protectors, outdoor furniture, and water purification units.

DELIVERY COORDINATORS. *Left-to-Right:* Mike Fudge, Kyle Curtis, delivery supervisor, Bart Brodacki, Dean Tomlinson, Alex Giles, Landon Waln.

SERVICE CONSULTANTS. *Standing, L-to-R:* Amanda Phelps, Matt Bates, Jonathan Rapp, Laser Cisneros, Diana Wilkinson. *Seated, L-to-R:* Michael Phillips, John Vassion.



COMFORT ZONES FOR NORTH TRAIL GUESTS. Two waiting areas with rocker-recliners, deep sofas, and two televisions keep guests comfortable during short-term service appointments.

◆ The North Trail Deli serves a delicious lunch featuring homemade sandwiches and desserts and a wide selection of beverages.



appliances, cabinet door adjustments including fit and finish, and full Spyder control systems,” he finished. “We strive for low call-back from our owners.”

Bryan Erp, assistant service manager, oversees the work of the pre-delivery inspection technicians as the coaches arrive to be inspected after recently being sold. “We have nine certified technicians who only work on inspections to prepare a coach for delivery,” Bryan began. “I dispatch the coaches to the bays that we use for this stage of the sales process. We have detailed checklists for the PDIs that we have developed over the years. Our techs check the coach from the roofline to the floorline, and really under the floorline, too. There is not anything in the coach that does not get touched, including any water line that is accessible. We pressure test the water lines and the wet tanks.

“North Trail uses an outside contractor who works here on site to do our detailing. They have 30 people on the job who do washing, polishing, and cleaning inside and out,” he said. “I often do buffing myself. I am a hands-on manager. We constantly challenge ourselves to create a top level of satisfaction for ourselves and our guests.”

Kyle Curtis may have the best job in the company. As delivery supervisor, he and his delivery coordinators have the pleasure of delivering a perfectly appointed motorhome to the smiling faces of the new owners. But there is work to be done.

Before the delivery, one of the business managers in the finance department schedules the delivery time. The coach is on the delivery pad as the guest/owner checks in for the delivery. The receiving desk calls Kyle and takes the guests’ lunch orders that will be prepared in North Trail’s own deli by Jenny Erp Smith, deli manager, and her daughter, Kaylee Sabella, assistant deli manager. The delivery process begins around 9 a.m. and lunch is usually served in the guests’ new coach around noon.

“Our delivery coordinators are cross-trained across all brands and can deliver anything from a Breeze to a Zephyr,” Kyle said. “The delivery process may take three or more hours. As we do the delivery and orientation, we recommend the owner take notes or make a video. We ask the owner to perform the tasks we have just demonstrated. Having the guest involved in the delivery helps the learning process. We will stay as long as necessary to be sure

nators who check in the motorhomes will later provide orientation and training to the new owners.”

Derek Marks, delivery service manager, oversees the technicians who do the pre-delivery inspections. “When a motorhome has been sold, we remove it from the display area and bring it to the service center,” Derek began. “All of our pre-delivery technicians are RVIA certified techs or in the process of earning that certification.

“We first drive the coach into one of the bays with the oil pit and check the belts, drive lines, transmission, and all the fluids which takes about 90 minutes,” he continued. “Then one of the techs drives the coach for 10+ miles to check handling, cruise, Mobileye, navigation, wipers, dash instrumentation, and HVAC.

“Then we check the 110v and 12v electrical systems, water systems, utility bay, air conditioners, televisions, mirrors and mirror cameras, backup camera and monitor, slide-out functionality, galley

Derek Marks, delivery service manager, with 20 years of experience at North Trail RV, focuses on guaranteeing the quality control that assures the perfect operation of every motorhome that is being delivered to a new owner. Kyle Curtis, whose team PDIs incoming units from manufacturers and trains new owners, and Bryan Erp, assistant service manager, who oversees the service bays that get coaches ready for new owners, both report to Derek.

Bryan Erp, assistant service manager, also a grandson of founder Al Erp, began his career at North Trail RV working as a detailer after school and during the summers. His

continued on page 58

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continued from page 56
first “real job,” he says, was in the body shop followed by 18 months as a technician in the chassis shop. Other stints include two in warranty and several years as a service coordinator. “I enjoy coming to work here. Though sometimes a situation may be frustrating, it is always exhilarating to solve a problem and make a guest happy! I like finding the best outcome for everyone and the most efficient way to accomplish that.”

Steve Graham, general manager, who passed a 20-year anniversary with North Trail RV last October, focuses on the general management of the expansive service center where North Trail RV now has 100 employees. “My responsibilities include the overall management of the parts and service departments and its support teams,” Steve said. He works closely with human resources to ensure compliance with employee regulations and hiring practices. “I focus on maintaining a positive work environment for all of our employees and creating a positive experience for all of our guests at North Trail RV.”

“Working with the Erp family and the management team at North Trail RV is a fulfilling experience for myself and my family. After spending 30 years in the car industry, switching to North Trail RV was the best career move I could have ever made. The Erp family has always been supportive and hands on with helping to achieve the successes of North Trail RV.”

the new owner feels comfortable with the operation of his coach.

“Training new owners to control the interior environment with the Spyder pad is especially important. It is user-friendly, but it has several folders to learn,” Kyle noted. “Electronics take more time and we *take the time* depending on the owner’s level of past experience. The Spyder pad really simplifies the set-up for the inverter, float charging, EMS, and AGS, but it may take a while to explain the purpose of each in the whole scheme of the electrical system.”

“If the new owner has the DISH network and smart TVs at home, then explaining how they work in the coach is a piece of cake,” Kyle said. “If not, we take the time. We can even set up satellite service before they leave North Trail.”

The coordinators understand that training to use the utility bay is critical. “This is where a mistake can cause a big mess and a lot of frustration. If the new owner is new to big coaches, we will make sure they do a couple of hook-ups and flush draining before they leave,” Kyle assured.

Kyle supervises seven delivery coordinators. “We use OJT to train our coordinators and then shadow them through several deliveries to be sure they are doing a good job,” he said.


The Erps built their collision center on a six-acre property located one exit south of the North Trail RV sales and service facilities exit on I-75. Operating under a two-acre pavilion that also covers their offices, the center is the preferred repair facility in Southwest Florida for Progressive, Nationwide, and GMAC. The fabrication shop can shape and create exterior compartment doors and roof radiuses for any brand as well as create molds for damaged front and rear caps. Three 60-foot state-of-the-art painting booths handle coaches up to 45 feet. Their painting team can duplicate paint patterns. Greg Reppert, the shop manager, designed and patented a ¼-inch poly-resin roof material that is applied in a viscous form at 180°F and dries hard in six seconds as a UV-white coating that is paint ready. The roof has a warranty for the life of the coach. They are cur-

rently doing two to three roofs a week.

With over 100 employees working in the expansive North Trail Service Center, there must be one key person who knows the operation inside and out, who brings the department managers together for the weekly *modus operandi* meetings. That person is Steve Graham, general manager. Looking for new opportunities in 1978, Steve left Massachusetts and relocated to Florida where he worked at various positions in the auto industry for the next 22 years. His management and technical skills positioned him to become the service manager at North Trail RV in 1999. He became general manager in 2008. Steve played a crucial role in designing the new service center and today assists Alan with the daily operation of the dealership.

A Review

There are four areas in which North Trail RV works hard to do a great job. All are very important to creating a successful experience for the guest.

First, a professional sales consultant will seek to understand how you plan to use your coach, your lifestyle and the amenities you prefer. *Second*, the consultant will need to know how much you wish to spend in order to select coaches that fit both your lifestyle and your financial ability. A financial consultant at North Trail RV may be able to offer an acquisition plan that will increase your buying power. *Third*, your consultant will spend as much time as necessary to explain all of the features in the coaches being shown and present all of the options available on those coaches. *Fourth*, if you decide to purchase a coach from North Trail RV, the delivery team will do an exhaustive PDI, spending from six to eight hours to test and use every feature and system in the coach. Then a delivery consultant will go through a planned, step-by-step orientation and training program to teach you how to use your coach. It will become as familiar to you as the home in which you now live. If you decide to visit North Trail RV and buy a coach there after reading this article, I would like to hear about your experience. 



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Why Attend a Tiffin Allegro Club Rally?

by Sally Moore

Tiffin Allegro Club rallies have become increasingly popular in recent years! I am sure you have heard complaints and comments on social media about how hard it is to register. Many people will not even attempt to register due to the short window of time it takes for the rally to sell out. Many suggestions have been given for better ways to sell our rallies, but everyone at Tiffin management believes we have the most fair and equitable way available. Every owner throughout the world has an equal opportunity. We have had guests register while traveling in Egypt and Japan! All it takes is fast internet and attention to the time zones!

We encourage everyone to attend a rally occasionally. It is not necessary to attend each rally as much of the information is directed to first-time owners and is often repeated at rallies. What cannot be duplicated is the chemistry of Tiffin owners gathering in one location to share adventures and advice! This give and take is an invaluable experience for our coach owners. Basic seminars are presented at each rally along with new classes from

various vendors. We monitor the number of first-time rally attendees at each rally and it always exceeds 65% new guests. There is a small group of advance team volunteers who travel at their own expense cross-country to assist in setting up the rally and work tirelessly to be sure everyone has a great rally and learns information to assist with their coach.

If it sells out quickly, why should you make the attempt? Today's motorhomes are complicated machines featuring modern and complex electronics. Walk-throughs when you buy a coach cannot possibly cover all the components and features. After each rally, we hear comments saying how much new information owners have learned about their coach. Information comes from our seminars, from vendors, our service representatives, and from other owners. Service techs are also on the grounds making a brief, complimentary visit to your coach to make minor adjustments or repairs.

To offset the serious knowledge being given at the seminars, fun activities are mixed into the rally. Craft/swap meets,

ice cream socials, and live entertainment nightly are only a small bit of the enjoyment when attending a rally. Oftentimes, members of the Tiffin family are on site to meet with owners and take pictures. Multiple door prizes are given out nightly! Each rally also features an emotional salute to our veterans. Delicious catered meals are enjoyed nightly!

With 2500-3000 coaches being built annually, there is no way we can accommodate every owner with the quality rally Tiffin offers. Service techs cannot visit more coaches and catering ability suffers when we exceed our maximum number of coaches. The cost of attending Tiffin rallies is budget-friendly considering everything provided. The result of all these features is that many Tiffin owners want to attend a Tiffin rally!

We encourage you to follow the instructions given regarding rally registration. Everyone has an equal opportunity to register wherever you are located. Always add your name to the rally waitlist if you do not make the initial count. We hope to see you at a rally one day soon!

Why Join the Tiffin Allegro Club?

by Sally Moore

The Tiffin Allegro Club is for owners of all motorized Tiffin-built coaches – from Zephyrs to Wayfarers! The first year is free with the purchase of a new, untitled coach. After the initial year, the membership is a very reasonable \$25 per year and even less when joining for multiple years. After a while, members may forget some of the benefits associated with membership so we wanted to refresh your memory! If you have allowed your membership to lapse or if you purchased a new-to-you coach, consider joining the Tiffin Allegro Club and taking advantage of these benefits. You can join the Club by visiting the website, tiffinmotorhomes.com, going to the OWNERS page, and clicking on Tiffin Allegro Club. There is a JOIN/RENEW link on the upper right side of the page.

Some people ask why Allegro is in our name; Allegro is the first model that Tiffin built beginning in 1972 and we pay homage to that heritage! Below is a recap of membership benefits available to you with a current membership.

MEMBERSHIP BENEFITS

Tiffin Allegro Club rallies are hosted throughout the nation with factory trained service technicians, informative seminars, entertainment, good fun, food & fellowship! Members have the opportunity to attend several rallies throughout the year. The rally fee includes your camping fee, several meals, entertainment, games, prizes, various planned activities, seminars, Tiffin technicians (when available) who do minor repairs for rally attendees, new display units, sales representatives from Tiffin Motorhomes to answer questions about your motorhome, and much more. We also schedule free time at our rallies for shopping or exploring on your own.

The Tiffin Allegro Club online newsletter, "Tiffin Side Roads," is updated frequently to keep our members informed about rallies, chapter news, safety infor-

mation, technical tips, factory news, and other informative and helpful information. Find it at tiffinsideroads.com, scroll to the bottom of the homepage and enter

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Registration Dates for Arizona Rallies Moved to August

In light of continued Covid-19 concerns throughout the nation, we are delaying the registration dates for both the Class A and Wayfarer rallies in Casa Grande, Arizona. It is the sincere hope of the Tiffin Allegro Club that these rallies will take place as scheduled in the fall. However, if state/national guidelines are still in place prohibiting gatherings, we will reschedule the rallies for a future date. Your health and well-being are of utmost importance to us!

The new registration dates are:
 Tuesday, August 11, 2020 at 11:00 a.m. Central Time for the Class A Rally
 Thursday, August 13, 2020 at 11:00 a.m. Central Time for the Wayfarer Rally

Stay tuned to the Tiffin Motorhomes website, the Tiffin Sideroads blog, and Tiffin Allegro Club Facebook page for the latest details. Travel safe and have a wonderful summer! Happy trails until we meet again!

your email address in the box to automatically receive updates.

Michelin Advantage Tire Program:

Substantial discount on the purchase of Michelin tires for your Tiffin RV or passenger car/light truck. Go to tiffinmotorhomes.com and look under the Tiffin Allegro Club Benefits page for procedures information. **Link #1:** michelintruck.com. Locate a participating dealer. **Link #2:** call 888-532-6435 and select Option 1 to register your credit card. If the dealer asks for a PO; it will be a 9-digit entry: your membership number plus adding zeros to make 9 digits (ex: 123456000)

Red Bay Acres RV Resort, Red Bay, Alabama will give a 5% discount on campground rental. Must show Tiffin Allegro Club Membership Card with current date to receive the discount. 855-473-3229 or local 256-333-4327.

Fantasy RV Caravans and Rallies offers discounts to current Tiffin Allegro Club members. \$100 off caravans and \$50 discount on rallies!

Insurances at Discounted Rates:

Emergency Road Service through **SafeRide RV**. Visit tiffin.vehicleadminservices.com for more details. 877-483-0379

Emergency Road Service with **Coach-Net** at 877-801-0333. Go to coach-net.com.

Long-term care, trip cancellation, motor-

home replacement coverage, and motorhome and other vehicle liability, through **Overland Insurance Services** at 800-677-4027. Go to tiffinmotorhomes.com for information.

Transportation in case of medical emergency for you and your spouse with medical personnel through **Sky-Med** at 800-475-9633. rvins.com/sky-med Check here for more detailed information. **Sky-Med Travel Program** – see skymedtravel.com/register for more information.

The Tiffin Allegro Store carries a selection of shirts, caps, and jackets with an embroidered Tiffin logo at discounted prices. Stainless steel mugs and all-weather carpets are also available. Call 256-356-8522 for our catalog or email allegroclub@tiffinmotorhomes.com. You can also visit our website at tiffinmotorhomes.com. Free shipping for all orders over \$50.00 shipped inside USA! Shipping outside USA incurs shipping fee.

Tiffin Allegro Club members can join **Passport America** for 18 months for the cost of only 12 (six months FREE). Call 800-681-6810 for more information. Use code word Allegro. Renewals: Renew your Passport membership and receive 3 months free. Use code word TAC.

Discounted auto rentals through **Enterprise Rent-A-Car and National**. Go

to tiffinmotorhomes.com, select OWNERS, click Tiffin Allegro Club, BENEFITS and click on the Enterprise or National link. When you enter your info the discount code is automatically added.

Nomad Glass offers discounted service for Tiffin Allegro Club members with windshield damage. Nomad Glass offers mobile service to approximately 90% of the USA. Call 800-808-9762 or visit nomadglass.com for more information.

America's Best Campground (ABC), Branson, Missouri, gives an additional 5% discount above the Veterans and Good Sam discounts when staying 3 or more days. Reservations required and offer is good during regular season, April-December. Current membership card required.

Local Chapters! The Tiffin Allegro Club has approximately 70 local chapters throughout the US and Canada. There may be one in your area. Go to tiffinmotorhomes.com for info on local chapters. A map of North America will appear, enter your state in the search box, and if there is a chapter, the information will appear. Our local chapters generally have campouts on a monthly basis. "What a great way to meet new friends!"

Personalized name badges and membership cards included with membership.

Tiffin Apparel & Accessories

You are driving a beautiful, quality built motorhome that is the envy of many. Be proud & show some swag, as folks say! You can find just what you need from the Tiffin Allegro Club. The Club continues to expand its selection of men's and ladies' apparel and other items featuring the Tiffin Motorhomes logo. View our most recent catalog at tiffinmotorhomes.com. Look under the OWNERS/Tiffin Allegro Club tab for MERCHANDISE.

You can call the Tiffin Allegro Club office at 256-356-8522 to receive a catalog by mail. We maintain a full line of shirts, jackets, t-shirts, caps, tote bags, stainless steel mugs, and much more inside the Tiffin Allegro Club office located adjacent to the Tiffin Service Center in Red Bay. Be sure to stop by and browse anytime your travels bring you to Red Bay. Items can also be ordered by phone and shipped to your address.



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Flea and Tick Prevention Update

by Dr. John Pilarczyk

As summer has arrived, we are facing another nemesis in addition to the coronavirus: fleas and ticks. Many new products to repel or prevent fleas and ticks on pets have come on the market and which one to choose can be confusing. Some products treat only fleas, others treat fleas and ticks, and some treat fleas, ticks, and heartworms along with intestinal worms. Let's consider some of the possibilities available.

