

Roughing It Smoothly[®]



IN THIS ISSUE

- The 2013 Zephyr 45 LZ
- The Grand Teton National Park
- Riding the Rails
The Western Maryland Scenic Railroad

Premium is...

Personal.

“When I needed help I called the Freightliner Custom Chassis 24/7 Direct service. I gave them the VIN number and they instantly knew who I was and gave me the information I needed in four seconds. I was very pleased with their knowledge and personal service.”

— Steve Foland
Freightliner Custom Chassis Owner

Freightliner Custom Chassis is Personal.

Freightliner Custom Chassis' 24/7 Direct service provides unparalleled personal assistance anytime you need it, so you can get back to the reason why you bought your motorhome in the first place. Learn more about the personal support for Freightliner chassis owners by visiting www.freightlinerchassis.com, or call Freightliner Custom Chassis Corporation at (800) FTL-HELP.



INDUSTRY'S BEST WARRANTY • LARGEST SERVICE NETWORK



Driven By You

The Right RV Tire Changes Everything.



The MICHELIN® 305/70R22.5 XRV®, with its expanded load capacity*, is ready to take on more weight than ever. Our all-position tire designed for exceptional performance on recreational vehicles and motorhomes will prove that The Right Tire Changes Everything.™

To learn more about the MICHELIN® 305/70R22.5 XRV®, visit www.michelinrvtires.com.

*The MICHELIN® 305/70R22.5 XRV® has a per-axle maximum load capacity of 15,660 lbs in singles and 27,760 lbs in duals at 120 psi cold pressure. You should always weigh each axle and check Michelin's Load and Inflation Tables to determine proper fitment and air pressure for your vehicle.



Roughing It Smoothly®

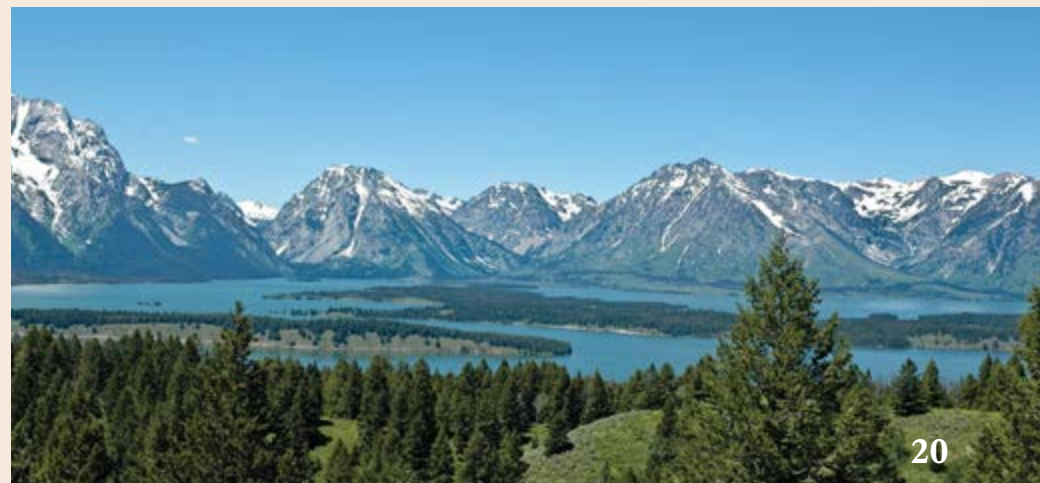
July 2012

Volume 9, Number 3

Roughing It Smoothly® magazine is published four times a year by Book Production Resources for Tiffin Motorhomes, Inc., 105 2nd Street NW, Red Bay, Alabama 35582. BPR offices are located at 1403 Cedar Point Way, Monroe, GA 30656. Printed in the United States of America. Postage paid at Bolingbrook, Illinois 60440.