One of the first products that comes to mind is the new flea collar called Seresto made by Bayer. This product is effective for eight months, in comparison to older collars that last only one to three months. The Seresto collar can be worn by both dogs and cats, and controls both fleas and ticks.

Another product on the market is a chewable tablet called Simparica Trio. This tablet is given monthly and prevents heartworm disease, ticks and fleas, roundworms, and hookworms. Zoetis, the company that makes this product, is the pet side of the pharmaceutical company known as Pfizer. Simparica claims to kill five species of ticks. This product is for dogs only.

Zoetis makes another product just for cats called Revolution Plus. This is a topical liquid applied to the skin that is quick drying so you don't have to keep the family from handling the pet after treatment. Revolution Plus prevents fleas and ticks along with heartworms and hookworms. It also kills ear mites.

Merck Pharmaceuticals produces a topically applied solution called Bravecto Plus for cats. This product prevents fleas, ticks, heartworms, hookworms, and roundworms. The difference between Bravecto Plus and Revolution Plus is that Bravecto is given once every two months and Revolution is given every month. The canine version of Merck's flea and tick prevention product, also called Bravecto Plus, has a duration of 12 weeks, one of the longest treatment times on the market. Bravecto will begin killing fleas on your dog in two hours and do a 100% kill in 12 hours. The cat version kills fleas 100% in eight hours.

Another available choice is Frontline Plus which has been around for awhile, but now is waterproof. It prevents fleas and ticks and kills the larva and flea eggs, but does not prevent heartworms or other worms. It also is a topical solution. Front-

line Plus is produced by Merial Pharmaceutical.

Triflexis Plus, produced by Elanco Pharmaceutical, kills fleas and prevents heartworms, hookworms, roundworms, and whipworms. It does not prevent ticks and comes as a chewable tablet for dogs only.

Advantage II, produced by Bayer Pharmaceutical, is now an over-the-counter flea control medication. It controls fleas, heartworms, roundworms, hookworms, sarcoptes mites, and ear mites in cats.

As you see from this list, you have many products to choose from. The prices on these products vary depending on their duration and convenience to the pet owner. The way the product is administered may be another consideration. The number of parasites the product prevents will also be a determining factor.

Considering the number of new flea and tick products that have come on the market, many think the parasites have developed resistance to the older products. But research has shown this not to be true. The flea and tick market is very lucrative and people have been demanding more convenience and duration from the products they use. While resistance can occur, another source of failure may be wild animals in the vicinity reinfesting pets. However, most failures are operational errors. These include:

- 1) Failure to apply product properly.
- 2) Failure to follow directions.
- 3) Failure to treat all pets in the household.
- 4) Failure to apply all year long, especially for heartworms.
- 5) Excessive bathing can lessen duration and potency.

It would be best to discuss with your veterinarian which flea and tick product would be the right choice for your pet. Your veterinarian will take into account your geographical location and which parasites are predominant in your area. The veterinary technician can show you the proper way to apply the product.

Happy travels and stay safe, John & Kay

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A 16-YEAR CAREER LEADS TO PLANT MANAGER'S JOB

Text and photography by Fred Thompson

A soft-spoken demeanor and a quick smile framed by a golden brown beard put both new acquaintances and fellow employees at ease when they speak with Josh Stacy. In July 2019, Stacy was offered the plant manager's job at Tiffin's Belmont Paint Plant, a facility when at full capacity can paint and finish over 3,200 coaches annually, plus 250 Beacon fifth-wheels manufactured by Tiffin's Vanleigh division.

Undaunted and not intimidated at all by the management and supervisory responsibility he has accepted, Stacy does not

the training relationship is working for both parties. If a new employee is struggling, I try to make adjustments accordingly. The development of good production skills is an asset to the company as well as job security for the employee."

Stacy's management understanding of training is reflected in his career at Tiffin Motorhomes. He grew up in Red Bay and graduated in 2004 from the local high school. His parents are native Alabamians, his mother originally from Hamilton and his father from Belmont. "My mom is a registered nurse who



see his position as an office job. "Except for our 8:30 a.m. supervisors meeting and the lunch break, I am on the floor most of the day reviewing our work, talking with our supervisors, and encouraging our employees. We have very little turnover here. A new employee is placed with a mentor to learn the skills needed in that department. I like to check from time to time to be sure

In the 8:30 a.m. daily supervisors meeting, Josh reviews scheduling and production issues with all of the departmental supervisors. The coordinated exchange of information in the meeting helps keep the paint plant running smoothly.



works here in Red Bay and my dad is a metals technician who works at Mueller Brass in Fulton, Mississippi," he said.

Josh married Nikki Credille soon after they both graduated from Red Bay High School. He began his job with Tiffin's new Belmont Paint Plant just as it was opening in July 2004. "My first position was polishing, which is the last step in the painting process," Josh explained. "I moved to the final repair department in 2006 doing paint touch-ups. The quality control techs are very careful to catch any flaws in the paint. Touch-ups are a very exacting process that, when done correctly, can't be detected."

In 2009 Josh was promoted to the lead man / utility position which required the ability to step into any job in the department when an employee was sick, had a doctor's appointment, or was otherwise out. He held the lead man position until 2013 when he became the supervisor of the clearcoat and final repair departments.

"During the management reorganization last summer, Brad Witt, our plant manager since 2013, became director of fixed operations covering the Red Bay and Belmont facilities. To my surprise, Brad tapped me to become plant manager. I report to him now," Stacy recalled. "The transition period took two weeks, but he assured me he would be available at any time as I got my footing in this job. The biggest adjustment was literally the amount of territory I was responsible for. I really appreciate the confidence he has in me. Tile, final finish, and warehouse were new areas for me to learn from the operational side as well as the management side. The supervisors in those departments are really good, talented people who have helped me to include their areas in the overall management of the plant."

The management team at the Belmont Paint Plant includes seven supervisors and three office personnel. The seven supervisors and the areas they manage are:

Brad Thompson	tile and tile repair
Gene Faul	warehouse
Joe Pearson	sanding
Anthony Lynch	prep (masking, basecoat, and pre-mask)
Jacob Reno	stripes (painting up to four colors), stripe repair, and clearcoat
Jared Posey	buffing/polish/final repair
Trent Vandiver	final finish

Josh speaks briefly on his morning rounds with Jacob Reno, supervisor in the clearcoat department, on a scheduling issue. ♦ As Josh was on his early morning rounds in the plant, he looked in on a paint crew getting ready to start their day. Each painter has a filtered air supply while painting a coach. The supervisor, not involved directly in the painting, wears full protective clothing and a mask that completely filters out any paint particles.





Josh visits with Chad Hopkins in final finish to discuss a concern about installing the headlight frames. ♦ Josh and Nikki found a few moments on a Saturday to visit the downtown park in Red Bay while their children were on a pontoon boat trip with friends at a nearby lake.

13 Class A's a day. Last year we ran 11 units a day plus one 5th wheel with 232 production employees.

"The Red Bay assembly plant is currently running eight Class A units a day, mainly because many of our parts suppliers were shut down much longer than we were and it is taking them longer to get the supply chain caught up," Stacy noted.

"The virus pandemic shut us down for two weeks, but since we have been back we have had no virus infections in our plant. The employees in the paint plant are generally more spread out in this big building, so it is less difficult to maintain social distancing. Only 10 people can be in the lunch room at one time, and we stagger the breaks and lunch periods."

Tiffin uses BASF paint products. The Allegro Open Road, Allegro Breeze, and Allegro RED receive up to four colors and three coats of clearcoat. The paint process is followed by buffing and polishing. The Phaeton, Allegro Bus, and the Zephyr first get four colors, sometimes five, and then two coats of clearcoat followed by sanding with 500-grit paper. That step is followed with two additional applications of clearcoat, micro-sanding and buffing with 2000/3000/5000 grit, and then extensive polishing.

"Consistency in the quality of the painting is our primary goal," Stacy emphasized. "We cannot allow our quality to slip and the only way to avoid any slippage is to keep our eye on the goal all the time."

Stacy offered an important tip for owners in the regular care of their coaches.

"Owners often make serious mistakes in washing their coaches. They use brushes that damage the finish," Stacy said. "They should only use a lamb's wool mitt. The wash solution should contain a quarter cup of baby shampoo per five gallon bucket of water. Then add a half cup of 'made from grain' distilled white vinegar. Increase the vinegar to two-thirds cup for hard water. If water spots are visible as the coach dries, increase the amount of vinegar. Vinegar serves two purposes. First, it boosts the cleaning ability of the baby shampoo so you don't need as much. Next, vinegar is slightly acidic. The naturally occurring acid neutralizes the alkaline in the water to prevent water spots from forming.* Use a grit guard in your bucket to allow road dirt and sand to settle to the bottom and not be reapplied to the coach as you continue washing. Rinse the lamb's wool mitt frequently to remove any grit it picks up."

Since the paint plant is generally in operation 49 weeks a year, the Stacy family carefully plans their vacations to include camping trips with their two children, Haven, 12, and Luke, 8. Josh and Nikki have enjoyed tent camping with Haven and Luke for sever-

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*For a full story on taking care of the exterior of your coach ("The Lowdown on Dirt"), see page 10 in the "News You Can Use" section of this issue.

In the office, Buddy Wiltshire has 13 year's experience as the process engineer. Tony Bell is the plant's HR supervisor, and Melissa Pound assists in HR records and manages the paperwork for each unit that is being painted.

"Currently, we have 192 production employees in this plant," Stacy said. "We are painting nine units a day: eight Class A's and one 5th wheel from the Vanleigh plant. We have produced



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Goosed!

My parents are snowbirds. They spend the winters in Indio, California in their 2015 Phaeton. In March I was with them on the trip back north to Seattle. To sum up the 3-day trip: On Day One, we missed the flooding in the Palm Springs Valley (torrential rains the day before we left); on Day Two, we missed the flash floods in Mojave Desert, and the winter storm warning in the California-Oregon mountains . . . but on Day Three, we did NOT miss the low-flying goose. EGHADS!! Fifteen minutes into our 400-mile trip that day, a flock of geese were making a landing on a body of water adjacent to the interstate in southern Oregon. The last goose in the pattern was flying too low, or too slow or both. The 60-mph impact was a thunderous BOOM! A few goose feathers even came through the hole in the glass. We pulled over at a rest stop 10 miles down the road, got out the long ladder, leather work gloves, good duct tape, and a hair dryer. We bandaged up that huge impact zone, “glued” it all together with the hair dryer on high, and went off down the road. (It was a Sunday—no glass repair shops were open.)

The “patch” held tight for all 375 remaining miles. So very much to be grateful for, including good weather. I am sure the hand of God was covering that glass, and us, all the way down the road. The convex depression in the glass was amazing. More shards of glass would fall on the inside with every bump in the road, so we had to tape the inside too. Fortunately, I-5 through Oregon and Washington is fairly smooth. Once again, being prepared for those unexpected events paid off. Most of the annual trips south and north are fairly uneventful, but this one took the cake! I sure do enjoy the *Roughing It Smoothly* magazines in their Tiffin coach when I get to join them on a trip. However, we hope not to repeat that particular adventure again.

Darby Savery, Covington, Washington



We Love Our 2018 Phaeton 37BH!

My wife and I decided to attend a TMH open house at Mike Thompson’s Motorhomes. This is where we met Sher Lyckmen, also known as the queen of TMH sales. She told us about a new model, a 2018 Phaeton 37BH, which we fell in love with. We told her it would be perfect if it had a fireplace and a recliner. She told us she could get it done. If you would like super service, ask for Sher, you’ll be glad you did. Thank you, we love our coach!

Rojie & Rick Barclay, Snohomish, Washington

We Absolutely Loved Camping in the Adirondacks!

My husband Dick and I purchased a used 1986 Allegro RV in 2002. It was in excellent condition. We used it very happily for ten years. It was still in good condition when we sold it as we had maintained it over the time we owned it.

We gave it to our son when we realized my husband was no longer able to travel. It almost broke my heart as we both loved going camping and doing some traveling. About the farthest we traveled was to Rhode Island from New York state. We absolutely loved the Adirondacks and camped there for over 20 years, first in tents and gradually moving up to the Allegro. We were very proud to own an Allegro.

Please remove my husband’s name from your mailing list as he passed away in 2015. I have enjoyed *Roughing It Smoothly* and reading the different stories from other Allegro RVers.

Diane Bowes, Baldwinsville, New York

California’s Secret Coast’s “Secret” Is Out!

Okay, in all honesty, this is not a story for “From the Road,” but a comment about the “California’s Secret Coast” article in the January 2020 *Roughing It Smoothly* magazine.

As a Tiffin owner and resident of the area under discussion, it was a terrific article, full of great information about our area. Kudos to Suzanne Clemenz for the text and the photos that truly capture the scenic beauty of where we live. The bad news is now our “secret” is out; at least to Tiffin owners. You are welcome to visit, please don’t move here (just kidding).

Secondly, I looked long and hard to find a way to provide this comment, short of sending it via mail. I found your email address buried in the text on page 5. I suggest creating some way for readers to provide comment/feedback (outside of Danny Inman’s great “Serious Tech Talk” column) for the many wonderful articles in the magazine.

David Abrecht, Los Osos, California

Suzanne Clemenz’s Response

Thank you, Dave, for taking the time to respond to my SLO/Morro Bay article. It was so easy to write and photograph an

area where the tremendous natural beauty hasn’t been ruined by rampant commercialism. I lived in the Santa Clara Valley from 1958 to 1976 and could hardly recognize it when I last visited. Fortunately I think the Central Coast is far enough away from both San Francisco and Los Angeles to be just a bit inconvenient for visiting or relocating. I wish I could have sat in the butterfly grove in Los Osos long enough to see them return for the day, but the grove is lovely regardless, and there were a couple dozen butterflies flitting around the tree tops. I also had a great lunch in town.

I fall in love with every destination I visit, but I know *for sure* that I will return to the Central Coast on my own. Maybe next year’s Morro Bay Birding Festival, or my next family cousin’s reunion.

Like you, I’ve wished there was a reader feedback column in RIS. Maybe some comments would help me improve what I write, or suggest interesting destinations to write about. I’ve thought about suggesting a reader feedback column, but it’s better that it came from you, our reader. Thank you for the suggestion.

We Traveled the Lower 48, Canada, and Alaska

I have enjoyed *Roughing It Smoothly* for several years. I regret that I had to sell my 2004 Allegro Bay because of failing eyesight. We have many great memories of our travels to all of the lower 48 states, Alaska, and several provinces of Canada.

Clayton Guedry, Bourg, Louisiana

We Had a Lot of Fun Traveling in Our Allegro Bus

We bought a 1987 Allegro Bus in about 2005. We were retired and went to our kids homes, fishing, and just traveling. We had a lot of fun together.

In about 2008 my husband started feeling bad – we didn’t travel so much but we were able to volunteer at various Corps parks in those years. Then in 2012, he got really sick, and they discovered he had lung cancer. Because of radiation treatments, he could not travel. His health deteriorated until 2016 when he passed away. I sold our home and moved close to my daughter.

After 2012, very little maintenance was done to the RV. My son, a mechanic, had kept up the engine for us until I parked the RV in 2016. I first told him to sell it, but his business was going strong and it didn’t sell. The other day, he got in it to move it and there had been a bad roof leak. I told him to junk it. It had lived a good life, 29 years altogether, and ten years of happiness for us.

Please remove my name from the magazine mailing list.

Beverly Jean Miller, Tahlequah, Oklahoma

Our Favorite Campground and Restaurant

We love the Anchor Down RV Resort, on Douglas Lake, Dan-

dridge, Tennessee, just outside of Knoxville. Their sites with fireplaces make it so cozy.

Our favorite restaurant stop on our East/West/East trip each summer is the Big Texan in Amarillo, home of the 72 oz. challenge.

Adele & Don Brown, Chapel Hill, North Carolina

We Had Good Times in Our Tiffin RV

Our Tiffin RV was new in 2017. We only got to use it for three years before Jim got liver cancer. I had to sell the RV after Jim died in October of 2019. Before he became ill, we went to Reidsville, Georgia and stayed at the Gordonia Alatomaha State Park while we visited family. Then we went to the Yogi Bear’s Jellystone Park off of I-10. It is a family park and the small kids loved it. It was a big playground for them. For anyone with kids, it’s a great place to go.

Rosie Ann Johnson, Headland, Alabama

May Tiffin Go On Forever!

I have donated my 30-year-old Allegro to a worthy cause since I am no longer able to drive it. Please take my name off the *Roughing It Smoothly* list. The Allegro was a great rig and my husband and I loved it. It took us many thousands of miles and was the source of incalculable memories. May Tiffin go on forever!

Barbara Walter, Milton-Freewater, Oregon

Touring Beautiful Oregon and Washington

We live in beautiful Oregon which abounds with places to visit all over. Washington also has beautiful places to visit, and is more peaceful. Both have gorgeous beaches and mountains. We bought a 1999 32 ft. Allegro motorhome and have taken good care of it. It is like new, our only problem was with the refrigerator. We love our motorhome, and still go all over Oregon and Washington enjoying our bounty.

Richard L. Brown, Salem, Oregon

Reader Response to *Roughing It Smoothly* articles:

Reader comments to articles published in RIS are welcomed. Please direct any comments to fred1902@gmail.com, and note the object of your response in the subject line of your email. We would love to hear from you.

New submissions to “From the Road” that are too long for the enclosed postcard may be mailed to the editor at 1403 Cedar Point Way, Monroe, GA 30656. We will send a *Roughing It Smoothly* T-shirt to each submission that we publish. Put in your size as L, XL, and XXL. We no longer have any mediums.