**Postmaster: Send all changes of address to Book Production Resources
1403 Cedar Point Way
Monroe, GA 30656.**

This issue of *Roughing It Smoothly*® has a postal distribution of approximately 44,000 copies and a dealer distribution of 12,000 copies. It was printed by Quad Graphics, Inc., N63 W23075 State Hwy. 74, Sussex, WI 53089. Copyright © 2012 by Book Production Resources. All rights reserved. *Roughing It Smoothly*® is a registered trademark of Tiffin Motorhomes, Inc. No part of this magazine may be reproduced in any form without the written permission of the publisher.
Publisher, Book Production Resources;
Editor, Fred Thompson; Typesetting and Page Makeup, Andy Cargile; Copy Editor, Carolyn Thompson. Contributing Writers: Bob Tiffin, Fred Thompson, Norman Spray, Danny Inman, Elaine Austin, Dr. John P. Pilarczyk, and Gail Johnson. Contributing Photographers: Fred Thompson, Elaine Austin, Jimmy Johnson, Henry Holdsworth, Ed Mullan, Tom Mugnano, and Constellation Imageworks.



20

Departments

President's Corner	4	Dealer Profile	40
Construction Innovations: Keys to Our Success		Bucars RV Centre—Calgary	
News You Can Use	16	Traveling With Your Pets	48
On the Road with Elaine	32	Allegro Club News	54
Tiffin Management Team	33	From the Road	56
Brad Warner: Chassis Engineering Manager		Serious Tech Talk	60
Owner Profile	36		
Richard and Cheryl Van Pelt			

*On our cover: Grand Teton National Park,
photography by Henry Holdsworth*



6



SUMMER 2012 VOLUME 9 NUMBER 3

54

Features

- **The 2012 Zephyr 45 LZ**
A New Approach With More Choices
See page 6.
- **The Grand Teton National Park**
They Rise Suddenly in Rugged Majesty . . .
See page 20.
- **Riding the Rails**
Train from Past Era Takes You Through the Pages of History
See page 50.

If you did not return your subscription card in the last issue . . .

. . . here is your second chance. The card is on the back cover. Please remove and mail it today.

When we started the magazine nine years ago, we had a mailing list of only 29,000. Our list has grown to over 44,000, but it is obvious that many of our addresses may no longer be correct. As I'm sure you know, it is not inexpensive to write, produce, print, and mail *Roughing It Smoothly*. We need to remove from our list those who no longer need or want the magazine. Therefore, we need to burden you one time and ask that you return the card on the back cover by August 15, 2012. *If you do not return the card, we will assume you do not want RIS and will drop you from the mailing list.*

Serious Tech Talk

To address your technical questions to Danny Inman, you may use the postcard bound in this issue, send a longer letter to the address on

the postcard, or send an email to RISStechtalk@gmail.com. If you need an immediate answer to a service problem, you should call 256-356-0261.

New Procedure for Changes of Address

Please do not call to make a change of address. We are often traveling when your calls come in and it is very difficult to handle the call on a cell phone. Please use a standard change of address card from USPS and send it to *Roughing It Smoothly*, PO Box 1738, Monroe, GA 30655-1738. You can also change your address by email. Send your old address as it appears on your label along with your new address. The email address is RISNCOA@hotmail.com.

Riding the Rails

In the last issue we introduced a new column about steam locomotives still operating in North America. In most cases, the locomotives pull open air and enclosed passenger cars

through scenic mountain terrain. The amazing steam locomotives were instrumental in expanding and building this country and we want to tell that story. The Cumberland & Pennsylvania Railroad once hauled coal and ore from the Allegheny Mountain deposits to the nation's largest iron works in Mount Savage.

First Time Subscribers

Tiffin coach owners may receive a free subscription by **writing** to *Roughing It Smoothly*®, 1403 Cedar Point Way, Monroe, GA 30656 or **emailing** fredthompson1941@hotmail.com. Please include your phone number, the last six characters of your vehicle identification number (VIN), and the year and model of your coach. If you sell your coach, **email** stephanie.mccarley@tiffinmotorhomes.com with your VIN, year and model, and the new owner's address.

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



Years

TIFFIN MOTORHOMES

WHEREVER YOU GO, WE GO.

1972 / 2012

Construction Innovations: Keys to Our Success

by Bob Tiffin

When we started building the Allegro in the fall of 1972, I wanted to build a motorhome that was substantial, one that would last. I examined other motorhomes that were being built at that time and, almost without exception, their manufacturers were using plywood and lumber as the major components. Very little steel and aluminum were used in the floors and sidewall structures.

I decided early on that we should build a steel floor frame, using structural steel for the floor and 16-gauge hot-rolled steel for the skirting. This has proven to be one of the best construction processes that the RV industry has ever known for a competitive Class A coach.

The floor frame was constructed with 1½" × 1½" quarter-inch angle iron that we positioned horizontally on 24-inch centers from front to rear. We welded the 16-gauge steel skirting to this frame and actually created a unibody-type frame for our motorhome. Today, even though we laminate our floor and sidewall frames, we have many, many features that are taken from those early days.

The unibody frame that we created in the welding shop was built in a jig upside down on a table. After we attached the front end or driver's platform, we took a chain hoist, lifted it out of the jig, and actually flipped it over right side up onto the chassis. Then we welded the angle iron structure to the chassis rails. This gave us a total unitized package — chassis and frame.

In the next stage of production, we installed the generator, fuel tank, a metal step well, and the automotive AC. Then we undercoated it and placed it in the production line. Compared to the way we build our coaches today, our production line in the seventies was a pretty simple process.

At the first station, we installed the floor made with 5/8-inch exterior structural plywood. The sidewalls, roof, and endwalls were made with 1 × 1-inch aluminum tubing on 12-inch centers. As the motorhome moved from station to station, the electrical, plumbing, and cabinets were installed. At station 8, we wrapped the whole motorhome with aluminum skin that was pre-painted brown and white. No gelcoat, decals, or full-body paint.

We continued this same construction system from 1972 to 1992. These motorhomes were so soundly built with a welded steel floor and aluminum sidewalls, and a one-piece roof, that they will be around for years and years to come. Part of our suc-



cess story is based on the durability of this first generation of motorhomes that were constructed so well. Those campers, as most people called them 30 years ago, gave Tiffin Motorhomes the reputation and the financial base to grow into the company that we are today.

Tiffin Motorhomes introduced a major feature to the industry with the basement that we brought out in 1980. At that time we had just decided to use the Oshkosh chassis. When we received the first chassis from Oshkosh, the engine was so high in the rear that I told Horace Stepp that our customers would need a ladder to climb

into the bed. So Horace did a little measuring and decided we needed to build a flat floor all the way from the driver's compartment to the raised engine in the rear. To do this we welded 12-inch beams to the top of the chassis rails. Raising the floor made the bed much easier to get into. When we finished the rest of the Allegro's frame and the side skirts, we looked over under the floor and said, "Wow, look at all of that storage space."

Although it was not our original intention to build a basement, we capitalized on the opportunity and built the storage compartments which were very popular. We built about 300 of these units between 1980 and 1983. However, the gas-burner business picked up so much we decided to discontinue the rear engine diesel on the Oshkosh chassis.

In 1986 Fleetwood decided to build the Bounder which had a basement and made the claim that they were first on the market with the basement motorhome design. When I saw one in August 1986 in Birmingham at 10 on Tuesday morning, I headed back to Red Bay, arriving just after lunch. That afternoon I met with Mickey Collum and had him pull a 31-ft. split bath Allegro chassis and frame that had just come out of the welding shop. I told Mickey I wanted him to build an aluminum basement frame on that conventional chassis with a Chevy front gas engine. Wednesday morning we rolled our first Allegro basement of the modern era into our production line. It became one of the most popular coaches we have ever built.

It was a very simple thing for us to pick up where we had left off in 1983 with the Oshkosh chassis and its basement because we had all of our old tooling.