Fred Thompson, *editor*

Tiffin Owners from Georgia, Kentucky, and North Carolina



Michael and Shelly Willis
Hometown: Fayetteville, North Carolina
Interviewed: Cullman, Alabama

Michael and Shelly Willis have two children; Kyle, who is 22, and Kyra, 20 years old. Michael is a reservist with the Air Force, currently serving on active duty at the Pentagon. Shelly works for The Citadel, a military college in South Carolina, promoting their online degrees. They're both active in their church.

In addition to serving their community by overseeing the Emergency Food Assistance Program and food pantry, Michael and Shelly also provide a great benefit for RV'ers through a YouTube channel called "Our Epic RV Adventure." The channel not only showcases places they've traveled, but also offers product reviews and fun recipes.

Then for those like me who believe technology has passed them by, Michael hosts a live stream every Tuesday called Tech Talk. People can ask questions in real time to better understand how to operate their computers, cell phones, and the internet. The couple also provide a live stream on Sunday night with encouraging words about these crazy times. People can even join the Willis family for dinner—virtually, of course.

Michael and Shelly own a 2019 Allegro Open Road 34PA. "We chose this model because we liked the quality we saw," Shelly said. The coach is so quiet they can have a conversation even though the generator and the air conditioning are going. They love the extra space provided by

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Bob and Terry Harris
Hometown: Paducah, Kentucky
Interviewed: Cullman, Alabama

Bob and Terry Harris love camping and the great outdoors. They've graduated from tents and pop-ups to their Tiffin Phaeton 38GH.

The couple, from Paducah, Kentucky, live on a small lake in their dream house. Before retirement, Bob was a project manager for an industrial construction company. Bob loves to water ski and officiates tournaments in the US and internationally. He's signed up to go to Ukraine in September.

Terry retired from sales and clerical work and now enjoys tending her gardens at the lake house and hanging out with friends. Their daughter, a professional photographer, lives nearby.

Bob decided purchasing a motorhome would offer a place to stay while traveling to tournaments. They settled on a 2004 Tiffin from Bankston in Ardmore, Tennessee. Though the coach was a few years old, it was well-loved and well maintained. Bob is able to work on any problems that crop up from time to time.

The Harris's travel part-time and have visited Ohio, North Carolina, South Carolina, Georgia, Florida, Alabama, and Tennessee for water ski tournaments and take time to visit friends along the way.

When their home was flooded in 2019, they were blessed to have a second home—their RV.

Keks, their canine family member, is a white

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Marcus and Betty Ferguson
Hometown: Sautee, Georgia
Interviewed: Cullman, Alabama

Marcus and Betty Ferguson both grew up in northeast Georgia one town apart, but they didn't meet until they were in their fifties. Marcus was a custom home builder, and Betty a teacher and elementary school principal. Their paths crossed when Marcus remodeled Betty's house before her husband passed away. At first, they didn't think of themselves as a couple, but that changed. They've now been married for five years. Between the two, they have four children, nine grandchildren and four great-grandkids.

They'd never dreamed of camping—not tents, pull-behinds and especially not a motorhome. However, one day they took the plunge and bought a used motorhome and began traveling.

While camping, they spoke with quite a few campers who owned Tiffins. Their fellow campers spoke about the quality of their rigs and what they liked about their Tiffins. For a year Marcus checked out many brands of motorhomes on the market and determined that when the time came, they'd buy a Tiffin.

In October 2019, they decided to go full time. While traveling through Jacksonville, Florida, they spotted a dealership with an RV on special—a 2019 Phaeton 40QBH. They walked into the showroom assuring each other they were just going to "look."

Four days later, they traded in their first motorhome and drove out of the lot in "Ruffy," christened

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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. She speaks of visiting a location before it becomes the setting in her next inspirational romance novel. To date, June has written 20 novels and one devotional and is working on number 21. You can find June on junefoster.com.

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Washington, D.C.

THE NATIONAL CAPITAL OF THE UNITED STATES OF AMERICA



by Fred Thompson

BY ANY ACCOUNT, Washington is a “destination” city. A visitor can spend a week, a month, or the whole summer visiting museums, memorials, the Capitol, the White House, the Library of Congress, beautiful gardens, the zoo, and an almost endless list of historic government buildings and exhibits, plus live performances at the Kennedy Center and

other venues, and still leave with the realization of how much more there was to see and absorb. While the memorials and the permanent exhibits at the museums, the Archives, and the Library of Congress will not change, repeat visits will always uncover new, interesting, and fun things to see in the museums and galleries.

A little history about the city should make your visit even more interesting. On April 30, 1789, at Federal Hall in New York City, George Washington was inaugurated as the first President of the United States of America at 2 p.m. In the following months, the House of Representatives and the Senate continued to meet in their chambers at Federal Hall.

President Washington encouraged Congress to lay the plans for a “federal city,” as he called it, to become the seat of government for the new country. In its second session, the 1st Congress of the United States adopted a federal statute entitled the Residence Act of 1790 to establish both a temporary and permanent seat of the government of the United States. President Washington signed it into law on July 16, 1790.

The act provided for a national capital to be established at a

site along the Potomac River and empowered the President to appoint commissioners to oversee the project. While designating Philadelphia as the nation’s temporary capital, the act set a deadline of December 1800 for the new capital to be ready.

Pierre Charles L’Enfant was selected to design the streets, the parks, and the location for the capitol in the new seat of government on the north bank of the Potomac. He chose Andrew Ellicott and Benjamin Banneker for major roles in helping him develop the plans and oversee construction. On September 9, 1791, the three commissioners supervising the capital’s construction named the city in honor of President Washington. The federal district was named Columbia, a poetic name for the United States often used at that time. Congress held its first session in Washington on November 17, 1800.

Visiting Washington D.C. This Year

At the time the COVID-19 pandemic nearly paralyzed recreational travel in the U.S. beginning in March, I had planned to run a story about eight museums in the District plus the Udvar-Hazy Center | National Air and Space Museum near the Dulles Airport in Virginia. Each story would have run two pages. By mid-May, I realized it was very unlikely *RIS* readers would be visiting Washington D.C. this summer or perhaps even this year. Because the narrative and exhibits in the National Museum of African American History and Culture will broaden visitors' perspective and understanding of race, race relations, and racism in this country, I decided to offer a more comprehensive story and attempt to accomplish the museum's purpose on the printed page.

Assuming your unlikely visit this year, I also decided to expand my treatment of the Museum of the Bible into a much longer story. The museum's purpose is to help the visitor understand "how we got the Bible," which, of course, is not a shallow, quickly-related history. It is not unusual for visitors to spend two days in the MOTB.

The six museums that were not included in this printed issue will be added to the digital version of *Roughing It Smoothly* in the

near future. I will also go back and append the digital version of the story on the home of President John Tyler to the April 2019 (16:2) issue. I expect that to be ready sometime this summer.

When you do get to make your next trip to Washington, take a copy of the October 2007 *RIS* issue featuring the major war memorials throughout the city and surrounding areas, including the memorials to World War II, the Korean War, the Vietnam War, and the Tomb of the Unknowns. Memorials to our service branches include the U.S. Marine Corps Memorial (Arlington), the U.S. Air Force Memorial (Arlington), and the Navy-Marine Memorial (Columbia Island). You will not want to miss the "Changing of the Guard" at the Tomb of the Unknowns. To use that article to help plan your visit, go to rismag.org, click on 2007, and then the October cover. The story starts on page 16. I decided not to include the imposing memorials to Washington, Jefferson, and Lincoln simply because you can't overlook them. I did include the smaller, but no less impressive memorial to Franklin Delano Roosevelt that opened in 1997. Statuary memorials honoring Presidents James A. Garfield and Ulysses S. Grant are located near the Capitol. A statue and garden recognizing the achievements of President Theodore Roosevelt are located on Theodore Roosevelt Island in the Potomac River.

Our Visit to Washington

Prior to our trip, we contacted our congressman for assistance in securing tickets for tours of the U.S. Capitol and the U.S. Treasury. Unfortunately, the White House tours were booked for the week we were in Washington. If you do go this summer, google each museum and make a chart of their hours and restrictions for visiting. Tours of the White House and Capitol have been discontinued for 2020.

We arrived at Cherry Hill Park in College Park, Maryland, on a Wednesday afternoon in July 2019 and began by planning a 9-day stay in the U.S. capital. The park has been serving the traveling public since 1921. I can imagine families in their Model-T Fords rolling into the owner's farm fields and putting up their tents. Today, several hundred full-service campsites with standard to premium amenities serve young RVers with pop-ups to the well-heeled owners of 45-foot coaches. A large reception area is staffed with knowledgeable registration clerks. The well-lit campground has paved roads with packed gravel pads. Premium sites offer brick patios with fire rings and grills. Probably the best website for planning your visit is washington.org.

Make an early morning stop at the Metrorail bus station located along the main entrance to Cherry Hill Park. The agent will be glad to explain the bus and rail Metro system that serves the District of Columbia and outlying areas. The local bus will transport you to the nearest high-speed Metrorail station, albeit using a rather circuitous route. You can save 30 minutes by driving to the Metrorail station, parking in a multilevel garage (\$5.50/day), and having your vehicle ready to go when you return in the evening.

Buy your initial SmarTrip card (\$4) at the Cherry Hill station and use it each time you enter and exit a Metrorail or Metrobus station. You can add value to your card at almost any station in the system. A One Day Pass for \$14.75 can be used as many times as you wish during the 24-hour period.

At the Metrobus station in Cherry Hill Park, ask the agent for the Metrorail Large Print Pocket Guide and a smaller guide to fit in your purse or shirt pocket. At the station or the Cherry Hill Park main office, request a copy of the "Official Visitors Map."

To reach the heart of downtown Washington, take the Green Line to Branch Ave. Get off at L'Enfant Plaza and take the Blue Line one stop to Smithsonian. Walk east to the Information Center on Jefferson Drive at 5 Dillon Ripley Center in the Smithsonian Castle. Advisors will help you plan your days in Washington. Be sure to ask for these four NPS brochures:

- Seeing the Nation's Capital (NPS, color)
- Ford's Theatre (NPS, color)
- The White House (NPS, color)
- Washington, DC Attractions (NPS, single 8.5 x 11 sheet)

The "Official Visitors Guide" published by Destination DC is very thorough, including general information and hours for restaurants, theaters, shopping options, museums, sporting events, and maps. Ask for an explanation on how to ride the red Circulator. The red buses, free of charge, run every 10 minutes on six routes throughout the city. They are very busy in the summer when school is out. When the kids go back to school, you can always find a seat.

The National Museum of African American History and Culture (NMAAHC)



OUR VISIT TO WASHINGTON D.C. BEGAN AT the National Museum of African American History and Culture, the most recently opened Smithsonian museum, located on the National Mall. On December 16, 2003, President George W. Bush signed the NMAAHC Act into law, appropriating funds for the planning and site selection process. On September 24, 2016, former President Barack Obama formally opened the museum along with four generations of the Bonner family, including 99-year-old Ruth Bonner to Ruth's great-granddaughter Christine. Together they rang the Freedom Bell to officially open the museum.

The NMAAHC was built to tell the story of the tragedy and triumph of an enslaved people in the New World and especially the United States. During its first full year of operation, the museum had 3 million visitors, an average of 8,000 people a day. Visitors were spending an average of six hours in the museum, twice as long as planners had estimated. Timed-entry tickets became necessary. There were 1.9 million visits in 2018. During the height of the tourist season, timed entry is required until 1 p.m., but not after.

The museum has more than 40,000 objects in its collection, with about 3,500 currently on display. Encompassing 350,000 square feet, the 10-story building has five stories above ground and five below.

The initial exhibits at the NMAAHC focus on the beginning of slavery in Africa 500 years ago. Visitors will gain a new knowledge of slavery in Africa, Europe, the Caribbean, and North

America that will create a shocking awareness of the total disregard for human life and the blatantly irrational justification of its practice. The following paragraphs are summaries of the museum's presentations. Visiting the museum will take you much deeper into the African American experience.



Richard Hunt (b. 1935)
Swing Low, 2016
Welded bronze

Chicago sculptor Richard Hunt is an acclaimed artist with major commissions on view across the United States. The sculpture's title, *Swing Low*, is drawn from the name of the beloved Negro spiritual "Swing Low, Sweet Chariot." Hunt sees the arc segments in this hanging sculpture as a reference to the chariot's swinging motion and its winglike forms as the band of angels. The sculpture pays homage to the genre of the Negro spiritual and its defining place in early African American development and self-consciousness—religious, societal, and cultural.

During the 1500s, trade relations grew between Africans and Europeans along the western coast of Africa. On August 20, 1619, a Portuguese privateer delivered "20 and odd" Africans to the Jamestown colony in exchange for "victuals." The transaction was documented by John Rolfe in his diary. By the



Europeans arrived along the western African coast to engage in trade. The coastal Africans traded agricultural products, gold, and enslaved Africans they had captured from the interior for guns, tools, cutlery, and cooking vessels. ♦ Queen Nzingha (1583–1663) was a formidable leader of the state of Ndongo, located in Kongo, and now Angola. She formed strategic trade alliances to fight off the Portuguese as they tried to seize political and economic power in west central Africa in their attempt to dominate the Transatlantic Slave Trade.

mid-1600s, the trade in enslaved people had become far more lucrative than buying and selling agricultural products and precious metals. Producing sugar, rice, and cotton in North America was labor intensive. As the plantation system expanded rapidly, it created a demand for slave labor. Emigrants escaping feudal farms and limited opportunities in Europe were not an economical labor supply, nor were they interested.

Soon to be known as the Transatlantic Slave Trade, merchant slave companies from Spain, Portugal, France, and the Netherlands sent their ships to the same part of the coast of western

Africa. It was common for at least 30 slave ships to rest at anchor at boarding points, awaiting chained humans to be stored in their cargo holds. After being packed to capacity, they sailed across the Atlantic. The financial legacy of the slave trade helped create the nation-states of Spain, Portugal, France, the Netherlands, and the United States. The church, companies, and family dynasties benefited from these profits, which also contributed to the endowments of many educational institutions.

*Are we not indebted to those valuable people,
the Africans, for our Sugars, Tobaccos, Rice, [and] Rum?*
—Malachy Postelthwayt, 1745

Several items from the slave ship *São José-Paquete de Africa* were loaned to the NMAAHC in time for the 2016 opening. The *São José* was a Portuguese slaver that sank off the coast of Cape Town, South Africa, with 400–500 enslaved people on board while enroute from Mozambique to colonial Brazil in December 1794. Fewer than 100 survived and were sold in Cape Town.

Scholars estimate that of every 100 people seized in the interior of Africa, only 64 survived the march from the interior to the coast. More died while waiting three months in crowded prisons called barracoons. Just 48 would live to be placed in slavery on plantations in the Western Hemisphere. While most enslaved Africans transported to the New World came from



Captive Africans from the interior were kept in overcrowded prisons called *barracoons*. As many as 30 percent died before they could be sold and put aboard slave ships.

western Africa, only a small percentage actually came to colonial North America. Four areas received nearly all of the enslaved people: the Chesapeake (33%); the Carolinas and Georgia (54%); the Gulf Coast (6%); and the North (7%).

*We had about 12 negroes did wilfully drown themselves,
and others starv'd themselves to death;
for 'tis their belief that when they die they return home to
their own country and friends.*

Captain Thomas Phillips,
the *Hannibal*, 1694

While coastal African city-states permitted European traders to expand their commercial presence along the coast, the city-states maintained control of enslaving a steady stream of



Left and below: European slave traders inspected captive Africans for illnesses. They believed they could taste for disease by licking the prisoner's skin. ♦ Once purchased, the enslaved person was branded with the slaver's mark to keep track of the new inventory. ♦ After inspection, purchase, and branding, enslaved Africans were taken in chains to slave ships waiting off the coast.



captives from the African interior. The enslaved were torn from their homelands and forced into a life of intense labor. Many of those who survived brought with them their cultures and faith, and an intense desire to be free again.

By the mid-1700s, slavery was deeply embedded in the economies of the northern American colonies. New York maintained one of the largest North American slave ports. The products from Caribbean plantations operating with enslaved labor were sold to the English colonial merchants, later to become the original 13 U.S. states.

In 1807 Congress passed the Act Prohibiting Importation of Slaves which took effect on January 1, 1808. The federal law prohibited the importation of enslaved people into the United States. Plantations in the southern coastal states created an internal slave trade as cotton cultivation spread westward. Between 1820 and 1860 approximately one million people were taken from their families and sold to plantations in the Mississippi River valley.

While some plantations were owned by rougher and less-educated entrepreneurs, most were presided over by a powerful aristocracy. Many were prominent in the development of this country. Thomas Jefferson regarded slavery as the only avenue to build his extensive farm operations, to create the wealth to design and build Monticello, and acquire the largest personal library in the country. His wealth provided him the leisure time to travel, study, and write, and engage in public service. Slavery was woven into his daily life, as were its contradictions. Jefferson even enslaved his own children. He owned their mother, Sally Hemings, and her children inherited her slave status. The Declaration of Independence that he so eloquently penned did not extend "life, liberty, and the pursuit of happiness" to all Americans. He undermined his own ideal that "all men are created equal."

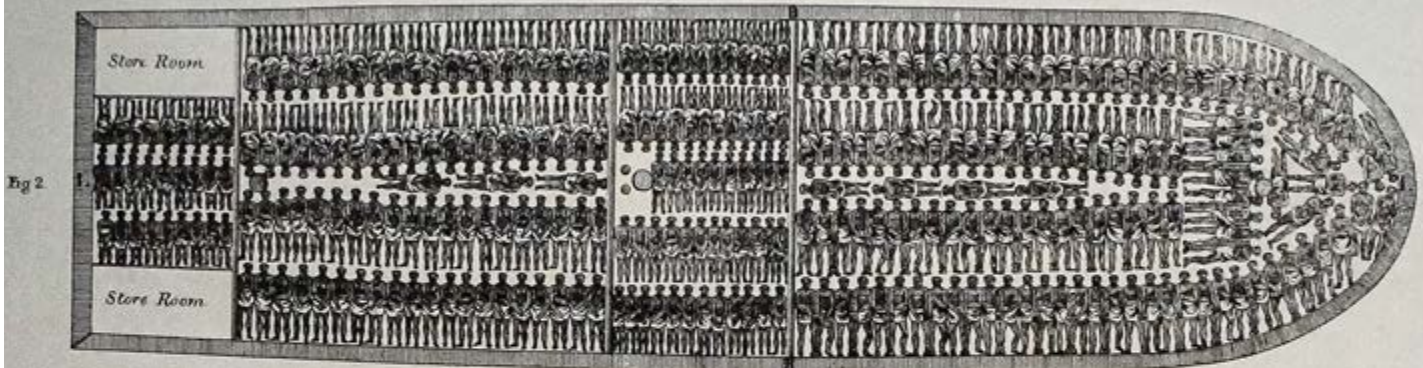
Ironically, the nation's capital was an active center of the slave trade. The seat of the democracy was located deep within slaveholding territory, surrounded by Maryland and Virginia. Slavery was an everyday part of the functioning of the national government.

Jefferson was not alone in condoning slavery. Twelve of the first 18 American presidents owned slaves, including Washington, Madison, Monroe, Jackson, Tyler, and Taylor. Enslaved African Americans were leased out by their owners to mine sandstone from local quarries to build the U.S. Capitol, the White House, and the Smithsonian Castle. For more than 250 years, those in financial and political control of this country denied people of color their freedom.

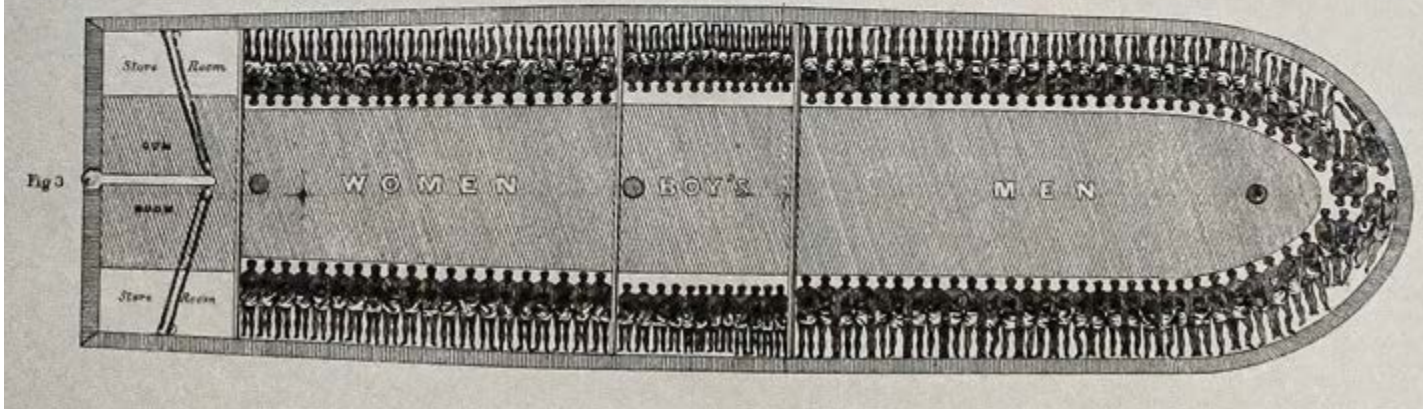
Even though the Declaration of Independence promised



PLAN OF LOWER DECK WITH THE STOWAGE OF 292 SLAVES
130 OF THESE BEING STOWED UNDER THE SHELVES AS SHEWN IN FIGURE 4 & FIGURE 5.



PLAN SHEWING THE STOWAGE OF 130 ADDITIONAL SLAVES ROUND THE WINGS OR SIDES OF THE LOWER DECK BY MEANS OF PLATFORMS OR SHELVES (IN THE MANNER OF GALLERIES IN A CHURCH) THE SLAVES STOWED ON THE SHELVES AND BELOW THEM HAVE ONLY A HEIGHT OF 2 FEET 7 INCHES BETWEEN THE BEAMS AND FAR LESS UNDER THE BEAMS. See Fig 1



After the Regulation Act of 1788 was passed, the English ship, *Brookes*, was allowed to carry 454 slaves. A space of 6 ft. by 1 ft. 4 in. was allowed for each man and slightly less for a woman. One slave merchant confessed that the *Brookes* had carried as many as 609 in one Atlantic crossing.

freedom to all, slavery expanded after the Revolution. The national economy relied upon slavery; the U.S. Constitution defended slavery; and the country expanded west to extend slavery. Despite daily denials of their humanity, enslaved African Americans sustained a vision of freedom by making prayer, family, dance, food, dress, and even work their own. They built their own identities.

America is more our country . . . we have enriched it with our blood and tears.

—David Walker, 1829

Finally, after two decades of political maneuvering over the expansion of slavery in new states, the nation found itself at an impasse that brought on a civil war. Lincoln drafted the Emancipation Proclamation on September 22, 1862, hoping it would undermine the Confederate war effort. The proclamation was also a moral and social imperative. As the President inspected

the refugee tent cities in the nation's capital, he was forced to reckon with African American claims to freedom. The proclamation became law on January 1, 1863.

I went to see the "slave pen" — a wretched hovel, "right against" the Capitol. . . .

It is surrounded by a wooden paling fourteen or fifteen feet high in height . . . to prevent escape.

—Edward Strutt Abdy, 1835

The prejudice of race appears to be stronger in the states which have abolished

Slavery than in those where it still exists; and no where is it so intolerant as in

Those states where servitude has never been known.

—Alexis de Tocqueville, 1835

The belief that they could fight for their freedom motivated thousands of enslaved people to bolt from the plantations to join the Union Army. Black regiments were formed, trained, and fought. Many died knowing they were fighting for the freedom of their people.

The museum documents the Civil War timeline that cannot be fully understood without the African American experience. The



President Lincoln drafted the preliminary Emancipation Proclamation and tested the political waters by sharing it with his cabinet on September 22, 1862. ♦ The Confederacy used enslaved men and women in the Civil War. They built fortifications, dug graves, nursed the wounded, buried the dead, washed clothes, and hauled supplies. If they managed to escape across Union lines, they performed similar tasks. Some were conscripted into black regiments.

Confederacy relied upon enslaved men to mount the cannons that fired on Ft. Sumter. They built fortifications, dug graves, washed clothes, and hauled supplies. Their work details sometimes placed them near Union lines, where they found opportunities to escape. Those who did escape added critical manpower to the Union Army and contributed to the outcome of the war.

After Ulysses S. Grant accepted the surrender of Gen. Robert E. Lee at Appomattox, another war began almost before the Confederate Army disbanded. White southerners responded violently to Reconstruction and found ways to intimidate those freed by the Thirteenth Amendment.

Another central feature of the African American experience after the Civil War was the church. Since blacks were widely excluded from public buildings, their churches provided gathering places for education, political rallies, general communication, organizing, and worship. Within the church, African Americans could explore and express the many meanings of democracy.

Finally, on December 6, 1865, the U.S. Congress abolished

INFORMATION WANTED

Of my children, two sons and one daughter,— James and Stephen Washington, and Edlina Roberson. I last heard from them about six years ago. They were then at Fort Alabama, Dale county, Va. Also, my two grandsons, Robert and Stephen. Their mother's name was Lucinda Roberson. Their father and grandfather, who are anxious to hear from them, or see them, reside in Mill street, Williamsport, Lycoming Co., Pa. Please address
JAMES WASHINGTON,
 July-1t Williamsport, Penna.

African Americans never forgot the family members from which they were separated when plantation owners sold off or traded their slaves to accommodate their labor requirements or financial situations.

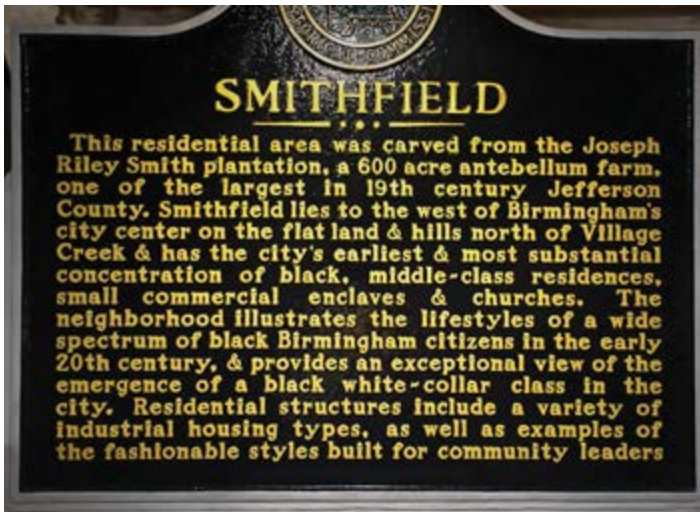
slavery with the 13th Amendment to the U.S. Constitution. Black leaders like Frederick Douglass made African Americans acutely aware of what freedom should mean, and contrasted the reality of what it actually meant in both the North and the South. Some attempted to find family members separated by masters who split families in slave sales. Those searches were made by running ads in newspapers and ethnic magazines, writing letters, and asking travelers.

“Reconstruction: 1865–1876” relates the story of Federal troops stationed throughout the former Confederate states to protect African Americans and insure they made economic progress and elected representatives to local, state, and national governments. When the troops withdrew in 1877, violence and intimidation were used to discourage blacks from voting.

*You say you have emancipated us. You have and I thank you for it.
 But what is your emancipation? When you turned us loose, you gave us no acres.
 You turned us loose to the sky, to the storm, to the whirlwind, and, worst of all,
 You turned us loose to the wrath of our infuriated masters.*
 — Frederick Douglass, 1876

Unable to buy land to farm, many blacks turned to sharecropping. Under this system, they farmed small acreages of large landowners, who furnished seed, fertilizer, and rudimentary equipment. The landowners kept the books, set the prices for materials furnished, and the sale prices of the agricultural products grown and harvested by the tenant. Manipulated prices usually left sharecroppers owing money to their landlords at the end of the year, a system that kept sharecroppers under the economic control of landowners. Some historians have compared the system as it existed after the Civil War and well into the 1930s to medieval feudalism.

The NMAAHC does an excellent job of addressing “The Era of Segregation: 1877–1968.” Segregation was a new form of op-



The historical marker for the village of Smithfield, Alabama. ♦ Medgar Evers was the first major civil rights leader assassinated in the 1960s on June 12, 1963. He was successful in organizing voter registration drives, economic boycotts, and demonstrations. He was shot in the back in the driveway of his home in Jackson, Mississippi. His killer remained free until 1994 after surviving two hung juries and several appeals. ♦ In 1965, President Lyndon Johnson appointed Thurgood Marshall to serve as U.S. Solicitor General. In 1967, he nominated Marshall to the Supreme Court where he served for 24 years. ♦ Martin Luther King Jr.'s assassination in Memphis, Tennessee, on April 4, 1968, was the turning point in the Civil Rights Movement. For many, the assassination meant the end of the strategy of nonviolence. President Johnson declared April 7 a national day of mourning. Race riots broke out nationwide following King's death.

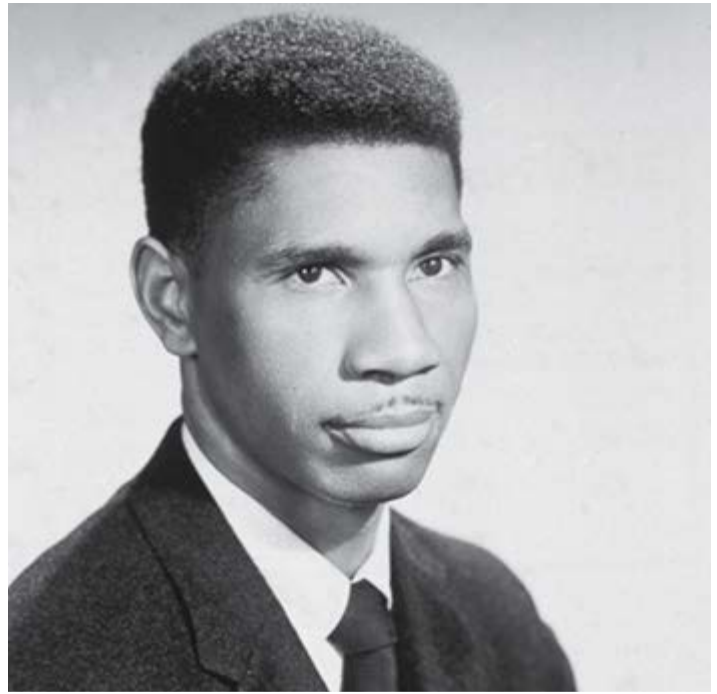
pression. Schools were the first lines of demarcation drawn by southerners. School boards usually appropriated far less funds for black schools compared to white schools. Blacks were limited to menial jobs and the pay was always low. The Rosewood Massacre in 1923 in central Florida destroyed a black community that subsequently disappeared. Lynchings surged after World War I as white vigilantes were rarely punished for their crimes.

“Whites Only” signs were everywhere: water fountains, restrooms, restaurants, motels and hotels, public transportation, and theater. Some towns threatened to arrest blacks found inside their city limits after dark. Some referred to this form of intimidation as Jim Crow Laws. Northern blacks who wanted to visit in the South used *The Negro Motorist Green-Book* to find restaurants and hotels hospitable to African Americans.

Every possible ruse was used to keep blacks away from the polls on election days, including poll taxes, citizenship exams, and reading tests. The schemes were endless and varied in every southern state.

Visitors can explore the stories of reverse exclusivity in the towns of Nicodemus, Kansas; Mound Bayou, Mississippi; Eatonville, Florida; and Smithfield, Alabama—economic and social microcosms designed for African Americans who wanted to isolate themselves from those who scorned and pestered them.

With the usual excellence of Smithsonian presentations, the NMAAHC deals with the 1964 and 1965 Voting Rights Acts,



the Murder of Medgar Evers, the Freedom Rides, the courage of Rosa Parks, Supreme Court Justice Thurgood Marshall, *Brown v. Board of Education*, the Tuskegee Airmen, and discrimination in bus and train transportation.

Perhaps the convict labor system was the most insidious and ruthless way of oppressing blacks. The “black codes” made it

easy for local officials to arrest African Americans and other poor residents for minor infractions. Once incarcerated, the prisoners were leased as laborers by the state to build roads, levees, and maintain right-of-ways.

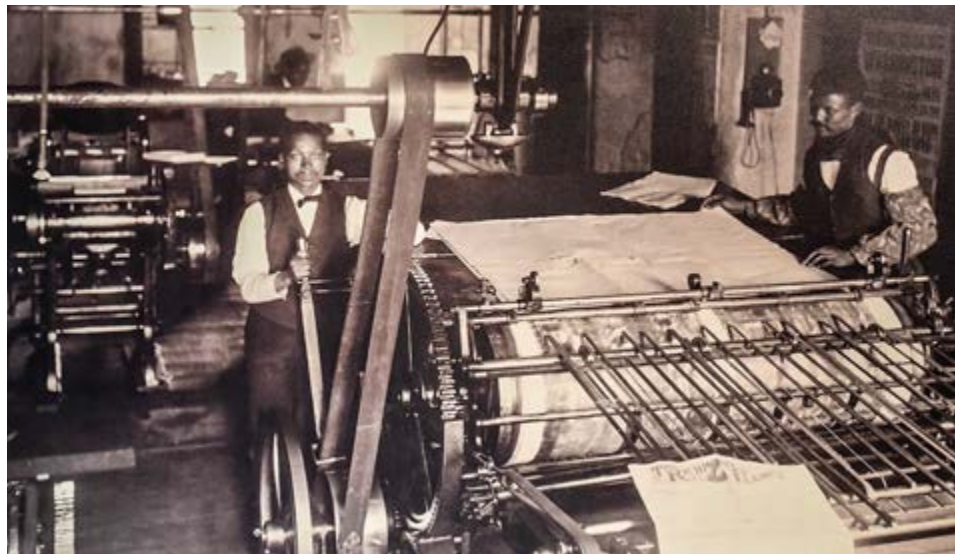
In the Ford Foundation Gallery, “A Changing America: 1968 and Beyond” examines the strategies Americans have used to wrestle with racial discrimination, cultural exclusion, and economic inequality since 1964 and explores the evolving status of African Americans.

Documenting the post-soul era is not about chronicling the straight line of a social movement, but collecting disparate fragments that form not a linear story, but a collage.
—Nelson George, 2004

President Lyndon Johnson signed the 1964 Civil Rights Act on July 2, 1964, giving the federal government new power in desegregating schools and public facilities. It was followed by the 1965 Voting Rights Act. Thurgood Marshall entered the spotlight in 1954 when he argued a joint appeal of several desegregation cases before the U.S. Supreme Court in *Brown v. Board of Education*. The result was the court’s unanimous decision that racial segregation violated the 14th Amendment’s equal protection clause. Marshall ascended to the Supreme Court in 1967.