Continued on page 72

SOLID & DEPENDABLE



With over 30 years in recreation lending, Essex Credit understands your RVing lifestyle - you would rather be on the road enjoying time with your family and friends than just about anything. Essex Credit can help! For a limited time, refinance your motorhome with a rate as low as **4.74% APR** and start planning your next trip.

Essex Credit offers one-stop shopping; handling every detail of the loan transaction – from paying off your current lender to handling the titling & registration. With our competitive rates and hassle-free loan process, lowering your monthly payments is easier than ever.

Don't wait—apply online today to take advantage of this limited time refinance opportunity to lower your monthly payments.

www.essexcredit.com/tiffin

1.866.377.3948



Limited Time Offer
REFINANCE OPPORTUNITY
as low as
4.74% APR*
On loan amounts \$75,000 or greater**

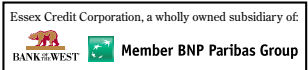
In the market to purchase an RV?
Check out our **Purchase Rates!**

Inquire about rates and terms for our
RV Full-Timer financing program!

Private Party Purchases is our Specialty



NEW - USED - REFINANCE



* Estimated APR (Annual Percentage Rate). Subject to loan program requirements and credit approval. Certain fees, closing costs, and restrictions may apply.
** The 4.74% APR is available for consumer refinance transactions only on loan amounts \$75,000 or greater for 2002 RV model year or newer. RV must be 2009 model year or newer for 17 year loan term. For RV 2002 - 2008 model years, maximum loan term is 15 years for loan amounts of \$75,000 or greater. This offer is not available for applicants who use their RV as a principal dwelling (fulltimer). Other rates and terms are available. For RV 2004 model year or newer maximum loan to value is 140% of base wholesale and is subject to current credit score of 760 & above. For RV 2002 model year or newer, credit scores under 760 RV refinance loan to value may be reduced to 110% of base wholesale. Current loan must be open for a minimum of 6 months. An application for credit must be submitted by August 31, 2012 to be eligible for the 4.74% refinance APR. APR is valid for 30 days from date of loan approval. A 17-year refinance loan at 4.74% APR will have a monthly payment of \$7.15 per thousand borrowed. Information is accurate as of June 11, 2012. Rates and terms are subject to change without notice.

THE 2013 ZEPHYR 45LZ

A New Approach With More Choices

Last year when the market was still soft for the luxuriously appointed Zephyr built for less than two percent of its customers, Tiffin Motorhomes sales and R&D departments decided it was an opportune time to retreat into their corporate think tank to find the right place on the price/features continuum for their high-end motorcoach.

They decided to skip the 2012 model year to replan their signature coach, incorporating more luxury features into its base price. Perhaps even more impressive, the design of the 2013 Zephyr's front and rear caps have a new character that will place them in a genre of coaches that are priced above \$750,000. The appointments and features of its new interiors are so residential in their design that you could easily forget you are in a motorhome.

The 2011 45QBZ was a very nice bath-and-a-half floorplan with the popular 42-inch mid-ship television. However, owners suggested several changes. They asked for better access to all 94 inches of the clothes hanging rod in the closet adjacent to the rear bath, and a more convenient placement of the electrical cabinet housing the circuit breakers. Owners also indicated a preference for the stacked washer/dryer to be located near the rear of the coach.

Then, out of the think tank came two new floorplans offering new standard features and several options: the 45LZ and the 45TZ. This article will review the LZ Option C shown in the photos, but both floorplans with options are included.

The New 2013 Zephyr

By placing a four-foot deep walk-in closet (4 × 8 ft.) at the rear of the coach, the designers made several improvements. First, the 94-inch hanging rod is unimpeded. You have full access to everything hanging. On the passenger side of the walk-in closet, a handsome chest was added offering three large drawers (18 × 17 × 5¼ inches) with a solid surface countertop. A window above the chest will bring in fresh air on nice days. The cabinet for fuses and breakers is now only 13 inches wide and 30 inches high, which gives you the right spot to hang shirts. On the driver side of the walk-in closet, the designers placed the stacked washer/dryer cabinet. It's a perfect location because of its immediate proximity to the rear bath.