While the assassination of Martin Luther King Jr. on April 4, 1968, temporarily dashed the hopes of African Americans for progress toward racial equality, his murder changed the whole dynamic of the country. The NAACP, CORE, and the National Urban League were recharged. A legion of lesser known black organizations formed. The unquenchable desire for racial equality inspired community activists on many other fronts in the sixties and early seventies, including the National Organization for Women and the American Indian Movement.

In the decade after the passage of the Voting Rights Act, African Americans first climbed the ladders of political success to win offices in local and state venues. In the decades to follow, it was on to mayoral of-



The Richmond Planet was founded in 1882 by 13 former slaves. It was first edited by Edwin Archer Randolph and later by John Mitchell, Jr. from 1884 until his death in 1929. By 1904 the paper had a weekly circulation of 4,200. It continued publication until 1938 when it merged with the *Richmond Afro-American*.

fices in large cities, state legislatures, the U.S. House and Senate, governorships, presidential cabinet positions, the military’s highest ranks, and finally the U.S. presidency.

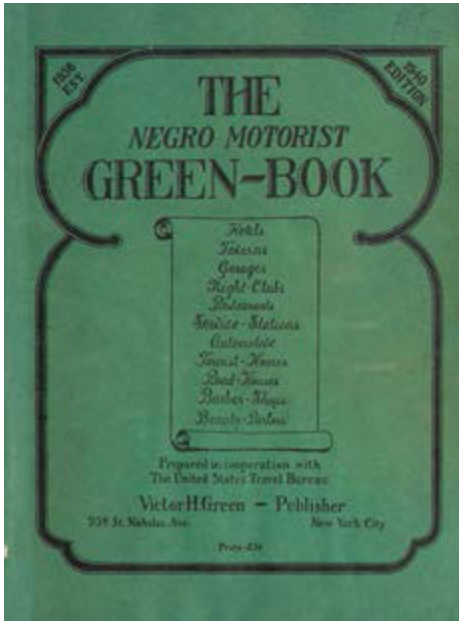
Hollywood opened its doors even before African Americans found electoral success. But television writers were not so quick to bring black programs to American audiences, tempered by their assessments of the support they could pull from advertisers. That change was led in the eighties when Oprah Winfrey’s own talk show broke barriers as she hosted a broad array of guests and guided audiences through frank discussions about weight, addiction, sexual abuse, and other difficult topics. Her show became a gateway for launching bestselling products and book titles.

The NMAAHC credits the power of the press over the last two centuries for keeping its constituency informed and rallied. Beginning with *Freedom’s Journal* first published in 1827, African American publications reflected the diversity of black people in the United States. Publishers and journalists exposed injustices, reported on civil rights activism, and presented positive images of black achievements. Founded in 1905 by Robert Abbott, *The Chicago Defender* quickly became

the most influential African American newspaper in the U.S. with many subscribers across the country. It was the first black publication to break a 100,000

The Chicago Defender was founded in 1905 by Robert S. Abbott. It quickly became the most influential African American newspaper in the country, reaching a circulation of over 100,000. Its influence reached far beyond Chicago with the help of an informal distribution system with Pullman porters who took the paper by rail into the Southern states. The paper took on segregation in the military during World War II, Jim Crow era violence, and urged blacks in the American South to come north in what became the Great Migration.





The Negro Motorist Green-Book appeared yearly between 1936 and 1966. It also catalogued the “sundown towns” which black people had to leave at sundown.

circulation. The mainstream press often reported negatively regarding black involvement in its stories. The black press carried stories describing the rich variety of African American interaction in local and national events and activities, such as the exploits of black soldiers in World War I. Black newspapers and magazines chronicled the rapidly evolving African American culture found in their books, poetry, plays, and music.

The Negro Motorist Green-Book is one of the most interesting publications on display. Published from 1936 to 1966, it listed motels, restaurants, service stations, and other accommodations that served African Americans. Victor H. Green, a postal worker, created his namesake guide to help black travelers safely navigate the segregated facilities in Jim Crow America. He partnered with the Standard Oil Company to distribute the *Green Book* at Esso gas stations.

Founded in 1945 by John H. Johnson, *Ebony* magazine provided a fresh view of black America never seen before in popular media. A glossy pictorial magazine similar to *Life*, it featured successful African Americans in politics, business, sports, and entertainment.



Jesse Owens (1912–1980) won four gold medals in track and field in a historic performance at the 1936 Olympic Games in Berlin. For most of his life, he extolled the virtue of sports as a path toward social change.

Robert Churchwell has been called the “Jackie Robinson of Journalism.” He worked for the *Nashville Banner* from 1950

to 1981 to cover news in the black community. His articles on civil rights activities were often censored by his editors.

The museum features some of the country’s greatest athletes: Michael Jordan, Jesse Owens, and Paul Robeson. Robeson was an All-American football player at Rutgers University where he was also valedictorian. He graduated from Columbia Law School while playing professional football. He discovered his rare talent as a bass baritone and thrilled audiences both as a singer and an actor.

Jesse Owens won four gold medals in track and field events in a historic performance at the 1936 Olympic Games in Berlin, embarrassing Hitler who had predicted his blond Aryan athletes would dominate those events. Michael Jordan holds 13 NBA records, including Record Regular Season Career Scoring Average (30.1) and the Most Points Scored in a Playoff Game (63).

A 350-seat theater named after television celebrity Oprah Winfrey is one of the largest spaces in the museum. It fea-

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tures films and performances that give audiences a broader understanding of how African American history and culture have shaped and enriched our country and the world.

The creations of artists whose work is on display include the sweetgrass baskets of Mary Jackson from Mount Pleasant, South Carolina. In the southern states, enslaved people used them to hold rice and cotton. Lowcountry baskets are typically made of materials from the local landscape.

In this basket, Mary Jackson has sewn palmetto leaves around



Mary Jackson in her Red Top Studio not far from her home on St. Johns Island.

sweetgrass and pine needles using traditional techniques. The form itself, with its longer handle and shallower body, is unique.

“My inspiration comes from what was done before and evolves from old forms, like the traditional rice basket, which is a wide plate with a raised edge,” Jackson said. The Mount Pleasant native grew up in the Seven Mile area, where she learned basket-making from her mother, Evelyina Foreman, and both grandmothers, Irene Foreman and Estelle Rouse. She now works in her Red Top Studio on St. Johns Island.



Untitled with handle, ca 1999
Mary Jackson

Chuck Berry (Charles Edward Anderson Berry) was one of the pioneers of rock and roll music (1926–2017). Many honored him as the Father of Rock and Roll. In *Rolling Stone* magazine’s 2004 and 2011 “greatest of all time” lists, Berry was ranked fifth

of the 100 Greatest Artists of All Time. His top three favorites are “Johnny B Goode,” “Maybellene,” and “Rock and Roll Music.” He was included in the Kennedy Center Honors in 2000. His red Cadillac convertible is on display in the Museum.



Chuck Berry’s 1973 Cadillac Eldorado. It was part of Berry’s personal fleet of Cadillacs and was driven during the filming of “Hail! Hail! Rock ‘n’ Roll,” a 1987 documentary.

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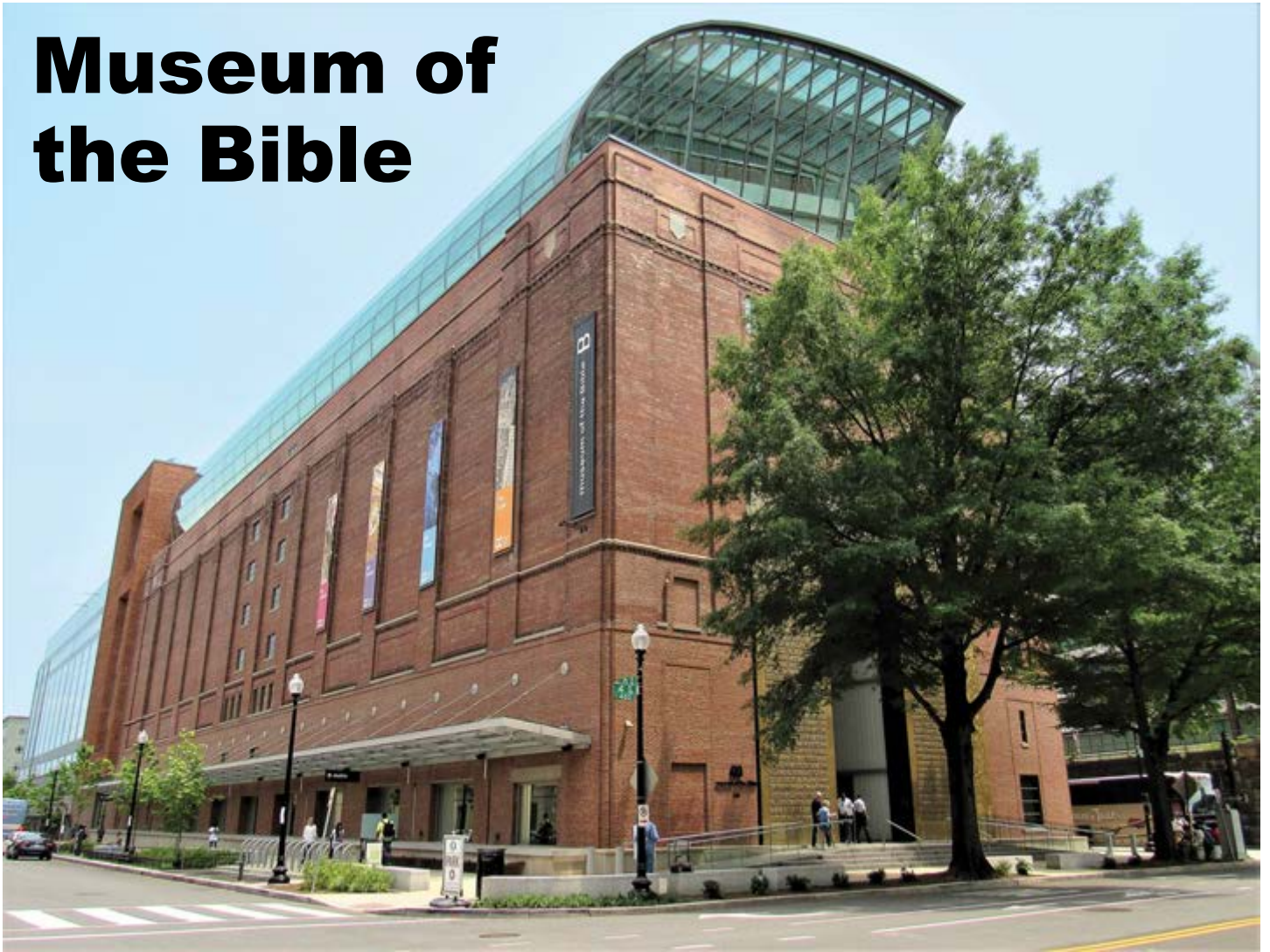
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Museum of the Bible



LOCATED IN WASHINGTON, JUST TWO BLOCKS OFF the National Mall, the Museum of the Bible has become one of the capital's most popular attractions. With over 1,200 items in its permanent collection and 2,000 items on loan from other institutions, museums, and collections, the MOTB documents the narrative, history, and impact of the Bible over 3,500 years of world history. Using the latest in technology that includes virtual reality, engaging environments, and interactive displays and exhibits, the museum immerses visitors, who usually spend six hours to an entire day, in one fascinating experience after another.

The main entrance takes the visitor through the Gutenberg Gates. The two massive gates weight seven and nine tons respectively, are nearly 38 feet in height, and stretch 43 feet in width. Made with 118 highly crafted brass panels, the two gates are the largest of their kind in the world. The exploded design contains the first 80 lines in Genesis written in Latin, as originally printed in the Gutenberg Bible. The type is in reverse to encourage guests to create their own souvenir rubbings. The gates are a dramatic introduction to an educational experience that awaits visitors in the museum.





1 Main Floor

In the lobby area, guests will be presented with a flood of information including the North Wall Windows, the Arcade Ceiling, and the Orientation. The nine windows provide marketing, advertising, and information on artifacts, specials for the day, and special events currently in progress. Each window is constructed with two 55-inch DynaScan monitors. The ultra-bright LCD technology originally developed for outdoor stadiums is five times brighter than standard monitors to permit the information to be viewed in the bright sunlight of the orientation area.

The Arcade Ceiling (above) is 140 feet long by 15 feet wide created with 555 LED panels, one of the largest, horizontally mounted digital screens in the U.S. The content includes kaleidoscope images from the museum's collections, a preview of stained glass, landscapes, Bible illuminations, and architectural elements, items that guests will likely see during their visit.

2 Impact of the Bible in America

The Bible has had an enormous influence on nearly every aspect of American life. The four major exhibits on this floor include

the *Bible in the World*, the *Bible in America*, the *Bible Now*, and *Washington Revelations*.

The first exhibit, the *Bible in the World*, explains the Bible's impact on culture throughout the world.

The *Bible in America* features a 254-foot tapestry guiding a narrative that illustrates key moments in American history where the presence and impact of the Bible is clearly found. Associated exhibits and artifact displays support the narrative.

The *Bible Now* offers real-time media feeds that provide the viewer with the up-to-the-minute impact the Bible has on current events and situations in this country and the world.

While often blocked by the government and media, *Washington Revelations* takes visitors through Washington, D.C. in a fast-paced video showing the Bible's presence in place names, monuments, and inscriptions.

On this floor, you will see three Bibles from the 17th century that were brought to America by our ancestors: King James, Geneva, and Douay-Rheims. You will see "Bible of the Revolution," authorized by the Continental Congress during the Revolutionary War. Also called the Aitken Bible, it is one of the most celebrated American Bibles and the first complete English Bible printed in America.

When the Civil War divided the nation, both sides turned to the Bible to defend their positions on slavery. Don't miss the original manuscript of Julia Ward Howe's "The Battle Hymn of the Republic." A collection of Bibles in various translations and languages demonstrate the various cultures and ethnic groups that came to America.

3 Stories of the Bible — the Hebrew Bible & the New Testament

The technology, sound systems, and theatrical experiences in this section are impressive. In the *The Hebrew Bible*, the visitor enters a series of walk-through environments created by realistic outdoor installations and structures built with high-tech finishes. Five automated shows activated by your movements enhance the experience. Small groups enter the experience every five to seven minutes using a pulsed schedule. *The Hebrew Bible* occupies 14,000 square feet divided into 15 galleries: Hebrew Bible Queue, Prologue, World in Chaos, The Great Flood, A New Beginning, Replenish the Earth, Patriarchs and the Promise, Moses Is Called, Passover, Exodus from Egypt, Mount Sinai, Crossing the Jordan, The Judges of Israel, The Devotion of Ruth, and The Journey Home. If you are already familiar with the Old Testament narrative, it is a beautiful overview for all ages. If not, it will be a terrific learning experience.

The New Testament section was created with a surround screen theater that features prominent stories about Jesus and prominent characters in the New Testament.

The World of Jesus of Nazareth creates one of my favorite environments in the Museum of the Bible, a village as it may have looked in AD 30 when Jesus was traversing the land of Palestine teaching in parables. Streets, where villagers visited, lead to doorways in homes and shops.



You can wander through the streets of Nazareth and walk into homes illustrating how the residents lived 2000 years ago.

As visitors are immersed in “Stories of the Bible,” they hear the recurring themes of a musical score selected specifically for this experience. You can easily spend two hours on this floor of the museum.

4 History of the Bible

The fourth floor of the MOTB is dedicated to the story of how we got the Bible. It is a journey through time that begins with oral traditions and writings accessible to very few people. Em-

Cuneiform on clay in Akkadian IRAQ, ca. 1500 BC

One of over 100 known cuneiform fragments to relate the Epic of Gilgamesh. Originally, it would have had three columns of text on each side of the tablet. The epic repeats the Babylonian flood story recorded in the Epic of Atrahasis. The Bible’s flood narrative, written centuries later, shares many common features.



NINEVEH (IRAQ), 600s BC
Cuneiform on clay in Akkadian
This tablet was excavated from the library of Ashurbanipal at Nineveh by Sir Austen Henry Layard and Hormuzd Rassam in 1849–1852. When translated in 1872, the description of an ancient flood caused great public excitement. (Original artifact in the British Museum)

braced by many communities with different traditions, the Bible moved from handwritten scrolls to manuscripts to codices, to printed books, to mobile devices. A 15th century explosion of typesetting and printing technology led by Johannes Gutenberg’s invention of movable type and his printing press helped to push Europe into the Age of Enlightenment.

Sculptural maps in the fourth floor lobby illustrate the growing access to the Bible, from its use in a single language by a closed society to its thriving in hundreds of languages across the world. The entire exhibit occupies over 30,000 square feet in 11 galleries.

The origins of writing begin with the capturing of words in clay (1500 BC). Ancient Mesopotamians used reeds to mark signs on soft clay tablets. At first they only created lists and receipts. Within a few centuries, scribes were recording everything from letters to literature. Writing gradually spread throughout the Fertile Crescent, changing the world forever. In 672 BC, an early cuneiform on clay shows the record of a treaty between the Assyrian king Esarhaddon and Humbaresh, ruler of the city of Nashshimarta in Media. The famed Cyrus cylinder, excavated in Iraq in 1879 by Hormuzd Rassam, written in Akkadian cuneiform was created in 539 BC when Persia’s Achaemenid king, Cyrus the Great, took Babylon from Nabonidus, ending the Neo-Babylonian empire. The MOTB displays a model and image on glass. The original is in the British Museum.

However, across the ancient Near East, writing remained an elite skill for another millennium. The transmission through generations of key Jewish traditions was accomplished through speech and song. Literary features of some passages in the Old Testament suggest that ancient scribes wrote down stories and poems that previous generations had passed down through the spoken word. Most Biblical scholars believe the Torah (first five books of the Old Testament) was first written in scrolls in the 6th century BC.

During the late-4th century BC, the Jews lived first under Hellenistic and then Roman rule. Under these new influences, their communities became more diverse. Guided by the Torah, Jerusalem and its temple remained the center of Judaism. How-



A Torah may occasionally be used to remind worshippers of the manuscripts used by their ancestors.

ever, perhaps because of the exclusivity of the temple rituals performed by the Levites, local groups began worshiping in centers known as synagogues (meaning “a gathering place”) to pray, read, and study the Torah.

During the Jewish Revolt of AD 66–74, the temple in Jerusalem was destroyed. The Romans slaughtered thousands of Jews while many more fled from the region. Leaders in the surviving Jewish communities worked to stabilize their spiritual traditions through the synagogue.

Before the revolt, most Jews regarded the Torah and the Prophets as sacred texts. The integrity and importance of other books which are now included in the Old Testament canon were questioned. After the loss of the temple and their records, tribal identities eventually faded as a matter of consequence. Regarding their sacred texts, a consensus emerged among Jewish communities. Scriptures were organized in three groups: the **Torah** (Instruction), the **Nevi'im** (Prophets), and the **Ketuvim** (Writings). Together, these are known as the **Tanakh**.

The Torah. The Torah includes the first five books of the Hebrew Bible: Genesis, Exodus, Leviticus, Numbers, and Deuteronomy. According to tradition, these books were written by Moses. While many translations refer to it as the “Law,” Torah literally means “teaching” or “instruction.”

Nevi'im. The Nevi'im, or “Prophets,” include both history and prophecy. Jewish tradition counts them as eight books: Joshua, Judges, Samuel, Kings, Isaiah, Jeremiah, Ezekiel, and “the Twelve” (Hosea through Malachi). In Jewish worship services, a selection from the Nevi'im is read following readings from the Torah.

Ketuvim. The Ketuvim, or “Writings,” is the third section of the Hebrew Bible. It contains the 11 books of wisdom, poetry, and history, which include Job, Psalms, Song of Solomon, Ecclesiastes, Ruth, Lamentations, Esther, Ezra, Nehemiah, and Chronicles. Selections from these books are read aloud during specific festivals.

While the exhibits in the MOTB *refer* to many of the manuscripts, scrolls, and codices important to the tracing of the artifacts in the Bible’s history, most of those artifacts dating before AD 1500 are not available to collectors who are attempting to build new museums. The following text will fill in the void from 300 BC to AD 1500 with illustrations and descriptions from a title to be published in the near future, *From Ancient Manuscripts to Modern Translations: How We Got the Bible*, by William B. Norris.

The **Septuagint** is a Torah for Greek-speaking Jews. Egypt’s King Ptolemy II (285–246 BC) requested a copy of the Torah for his library in Alexandria. The king selected Aristeas and another Jew to go to Jerusalem with a message requesting Eleazar, the high priest, to send a copy of the Hebrew Bible to Alexandria along with scholars who could translate it into Greek. Eleazar selected two men from each tribe who were accomplished students of the Law, seventy-two in all. After arriving in Alexandria,

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The **Dead Sea Scrolls** were first discovered in 1947 in caves that looked down on the *wadi Qumran*, a small canyon that drains a portion of the Wilderness of Judea. From about 200 BC until they were driven out by the Romans in AD 70, a monastic group, usually thought to be the Essenes, operated a scriptorium that produced hundreds of scrolls of the books of the Old Testament. The most copied books were Psalms, Deuteronomy,

Isaiah, Exodus, Genesis, Leviticus, and Numbers. The great Isaiah scroll contains almost the whole Book of Isaiah. The scrolls became the benchmark for accuracy for later versions of the Old Testament produced in the 20th century. Today, almost all of the Dead Sea Scrolls are held by the state of Israel in the **Shrine of the Book** on the grounds of the Israel Museum in Jerusalem.

they translated the Torah into Greek in exactly 70 days. The name of the translation comes from the Greek word for “seventy,” which takes a slight liberty in rounding the 72 down to 70. [*septum* (seven) + *ginta* (ten times)]. Scholars often refer to the translation as “LXX,” which are the Roman numerals for 70.

After AD 33, as the gospel spread throughout the Mediterranean world where Greek was spoken, the first century churches adopted the Septuagint for their Old Testament rather than the Hebrew Bible, which is why almost all of the Old Testament quotations found in the New Testament are taken from the Septuagint.

Scrolls and Codices

Scrolls became very bulky as they were rolled from one spindle to another as the user read the successive pages. Of course, the scribes could write only on the side facing the reader. The Gospel of Matthew was the largest New Testament book that would fit on one scroll.

The **codex** by contrast is a group of pages, normally bound together and given a cover. It was an early form of what we now call a “book.” A codex is distinguished from our modern day book because it was handwritten, while a book today is generally printed from a plate mounted on a press. The reader can easily turn to any page in any chapter or section of the book, not having, of course, to deal with two bulky spindles.

Theodore Cressy Skeat (1909–2003), a researcher and librarian at

the British Museum, after reviewing an archaeological find in Rome from the late first century AD, concluded that a few key scraps of papyrus whose text with neat margins continued from the front to the back were actually part of a paged book—the first paged book the world had ever seen. The Romans called this new kind of book the *codex* (from *caudex*, or tree trunk, because of its similarity to their wooden writing tablets).

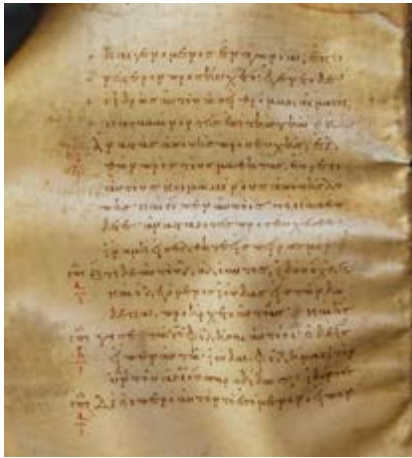
The first written mention of the codex appeared in the words of a Roman poet named Martial, who encouraged his readers to buy his books in this new, paged format. He mentioned in his sales pitch that his book was printed on parchment (vellum, animal skins), a far better substance than the papyrus commonly used in scrolls. Archaeologists confirmed Martial’s claims. The parchment book pages were “more durable and could withstand being folded and stitched to other pages.” While the Jews continued to use scrolls, early Christians used codices long before they became popular.

By the time of Christ, the use of Greek was widespread throughout the Mediterranean world, which of course, is why all of the gospels and epistles in the New Testament were written in this language. Unfortunately, none of the first century autographs survived. A fragment from a papyrus codex dating to the first half of the second century (P⁵²), 125–175 AD, was found in Egypt in 1920. The front contains parts of seven lines from the Gospel of John (18:31–



Dated in the first half of the second century, this fragment (P⁵²) from one leaf of the Gospel of John is the oldest copy of any part of the New Testament existing today.





P⁶⁶ is one of the oldest New Testament manuscripts known to exist, dated to approximately AD 200.

33), and the back contains verses 37–38. It resides in the John Rylands University Library, Manchester, UK.

In 1952, a group of twenty-two papyri manuscripts were discovered in Egypt. All but two are now in the Bodmer Library in Cologny, Switzerland. Several of the manuscripts are codices of New Testament books. Dated to approximately AD 200, the most important in this discovery is P⁶⁶, a nearly complete codex of the Gospel of John and certainly one of the oldest manuscripts known to exist. John wrote the Gospel between AD 90–95 and was soon to die of old age in AD 98.

Old Latin Versions

While Greek was the language in larger population centers until the late AD 200s or mid-300s, in Latin-speaking regions removed from the centers of commerce and government, the transition to Latin came sooner. The need for translations in the vernacular of Christians in these areas led to a number of Latin versions. Old Latin Versions, of which there were many, were used in the western part of the Roman Empire, while Greek continued to be the prevailing language in the eastern part. The many variations produced a confusion in the west that led to the creation of the greatest of all Latin translations—the Vulgate.



A leaf from a Latin version that may have been used in a more rural church in the western part of the Roman Empire.



The Vulgate became the translation used by the Catholic Church and prevailed as the only Bible in the west for the next 1,000 years

The Vulgate

Eusebius Hieronymus Sophronius (b. AD 345), and thankfully known simply as Jerome, was born northwest of Greece in the Roman province of Illyricum (now Croatia). He was a highly educated scholar in Latin, Greek, Hebrew, grammar, and rhetoric. In 379, he became the secretary and translator for the bishop of the church at Rome, who was disturbed by the profusion of Latin texts of the Bible. He and his associates completed the project in AD 404. The Vulgate (meaning “common”) became the standard version used by the Roman Catholic Church and prevailed as the only Bible in the west for the next thousand years. Many editions of the Vulgate were produced in scriptoriums to furnish larger Catholic churches with copies of the Bible. All copies of the Bible printed by Johannes Gutenberg were typeset from a copy of the Vulgate.

The Great Uncials

The styles of writing in Greek underwent several changes through history. The first is called *uncial*, which derives from a Latin word meaning *inch high*. Usually not that tall, the characters were written in all caps. This writing style was used to create the first complete Bibles. Only four surviving uncial manuscripts contain both the Old and New Testaments. They are the Codex Sinaiticus, Codex Alexandrinus, Codex Vaticanus, and Codex Ephraemi Rescriptus. Each is written on the highest quality parchment and are similar in size.

The *Codex Sinaiticus* was discovered by Constantin von Tischendorf in St. Catherine’s Monastery near Mt. Sinai in 1844. Though incomplete due to careless treatment by unaware monks, Tischendorf recognized the integrity of the codex and in two attempts was able to get most of it out of the monastery and into museums. Analysis revealed it was written in AD 330–



CODEX SINAITICUS



CODEX ALEXANDRINUS



CODEX VATICANUS

350. Most of the extant pages are now in the British Museum.

The existence of the *Codex Alexandrinus* first came to light when a note in Latin was found on the flyleaf of a codex in the library at Alexandria, Egypt. The note indicated the codex was given to a Greek

Orthodox patriarch in AD 1098. Technical analysis showed it was written in the AD 400s. Cyril Lucar, patriarch of Alexandria, gave the codex to King Charles I. It is on display in the new British Library.

Codex Vaticanus resides in the Vatican Library in Rome. It was listed in the library's inventory in AD 1475, but no one knows how long it had been there. Significant parts of both the Old and New Testaments are missing. Scholars believe it is similar in age to Codex Sinaiticus.

Other Scrolls & Codices After AD 400

The Bible was written in Hebrew, Greek, and Aramaic. As the gospel message was carried throughout the Mediterranean in the first century AD, the need for translations to other languages arose. By AD 600, translations of the Bible existed in at least 10 additional languages.

The earliest copies of the Hebrew Bible were written without vowels or accents. Starting in the fifth century AD, a group of Jewish scribes known as the Masoretes produced scrolls, adding vowels and accents to the ancient Hebrew consonants to preserve traditional spoken readings. The Masoretic scribes produced several scrolls with different systems of vocalization between AD 500 and 700.

The best known and most highly regarded of the Masoretes were six generations of the ben Asher family of Tiberias on the west coast of the Sea of Galilee, known for their creation of a codex in the 11th century AD that came to be known as the **Aleppo Codex**. The scribe was Moses ben Asher, and his son, Aaron ben Asher, added the vowel points and accents. After the codex was sold by Aaron's heirs, it found its way to a synagogue in Aleppo, Syria. Following a fire caused by anti-Jewish riots in 1947, 184 of the codex's 480 pages were destroyed. It is now in the Israel Museum in Jerusalem.

Copied in AD 1008 in Cairo at the scriptorium of Samuel ben Jacob, the **Leningrad Codex** is the oldest complete manuscript of the Hebrew Bible still in existence. This manuscript, with some consideration given to a few others, is the basis for today's translations of the Old Testament.



CODEX ALEPPO



TITLE PAGE OF LENINGRAD CODEX

Other manuscript families of the Hebrew Bible developed in the Aramaic and Syriac languages. When Aramaic eventually became the primary language of the Jews, they could not understand the Torah read every Sabbath in the Hebrew tongue. The practice began of translating each verse into Aramaic after a verse was read in Hebrew. When these verbal translations were written, they were called the *Aramaic Targums*. Although the Jews did not consider them to be inspired, the liberal, often paraphrased, translations were in common use by the Jews by the AD 200s. The targums are not considered a reliable resource for currently evolving translations.

A few Syrian manuscripts have survived, the most prominent of which is the *Diatessaron*, a translation and blending by Tatian of the four Gospels. He was educated by Justin Martyr. It was so popular

among Syriac-speaking churches that they resisted replacing it with the four Gospels from which it was derived.

Moving now back to the MOTB's collection of Bibles. The following six Bibles were created by scribes. The decorations were created by artists.

The St. Cecilia Bible

ROME (ITALY), ca. AD 800s
Manuscript on parchment in Latin



This Bible is written in a script called "Carolingian Miniscule," a style developed by scribes working for Emperor Charlemagne. It was used at the Benedictine Monastery of Santa Cecilia in Rome.

The Hours and Psalter of Elizabeth de Bohun

ENGLAND, ca. AD 1330-1340
Illuminated manuscript on parchment in Latin



This lavishly illuminated book of hours psalm book was created for the personal use of Elizabeth de Bohun, Countess of Northampton, and the great-grandmother of King Henry V of England. The elegance of both books place them in a category of fine art to be used sparingly, and certainly not a study Bible. At this point in history, Bibles produced in scriptoriums were available only to the wealthy. Bibles for the masses were still over three centuries in the future.

Illuminated Psalter from England, The Rice Psalter

LONDON (ENGLAND), ca. AD 1450-1460
The Wingfield Master, artist
Illuminated manuscript on parchment in Latin



Featuring "historiated" initial letters depicting events in the life of King David, this psalm book was intended for use in church services. It is named for Simon and Lettice Rice, merchants in London whose names are inscribed at the end of the text.

Pocket Bible

PARIS (FRANCE), ca. 1230-1250
Illuminated manuscript on vellum in Latin



Pocket Bibles of the 13th century feature a standardized book order, two columns of text, and section headings that facilitated students quickly locating specific passages.

Paris "Pocket" Bibles

ENGLAND, ca. AD 1230-1250
Manuscript on vellum in Latin



In the early 1200s at the University of Paris, Stephen Langton is credited with dividing the Bible into the chapters that are still used today. Booksellers produced complete Bibles specifically for students. The "pocket size" also featured titles on every page and text presented in two columns. The name may indicate the trim size first appeared in Paris and was copied in London.

Early Paris Bible

PARIS (FRANCE), before AD 1230
Illuminated manuscript on vellum in Latin



The order of the books in this Bible indicate that it was inscribed earlier than the fully standardized Paris Bibles produced after AD 1230.

The Gutenberg Bible

MAINZ (GERMANY), ca. 1455
Johannes Gutenberg, printer
Printed in Latin on vellum from movable type. The text is in two columns, 42 lines each, with colored initials in red and blue, added by hand. This page is from the first edition of the Gutenberg Bible. 4th Esdras 8:12-9:17 (from the Apocrypha)



The Gutenberg Bible, also called the Forty-Two Line Bible, was the first complete book in Europe printed from movable type. The three-volume work typeset in the Vulgate version was completed about 1455 at Mainz, Germany. Printed in two 42-line columns, the typesetting

was done by six compositors simultaneously. The Gutenberg Bible has no title page, no page numbers, and no innovations to distinguish it from the work of a manuscript copyist. It displays a technical efficiency not substantially improved upon before the 19th century. The Gothic type is majestic in appearance and slightly less compressed than other editions appearing later.

Gutenberg began printing the first edition in 1452 with funding from Johann Fust. There were approximately 180 copies in the first edition. There are perfect vellum copies in the U.S. Library of Congress, the French Bibliotheque Nationale, and the British Library. Imperfect copies of the Gutenberg Bible have been broken up and sold as individual leaves.

The leaves of the copy in the Bodleian Library, Oxford, England, measure 40x28.6 cm. A single complete copy of the Gutenberg Bible has 1,286 pages (usually bound in two volumes); with four pages per folio-sheet, 322 sheets are required per copy.

Latin Bible, 4th Edition, Volume 1

MAINZ (GERMANY), 1462

Peter Schöffer, printer

Printed in Latin on vellum from movable type



This is a rare fourth edition of the Latin Bible, bound in its original binding with chain from the 1400s. This Bible was printed by Gutenberg's leading apprentice, Peter Schöffer, and backed by financier, Johann Fust, who had earlier financed Gutenberg's success.

Gutenberg's Inventions

Gutenberg took three years to print the 180 copies of the Jerome's Latin Vulgate translation. A single scribe would have

required the same amount of time to produce just one copy. Gutenberg's new technology was the invention of individual raised metal type for each character in the alphabet. A molten mixture of lead, tin, and antimony was cast into matrices to make individual characters. Like characters were stored in the 70+ compartments of a job case. Compositors using small handheld trays called *composing sticks* assembled lines of type and then transferred them to the page of type on which they were working. When two pages were completed, copies were made for proof-reading. After the pages were corrected, they were printed two up. The individual type characters were redistributed into the job case to allow the compositors to begin work on the next two pages.

Gutenberg also designed and made refinements to screw presses used in other industries, creating a solid platen on which he could mount a rectangular metal frame (called a *chase*) into which two pages of type were placed. After the two pages of type were tapped with a wooden mallet to make them perfectly level, they were locked tightly in place with wooden wedges (centuries later wedges were replaced with lockable, spring-loaded, metal quoins). The type was inked, a sheet of paper, parchment, or vellum was attached to the impression board, and the screw was turned by a lever to impress the paper into the inked type.

Binding technology had been improving for an entire millennium as scriptoriums continued to produce codices. In the 13th century, medieval papermakers succeeded at mechanizing paper manufacture with the introduction of water-powered paper mills. The 15th century was the perfect time during which four technologies emerged and made possible the proliferation of the Bible. Within 50 years, there were more than 1,000 printing presses operating in Europe. By AD 1500, it has been estimated that over eight million books had been printed. Unfortunately for Gutenberg, his business partner sued him and took over his press, so he never enjoyed profits from his inventions.

Parchment and Vellum

Parchment refers to an untanned animal skin—particularly goat, sheep, or cow—that was dried in a tension frame while being scraped to attain a uniform thickness. Calfskin produces a much finer quality of printing material called *vellum*. According to the British Library, there are 48 copies of the Gutenberg Bible still in existence, not all of them complete. Of these, 12 are printed on vellum. The skins of approximately 170 calves were required for each copy of the Bible printed on vellum.

The Translations of the Bible Subsequent to Gutenberg

The leading scholar of Europe in the first third of the 16th century was Desiderius Erasmus (1466–1536). His parents died from the bubonic plague when he was 18. He was educated in Catholic schools and ordained at 25 to be a priest. The academic life exceeded his interest in the priesthood and found him studying at universities in France, Italy, and England. He published books of satire that were critical of the pervasive corruption in the Catholic Church.

Erasmus's New Testament in Greek and Latin

BASEL (SWITZERLAND), 1516

Desiderius Erasmus, translator

Johann Froben, publisher

This is a first edition of the first complete Greek New Testament to be published. It was published in a parallel edition with Erasmus's own Latin translation.



Languages came easily to Erasmus. Few, if any, could match his skill in writing and speaking Latin. He was also adept in Greek. With these intellectual tools, he produced the first complete text of the Greek New Testament, published in 1516

by Froben in Basel, Switzerland. Froben decided to publish a Greek–Latin parallel edition with Erasmus’s own Latin translation of the New Testament. The book contained hundreds of typographical errors that were corrected in five later editions. Martin Luther used the second edition as the basis for his translation of the New Testament into German (1530). William Tyndale used one of the editions as the basis for his English translation of the New Testament.

Martin Luther’s Revised New Testament

WITTENBERG (GERMANY), 1530
 Martin Luther, translator
 Hans Lufft, printer
 In German, from Erasmus’s Greek New Testament.



Even while he was working on translating the Old Testament into German, Luther decided to revise his 1530 New Testament. His complete Bible in German was published in 1534.

Estienne’s New Testament with Verse Divisions

PARIS (FRANCE), 1551
 Robert Estienne, printer



Robert Estienne (1503–1559) was one of a family of French printers, who proved themselves to be successful businessmen as well as scholarly publishers. Estienne was known for the beauty of his printing, especially the 1550 edition of the Greek

Textus Receptus. His 1551 New Testament was the first Bible to divide the text into verses. We still use Estienne’s verse divisions today. In other translations he used the elegant typefaces designed by Claude Garamond.

Churches in England in the 14th century were under the control of the pope and the Roman Catholic Church. Religious rule was administered by bishops from cathedrals in the major cities, and through parish priests in their churches in the towns and villages. The higher clergy in England were ostentatiously wealthy, and the lower clergy openly immoral. The selling of indulgences was a common practice. These conditions led to resentment of the Church by the king and Parliament and disrespect for the Church by the commoners. Fomenting for 200 years, England was ripe for change.



JOHN WYCLIFFE (1330–1384)

A prolific writer and scholar at Oxford, John Wycliffe tucked away in the mass of his scholarly dissertations explosive ideas that anticipated almost every major reform proposed by Martin Luther 150 years later.

Wycliffe was a student of the Bible, believing that the real source of religious authority and truth was the Bible itself—not the Church or the pope. Wycliffe was also a champion of the poor and the op-

pressed and was likely the fuel for the fire that started the Peasants’ Revolt of 1381, frightening both the Church and the state with its demands for the redistribution of property.

John Wycliffe was convinced there was no better way for the people to learn about Christ than to have in their hands a copy of the Gospels, written in the language they knew and used every day. He arranged to have the Bible translated into English. With Gutenberg still 70 years in the future, the only way to produce the translation was by hand. In spite of the fact that the Church ordered all of Wycliffe’s work burned, 170 manuscripts of the Wycliffe Bible still exist today. Unfortunately, the MOTB does not have a copy. John Wycliffe set the stage for the many translations of the Bible into the languages of the people just as the technology of that period made printing and distribution possible.

No person has had more lasting influence on the translation of the Bible into English than William Tyndale, born in Gloucestershire, England, in 1494. By 1525 he had made translating and publishing his life’s work. Facing stiff opposition at home, he moved to the continent. After working initially in Germany, he found steady support and willing printers in Antwerp.

Tyndale’s English New Testament

ANTWERP (BELGIUM), 1536
 William Tyndale, translator
 This edition of Tyndale’s New Testament in English was published the same year as his death.



Using Erasmus’s Greek edition as his basis, Tyndale’s translation was the first New Testament in English, published in 1536. Although banned in England, copies were smuggled into the country. He

also translated parts of the Old Testament into English from Hebrew. Because of his defiance of the pope and the king of England, Tyndale was condemned and executed in 1536.

After Tyndale's death, Bible publishers on the continent flourished and the smuggling of copies into England could not be stopped. Within the next seven decades, six major English Bibles were published, with some even receiving official approval.

The Coverdale Bible

POSSIBLY ANTWERP (BELGIUM), 1535

Miles Coverdale, translator

Possibly Merten de Keyser, printer

In English. This is a first edition of the first complete Bible printed in English.



In 1535, Miles Coverdale, an Augustinian friar and later an Anglican bishop, published the first complete Bible in the English language. His New Testament was based on Tyndale's work and his Old Testament relied on Luther's work and the Vulgate.

The Matthew Bible

POSSIBLY ANTWERP (BELGIUM), 1537

John Rogers, translator

In English. This is a first edition of the Matthew Bible.



In 1537, a Tyndale colleague, John Rogers, published a new English Bible under the pseudonym Thomas Matthew. Most of the text of the Matthew Bible came di-

rectly from Tyndale. The gaps were filled using Coverdale's translation. The title page claimed it was published with the "King's most gracious license."

The Great Bible

LONDON (ENGLAND), 1539

Miles Coverdale, translator

Richard Crafton and Edward Whitchurch, printers

In English. A first edition of the Great Bible.



Thomas Cromwell was one of the strongest and most powerful proponents of the English Reformation. While serving as chief minister to King Henry VIII, he began working on a plan to put a copy of the complete Bible in every church in England. After filtering the objections to the Matthew Bible, he approached Miles Coverdale about revision. Coverdale accepted the proposal and went to Paris in 1538 to do the work with François Regnault, the premier printer in Europe at that time. His primary source was Matthew's Bible, but Cromwell also instructed him to consult the Vulgate, Munster's Latin translation of the Old Testament, and Erasmus's Latin translation of the New Testament. It was the first state-sponsored Bible that was authorized by the king. Intended for use on church lecterns, the folio-sized version (11 x 15 inches) soon acquired the nickname "The Great Bible."

The Geneva Bible

The Geneva Bible has an interesting history that began with persecution of the English Reformers. When Mary I, daughter of Catherine of Aragon, became queen in July 1553, she began a purge of Protestant leaders in an attempt to reverse the English Reformation which had begun during the reign of her father, Henry VIII. Many reformers and translators fled to

GENEVA (SWITZERLAND), 1560

Whittingham, Coverdale, Cole, Gilby, Sampson, and Goodman, translators

Rowland Hall, printer

In English. A first edition of the Geneva Bible. This is the first English Bible with numbered verses. It also contains maps and study notes for the reader.



Geneva and began work on a new translation from the Hebrew and Greek. The format for this Bible contributed to its success. First, instead of using the thick, heavy type of previous Bibles, the publisher chose a light Roman type that was much easier to read. Second, the chapters were divided into numbered verses. Third, it was printed in an easy-to-carry quarto size (6 x 9 inches). By the time the Geneva Bible was finished in 1560, Mary was dead and her half-sister, Elizabeth I, was queen. Fortunately, she followed her mother's reformist preferences.

The Bishop's Bible

LONDON (ENGLAND), 1568

Matthew Parker, translator

Richard Jugge, printer

A first edition of the Bishop's Bible.



The Bishop's Bible was borne out of the dissatisfaction of the English clergy with the Geneva Bible, primarily because of the pro-Calvinist marginal notes. The format followed that of the Great Bible which they decided to update. Elizabeth supported the work of the bishops and authorized the new translation which was published in 1568.

King James Bible

LONDON (ENGLAND), 1611

Six translators, Westminster, Cambridge, and Oxford companies

John Norton and Robert Barker, printers

A first edition of the King James Bible.

It would be three decades before King James I seized an opportunity to commission the publication of a new Bible. He wanted to respond to Puritan religious objections to earlier translations and strengthen the official Bible of the Anglican Church. It took seven years to create the new version from the existing English translations and more research into the original Hebrew and Greek. Six translators were selected, working in three locations referred to as the Westminster, Cambridge, and Oxford companies. As they completed segments of the new translation, their work went through a revision committee and an editorial committee before reaching the desk of Archbishop Bancroft. The archbishop and the king saw the translation through political eyes.

The first print run of the King James Bible was a folio edition measuring 10½ inches wide by 16 inches long. Not counting the binding, the book block was three inches thick. Each page of text was enclosed in a rectangle measuring 9 by 14½

A page in the King James version.
Second Corinthians 1:19-3:3



inches. A full description of the King James Bible could go on for pages, but in the interest of limited space the reader will have to consult other sources for a full description of the first edition.

Revisions to the text continued for more than a century. Its literary qualities, along with the British Empire's world dominance, made the *King James Bible* the most influential and widely read Bible for the next 350 years.

Much more could be written about the Museum of the Bible. It is this writer's opinion that the primary purpose of the museum is to explain "how we got the Bible." This narrative takes the reader through the publishing of the King James Bible, a translation that is familiar to most of our readers. Since 1611, hundreds of translations have been published, with the translators and publishers taking advantage of ancient manuscripts, archaeological research, and technology that was

unavailable in the early 17th century.

In addition to the excellent collection of Bibles, the visitor will enjoy fascinating interactive displays of information about the history of our Bible as it was published and distributed throughout the world. The museum offers wonderful insights into how today we are still fulfilling the command of Jesus to his apostles to "go ye into all the world." **RIS**

Hours & Admission

HOURS: Daily, 10-5 Closed: Thanksgiving, Christmas, New Year's Day. **ONLINE Admission:** Adults, seniors, military, first responders, students, \$19.99; Child (7-17), \$9.99; Child (6 & under), Free. **WALK-UP Admission:** Adults, \$24.99; Seniors, military, first responders, students, \$19.99; Child (7-17), \$14.99; Child (6 & under), Free.

museumofthebible.org/press/background/floor-1-overview-lobby-and-orientation-area

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Give us your best shot! The winners of the Summer 2020 RIS Photo Contest



First Place
Philip Welty
Sunlight Passage Over Lake Tahoe
Lake Tahoe, Nevada
 The challenge in this contest was to keep creating at the same place after you've found the first great composition. Both of Philip Welty's beautiful images put the viewer right in his shoes as he anticipates, then is rewarded for, taking a trip under cloudy skies on the Tahoe Queen paddle-wheel excursion boat. In one photo shafts of sunlight and a long pier both lead viewer's eyes to the focal point—the tour boat awaiting its passengers. The jet skis in the foreground add to the feeling of fun without detracting from the charming boat. In Welty's second photo the halo and the 'God rays' from the sun are echoed in the geometry of the gang plank, which is seemingly a golden stairway to the heavens. The water and mountains glow and are richly detailed. Both images are beautifully seen and artfully executed.

Nikon D810, 28-399mm lens



Second Place
Claudia Abbott
Fireweed and Sun Fire
Mount Redoubt, Alaska
 Yes, there are shadows on Mount Redoubt across Cook Inlet from Ninilchik, Alaska, even though they're difficult to see in the distance. So Claudia Abbott has used another photographic technique to create dimensions—color contrast. Fireweed's magenta blossoms, then in succession, dark green shrubs, lime green grass, an encampment, and sky-blue Cook Inlet. These lead the eye step by step to 10,197 foot tall Mount Redoubt, which dwarfs everything. In contrast, Abbott's second photo of the volcano was taken when the strong golds and yellows of a flaming sunset dominate the same scene. Once again layers of tall grass, a tent, and the contrasting blue of Cook Inlet create visual depth in the photo. Abbott's photos were crafted—not just taken--on the Kenai Peninsula.

Fireweed photo: Sony A7rII extended to 47mm using a 24-240mm lens

Sunset photo: Nikon D7100 extended to 56mm using an 18-300mm lens





Third Place
Nancy Dill
Route 66's Blue Swallow Motel at Dusk and Night
Tucumcari, New Mexico
Nancy Dill used a low, wide angle for an in-your-face photo of an old Hudson's smiling grill at a Route 66 motel. Taking the photo at dusk provides good detail in the car and still enough darkness for the neon lights to show against the sky. Great choice of timing. About 45 minutes later (and darker) Dill returned for a photo in which the Blue Swallow Motel's neon lighting takes center stage. Having the Hudson's headlights turned on and reflecting in the wet pavement adds a 'wow' factor to this nostalgic, romantic image of a bygone era. This photo displays Dill's imagination in making a good scene even better.



Nikon D750



Honorable Mention

Debbie Payne

Lunch Break, and Calm

Before the Storm

**Glacier National Park,
Montana**

You're in a beautiful place, but sunlight is not creating shadows to contour the landscape for you. What to do? Debbie Payne's solution was to use land forms that have movement in them, to take advantage of gray but detailed clouds, and to capitalize on lovely reflections. Then, as Louis Pasteur said, "Chance favors the prepared mind." Her hike led her to a red canoe. Bingo! Another great composition! Her second scene has no colorful element of surprise. She stepped close to the lake's gently rippled, glassy surface to include underwater pebbles and submerged logs in the crystalline water. A splash of sunlight draws your eye to the distant end of the lake. Payne's serene photos are creative answers to the challenges of a cloudy day.

Canon EOS 5D Mark II,
Tamron 28 - 300 mm lens



Commentary for Summer 2020 winners

Thank you for the plentiful submissions we received for the Summer 2020 Photo Contest, with its theme of “If At First You Do Succeed—Try again!” Contestants took very different, well-composed photographs at the same destination, a few minutes or a few hours apart. One Lake Tahoe boat tour netted Phillip Welty two compelling photographs on a day when the weather was iffy. Claudia Abbott moved her camera position closer to Cook Inlet and glowing grasses screening a waterside tent after her earlier photo with bright fireweed was safely on her memory card. After doing this contest for a number of issues, it seems that photography is a

primary reason some people travel. They photograph a lot, use complex DSLR cameras (Digital Single Lens Reflex cameras with interchangeable lenses,) and are winning our contest regularly. This may discourage people who travel primarily for other reasons but recognize when something visually special presents itself. Both preferences can produce great photos. We want to encourage more people to submit photos for future contests by leveling the playing field a bit between these types of travelers. This is explained under *Parameters for the Fall 2020 Photo Contest*. Don't be discouraged if you aren't yet a winner. We hope to improve your odds. Congratulations to our winners!

Parameters for the Fall 2020 Photo Contest

Since autumn is a season we associate with the colorful foliage, trees will be the topic of our next contest. Autumn colors are not required. Spring's blossoms and juicy green leaves are welcome. Summer hikes and walks reveal unusual trees, trees growing in unlikely places, or trees glittering with morning dew. Winter trees may have a dramatic 'skeleton,' a coating of ice, or boughs weighted with snow. A

person, animal, or structure can be in your photo for a sense of scale or interest, but a tree or trees must capture more attention. Shrubs are fine, as with the colorful scrub oaks in my Dallas Divide fall photo shown here. We're not looking for close-ups. That will be another contest.

My photo of Maligne Lake in Jasper National Park, Canada, is one of several taken that day. The one shown here ac-

Fall 2020 Issue Photo Contest Submission Guidelines

Read the next section for the Fall 2020 issue's subject matter. Please read the online references given for what image sizes, in dots per inch, are usable on RIS's professional printing presses. The new prize structure is: Excellent level, \$100 first place, \$75 second place. For the Very Good level, \$50 first place, \$25 second place.

Send your .jpg photo files to fred1902@gmail.com. Deadline is August 15, 2020. Please include all of the following: Your name. Your address. Your cell phone number. Your email address. A photo title and location. Include your camera and lens brands.

cented the trees on the tiny island by using a lower camera angle so the trees were the tallest thing in the photo. In other photos taken from a higher angle with a wider-angle lens, Spirit Island was more a part of the overall scene. So experiment with these ideas. Use side or back lighting that separates grouped trees. Good color contrast can help in softer light. Watch for those pesky elements near the edges of pho-

tos that are distracting—crop them out.

What will be different for upcoming contests is having two categories of prizes. We judge the photographs on their own merits, regardless of being taken with a pro-level camera or with a high-resolution cell phone. If a photographer wins two prizes in a year, she/he will not be considered again until 2021 issues. The prize levels will be Excellent and Very Good. Excellent photos will be awarded \$100 for first place, \$75 for second place. Very Good submissions will be awarded \$50 for first place, \$25 for second place. Occasionally an Honorable Mention photo will be published, always with your name. So if we get four Excellent level photographs, they'll be competing only with other Excellent photos for two prizes. Very Good photos won't be judged against Excellent ones. We hope this seems fair to you, and will encourage you to submit more frequently. Photo content should be at places people seek in their travels. Since photography is an art form, playing with Photoshop or other image-management software is fine. Avoid a slick, product-oriented look for our purposes.

Cell phone photos can be confusing. What looks good on your cell phone or

computer screen may not work on a lithographic printing press. Any cell phone or tablet screen, regardless of size, displays images at 72 dots per inch (dpi.) Lithography uses 300 dots per inch. Click on the camera icon of your cell phone. Then look for either that cog-wheel settings button or a symbol that indicates the file size currently chosen. Clicking on a file size symbol should display all available file sizes. I keep my LG7 cell phone set at 12MP 4656 x 2620, and submit them occasionally to RIS when I don't have a similar image on my DSLR. You need a minimum file size of about 1275 x 2280 pixels, which is about a 3 megabyte file. Read online *Print-Ninja Recommend Resolution*. Most compact cameras have bigger sensors and better telephoto lenses than cell phones, and prosumer cameras are better yet. DSLRs have varying sizes up to 50.6 MP! Search *dp reviews compact cameras* for more information about small cameras. It's disappointing to view a beautifully composed image and then realize it is too small for us to use. It doesn't work to take the photo at a small size and change its settings to a larger size. Do only minimal cropping, and send us your largest size. We'd love to add your name to our list of winners.



Visitors at Jasper National Park in Alberta, Canada, take a jaw-dropping 17-mile cruise to spend half an hour gazing at this unforgettable scene: Tiny Spirit Island in Maligne Lake with its perfect mini-forest and delicate grassy isthmus are surrounded by dramatic Canadian Rockies' peaks.

The Dallas Divide, near Ouray, Colorado, is crowned by Mount Sneffels. Aspens at left, and a hillside cloaked in a brilliant crazy-quilt of scrub oak, create memorable autumn panoramas.

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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 . . .

Brake Warning Lights Sometimes Come On

I'm writing with a question about my 2016 32SA Allegro Open Road. Since I purchased it in 2016, two warning lights sometimes come up on the dashboard simultaneously when I'm driving in heavy traffic that requires a lot of braking. The warning

lights read 0 - P BRAKE and also a wavy arrow inside a circle. The function of the brakes doesn't seem to be affected. The lights only go out when I shut off the engine and restart it. The brake fluid checks out okay. Should I be concerned?

Ken Bartyzel, Hewitt, New Jersey

Dear Ken,

With the light going out and not coming on until consistent use, it is probably nothing to be alarmed about, but should be checked out soon. I think the fluid became very hot earlier and probably boiled. When it gets to the boiling point, it gets weak or loses its viscosity, causing the light to come on. Take your coach to an authorized Ford dealer and have them check the brake system and especially the viscosity of the brake fluid. I feel sure it needs to be changed.

Do Jacks Have to Be Down to Put Out a Slide?

I have a 2018 Allegro 36LA with four slides. My coach sets on a concrete level pad, plugged in to a 50-amp outlet. Do I need to put the jacks down to put out a slide when I need to get something out of the coach?

John Cramer, Uniontown, Pennsylvania

Dear John,

If you are on a level surface, it is not necessary to put the jacks down to deploy the slides. If the surface is noticeably unlevel, you should deploy the jacks first.

Our Carbon Monoxide Detector Has a Mind of Its Own

We have a 2017 Tiffin Wayfarer. Our carbon monoxide detector seems to have a mind of its own. With the propane off and the RV winterized, we cranked it to charge the batteries. The detector started to beep as we drove around. Once parked, we had to open the windows to get it to stop. Maybe the beeping occurred because our battery was low? Overnight the RV was all closed up, and the detector didn't go off again. I could list similar examples over the past two years in various parked locations. When should we replace it?

Adele & Don Brown, Chapel Hill, North Carolina

Dear Adele & Don,

When you opened the door and ran the engine, you very likely got some of the exhaust in the cabin. If this does not correct the concern, go ahead and change the carbon monoxide detector.

Mattress Won't Stay Inflated

We have a 2013 Phaeton 40QBH. My problem is with our Sleep Number bed. The right side of the mattress will not stay inflated. I will air it up, but after a short while I have to air it up again, usually three or four times each night. What do we need to do?

William "Bill" Hester, Monroe, Louisiana

Dear Bill,

You first have to find where the leak is located. It could be in the air chamber (the bed), the air line coming from the compressor to the air chamber, or a leak in the compressor itself. You can narrow the search down by putting a clamp on the air line going into the air chamber to see if it will hold air. If it leaks after you apply the clamp, the air chamber itself will have to be replaced. You can check around the air line coming from the compressor and going into air chamber by applying soapy water and looking for bubbles. If it is in the compressor itself, more than likely both of the bed's air chambers would slowly deflate. Replacement parts are available from Sleep Number.

Passenger Side Tray Table Slides Out During Acceleration

We have a 2018 Allegro Open Road 36LA. The passenger side tray table keeps sliding out during acceleration. A work order

was done to replace the slide rails to no avail. My wife keeps her foot on it to keep the table in place when we start out, an inconvenience at best. Can the rails be improved to keep the table in place? Placing tape on the tray is our next option. Thanks.

J. Fred Christmann, Jacksonville, Florida

Dear Fred,

Go to the rear of both outside rails and wedge washers between the outside rails and the side walls to which the rails are attached. This will create a tightening action that will add sufficient friction to the inside rail that carries the table top.

What Triggered These Error Codes?

I am the owner of a 2017 Allegro Breeze 31BR. Recently it had three error codes: ECM COMM FAILURE; TCM COMM FAILURE; and ABS ROLL BRAKE. I contacted Tiffin Service and went through some steps they suggested with no success, it would

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not start. I had to have it towed, and as of this writing, it is still at the shop.

Any suggestions regarding what may have triggered these messages? My motorhome is stored outside in a yard.

Jim Dilenge
Lauderdale by the Sea, Florida

Dear Jim,
With all three codes appearing—ECM, TCM, and ABS, a good guess is that a major ground wire is not making connection. This is an issue that an onsite technician will have to troubleshoot with a diagnostic laptop.

Can We Replace the Front Overhead TV With Cabinets?

We have a 2020 Allegro Red AA, and would like to replace the TV over the driver/passenger chairs with cabinets. Is that possible, or can it at least be replaced with a “false” front cabinet?

Is that something that we could pre-schedule at Red Bay and get installed during a tour/visit? Thank you!

Alan Curtis
Rio Verde, Arizona

Dear Alan,
Yes, you can do such a replacement, but you will need a complete set of cabinets all the way across. Unfortunately, the Tiffin Service Center does not accept rehab and remodeling work. One of the off-site service companies here in Red Bay can do the job for you.

Thanks for the Assistance with a Driver’s Window

We own a 2001 Allegro Bay Pusher with 108,000 miles on it. Before this Allegro Bay, we owned a 1981 Tiffin and a 1995 Allegro Bus. In January, while driving on I-10 in Alabama, a passing car threw a rock which shattered our DS rear window. We called Tiffin Service and were told they would have to build a window to replace it. They built the window and shipped it, packed very well, to our son’s house in Texas. My husband and son were

able to install it. Instructions were good and it fit! Please tell everyone “Thanks and good job!”

Wayne & Carrol Harris
Livingston, Texas

Dear Wayne & Carrol,
We will definitely pass your letter on to the service department. They will appreciate hearing from our satisfied owners.

Don’t Forget to Bring in Your Awning!!

“Knocking on wood” that I’m never the victim of this oversight, but I recently witnessed a person pulling out of their site with the awning extended. It’s the third time I’ve seen this happen. It seems so simple to put a sensor in the retractor to warn the driver somehow. I have a 2015 Allegro 31SA and haven’t noticed anything like that. Is this something to consider? Does an alert sensor already exist on other models?

Tom Mazza
Pleasanton, California

Dear Tom,
There is not a sensor to alert the driver that an awning is out when you start the engine. I suggest you put “Awnings in” on your checklist for getting ready to leave on a trip.

Should the Audio-Visual Fan Run Continuously?

We own a 2018 Allegro Breeze which we enjoy very much. On a recent trip, we heard a soft, rapid, clicking noise in the rear PS of the bedroom. We found, under the bank of drawers with the AV equipment and connections, was a small plastic cooling fan. One of the cables had come loose and the fan was hitting it causing the noise. A zip-tie fixed the problem. We noticed that the fan continued to run non-stop. Is the fan designed to run 24/7?

Logan Hunter
Alpine, Utah

Dear Logan,
There is a wall switch inside the cabinet

that will turn off the power to the entire unit including the fan, the DVD player, and the satellite receiver.

Issue When Filling the Fuel Tank

We have a 2016 Phaeton 40QBH. When the fuel tank reaches about 85 gallons (on the 100-gallon tank) during the filling process, the nozzle kicks off and then it takes forever to fill the last 15 gallons. I have to hold the nozzle lever to a trickle in order to fill the tank full. Sometimes the fuel will overflow, and then I have a mess to clean up on the side of the motorhome. This has been happening since it was new. Is there anything I can do to resolve this problem? I’ve heard this is an issue with other Phaetons.

Robert Mitchell
Parker, Arizona

Dear Robert,
The filler line from the fuel entrance at the sidewall to the tank below possibly has a sag in it. It probably needs to be adjusted to remove the sag and get it repositioned in more of a straight line. Also check the vent line that runs adjacent to the fuel line. It should be above the filler neck at all times.

Coach Batteries Not Charging While Traveling

We have a 2010 Phaeton 40QTH on a PowerGlide chassis. While traveling, my charge light is not on to show that the batteries are being charged. The batteries do charge when plugged into shore power or the generator. How do I troubleshoot a continuous solenoid?

Russell White
Georgetown, Texas

Dear Russell,
On the 2010 Phaeton there is a solenoid that is called the charge solenoid. It should be located on the rear passenger-side compartment behind the rear wheel. It is labeled “Charge Solenoid.” It should be activated when the engine is started and the alternator is producing 12-volt

power. It will tie the coach and the house batteries together when it activates.

Entry Lights Turn Off and On Independently

For a few years now I have had a problem with my 2015 Allegro RED 38QRA which I am just now addressing. The two entry

lights remain on for only a few minutes before they both turn off, then periodically during travel the lights will turn on again, and then again turn off. There is not periodic timing, when the lights are off, the little indicator light on the panel is also off. Today I finally decided to pull the panel, and everything looks in order.

I disconnected and reconnected the plug in the panel, I then dropped the lights from the ceiling and checked the connections, all seemed tight.

Any thoughts would be greatly appreciated. If you think I should replace the entire circuit board, please include a parts number. Since I don’t often drive at

*by Fred Thompson,
a very appreciative editor*

he continued. “But I really enjoyed working with our owners and helping them solve their problems.

“When Bob asked me to start a column in the magazine and call it ‘Inman’s Answers,’ I was a little apprehensive because I am not a writer,” he laughed. “But with Fred preparing the questions coming in from owners and putting my words on paper, the column became a project I looked forward to each quarter.”

“Serious Tech Talk” became an unparalleled success column in *Roughing It Smoothly*. Reader surveys and cards from owners revealed it was the first thing they read when a new copy of *RIS* arrived each quarter. Many even referred to *RIS* as “Danny’s magazine.”

After 46 years at Tiffin Motorhomes, Danny began in early April his much-deserved retirement. But he won’t be sitting in his rocker on the porch. “I am planning a trail ride later this year in the Land-Between-the-Lakes area in Kentucky,” he said. “Rita and I are looking forward to a trip to Maine soon. Josh and Gretchen just presented us with Myles Alexander in April to join Maverick Lee, 3, who has been a joy to us with his antics. And with all the rain we have received this spring, I have a respectable garden!”

If you would like to write a congratulatory or appreciative card to Danny for his 15 years of writing Serious Tech Talk, please mail it to Danny Inman, PO Box 1150, Monroe, GA 30655-1150. You can also use the tear-out card in this issue.

In the Fall 2020 issue, a platoon of writers in the service center, assisted by Bob Tiffin and Wayne Williams, will take over for Danny.

It’s Time to Ride . . .

. . . horses & motorcycles, play with Maverick & Myles, tend my garden, and take a long-planned trip to Maine.

With this issue, Danny Inman finished his 60th column (15 years) of “Inman’s Answers,” also known as “Serious Tech Talk.” His diplomatic patience, often punctuated with tongue-in-cheek wit, and his cordiality in answering owners’ questions and solving problems has created a very appreciative audience.

Having begun his career at Tiffin Motorhomes in March 1974 on the production line when TMH had just 50 em-



ployees, Danny over the next nine years learned and taught fellow workers how to build the iconic brown and white, aluminum-sided Allegros that quickly caught the eyes of RVers looking for greater value and better service.

Danny accepted an office job in 1983 to handle incoming calls for parts, service, and sales. “I was offered the opportunity to help with the Louisville show that year. It was a big show, and for me it was the first chance to really meet our dealers.” He was soon working shows in Los Angeles, South Bend, Miami, Dallas-Fort Worth, and New York.

By 1987 Tiffin had quite a few dealers in the mid-west and western states handled by outside sales reps Dick Cross and Bob Garner. “Kelly Moore and I handled in-house sales,” Danny recalled. “That year the company built a new administration building, followed in 1988 with a new assembly building which housed the first production line to build coaches with an all fiberglass exterior. In about 18 months, our whole company had made a great leap forward.”

In 2000 the sales territories were divided, with each manufacturer’s representative assigned specific accounts. “My accounts were the dealerships in Georgia, Florida, North and South Carolina, Tennessee, and parts of Mississippi. Our product changed from campers that could sleep a family to luxury motorhomes on wheels that focused on couples. But we kept families in our mix by adding floorplans with bunk beds,” Danny noted.

“My job became more diverse. I was answering a sales question one minute and a technical question on the next call,”

night, I have put off repairs of this problem, but with the kids using the Allegro more, I should have it operating properly.

Gary Kalyn
Porter Ranch, California

Dear Gary,

The trip for the ceiling entry light coming on is connected to the entrance step for activation. When the entry light in the ceiling comes on unexpectedly, check the switch in the door jam on the hinge side of the door for being the cause of the ceil-

ing light going off and on. The door may not be striking the switch enough to push it in tightly or it could be a bad switch.

Thanks to Danny for Answering Our Questions!!

Thanks for taking the time to write your column. I enjoy reading the answers you give to the questions. The magazine is very good!

Lynn Layton
Decatur, Alabama

To Danny and the Tiffin Crew

I just finished looking at the latest edition of *Roughing It Smoothly*. I still enjoy keeping up with you guys. I am enjoying retired life in my hometown of Ridgely, Tennessee, looking after my cars at the Greenwave Motor Museum, a small museum that I opened here. Good luck and best wishes.

Bill Davis
Ridgely, Tennessee

ON THE ROAD WITH JUNE AND JOE *Continued from page 68*

Marcus and Betty Ferguson (cont.)

after the Tiffin logo of "Roughing It Smoothly." In the past six months, they've traveled from Florida to Missouri and everywhere in between.

On the road, Betty and Marcus have driven through violent storms, parked in camp spots no one else could get into, and made several modifications to Ruffy to organize the storage space. They spent part of April in Red Bay getting a few small repairs done. "I recommend that every owner make at least one pilgrimage to Red Bay. The service is a great experience," Betty said.

This summer the Fergusons will work at a beach campground in North Carolina and live on site in Ruffy, enjoying their time and roughing it smoothly.

Bob and Terry Harris (cont.)

German Shepherd who loves to travel and make new friends as well. Terry and Bob frequently visit their friends in Axis, Alabama. Keks especially enjoys the visit as his best friend, a wolfdog, just happens to live with the family.

Most of their travels are worry free, but Terry told me about one time when they couldn't find the RV park where they had reservations and had to set up in a picnic area.

"Our Tiffin is well-built and a pleasure to travel in," Terry said. "The folks at Tiffin are helpful when we have questions and Tiffin owners are great. We're looking forward to getting back on the road when travel restrictions are lifted," Terry said.

Michael and Shelly Willis (cont.)

the four slide-outs.

Their favorite RV trip was to Abilene, Texas, to see their daughter, followed by a jaunt to Springfield, Missouri on Route 66. The journey ended with a visit to Branson and Little Rock, Arkansas.

"Disney World never disappoints us. We loved our stay at our Ft. Wilderness campsite. We plan to keep going back because it is just a wonderful place," Shelly said.

Proctor Goat Farm in Winter Haven is another favorite stop. They love to visit the goats, learn about products made with goat's milk, and sample fudge, ice cream, and smoothies.

Shelly spoke of their coach as a perfect fit. No wonder they'd like to travel full time one day.


TIFFIN MANAGEMENT TEAM *Continued from page 64*

al years during the one-week plant holiday around the Fourth of July and several long weekends associated with national holidays. Their favorite destination is Davy Crockett State Park near Lawrenceburg, Tennessee, where hiking and bike riding is their favorite outdoor activity.

Nikki has been employed at TMH al-

most as long as Josh, working in the HR department at the Tiffin Service Center. Haven will be in the 7th grade this fall and enjoys art, drawing, and 4-H activities. She is looking forward to trying out for the volleyball team in September. Luke, who will be in 3rd grade this fall plays peewee football and enjoys working

at his grandpa's lawnmower shop. With amazing agility, he can already operate a zero-turn lawnmower.

With a good school system, many churches, and an abundance of recreational parks and lakes, the Stacys agree that Franklin County is a great place to live and raise a family. 

NEWS YOU CAN USE *Continued from page 9*

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.

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