Coach review and text by Fred Thompson
Photography by Constellation Imageworks



The design of the front half of the 45 LZ is keyed to two focal points in the Option C floorplan: a standard luxurious L-shaped chaise lounge covered in Ultrafabric on the driver side that has an Air Dream hide-a-bed, and a beautiful cherry entertainment center immediately opposite the lounge on the passenger side. The standard 42-inch television is concealed below the solid surface countertop and rises at the touch of a switch. An optional fireplace at floor level faces the L-shaped sofa and has storage cabinets on either side. Overhead cabinets above the entertainment center and the chaise lounge offer several cubic feet of storage. When the TV is stored, you gain a 20 × 45-inch window with sconce lighting on both sides. The standard freestanding dinette with a computer workstation is located in the driver side slide-out adjacent to the L-shaped chaise lounge. The rear of the slide-out houses the residential refrigerator with ice and water dispensers through the door. The photography with this story shows Option C of the 45 LZ floorplan.

Looking at the choices on the 45 LZ floorplan: (1) you can move the freestanding dinette with computer workstation to the forward position of the passenger side slide-out. The 42-inch television remains located in the back of the cabinetry under the solid surface countertop. (2) The rear section of the driver side slide-out can now be replaced with a sofa bed [std. floorplan] or two leather lift recliners [Option B]. (3) You can also choose to

leave the freestanding dinette with computer workstation on the driver side and replace the entertainment center with two leather lift recliners with a small folding table in between them [option not shown]. This makes the primary television in the living area the 37-inch unit located over the dash, but the viewing audience is increased to six (not counting the driver and passenger seats).

The rear section of the 45 TZ from the residential refrigerator and half bath to the walk-in closet is identical to the 45 LZ. The front section of the 45 TZ is very similar to the 2011 45 QBZ except for the placement of the 42-inch midsection television. (1) The standard floorplan for the front section offers two opposing sofas, a longstanding, popular selection. The sofas, a Magic Bed, or an air-coil hide-a-bed sofa, can be ordered in Ultraleather (which is standard) or cloth (which is optional). The floorplan positions the standard freestanding dinette with computer workstation in the middle of the driver side slide-out with the 42-inch midsection television and residential refrigerator completing the slide. (2) Option B replaces the driver side sofa with two optional leather lift recliners. (3) Option C offers as standard on the driver side the Ultraleather upholstered U-shaped dinette which is combined into one system with the sofa-sleeper. On the passenger side, Option C offers as standard the Ultraleather sofa with the air-coil hide-a-bed or two leather lift recliners as optional.

Both floorplans have full porcelain floors from the cockpit to the rear bath. Each large tile (23.5 × 11.75 inches) is separated from the next by a small tile (1.62 × 11.75 inches) with inlaid patterns. The slide-outs in the main living area also have porcelain floors that align with the main deck.

One of the nicest features about the Zephyr is the motorized control of the solar and privacy shades. On a panel next to the refrigerator, you can control all of the solar and privacy shades in the living and galley areas, either collectively in unison or selectively by individual windows. The solar and privacy shades beside the driver and passenger seats are controlled by individual toggle switches near the respective seats.

The Living Area

With the slides extended, the living area is nearly 13 feet wide. After rotating the passenger and driver chairs into the living area, there is luxury seating for six. The electric fireplace offers a cheery warmth on cool days. Winter visitors to the southern climes of California, Texas, and Florida have noted that the fireplace is all that is necessary to knock off the morning chill. The seating space of the L-shaped chaise sofa is 51 inches on the short leg of the "L" and 81 inches on the long side. What a perfect spot for catching an afternoon nap on the soft, supple Ultrafabric!

The cabinetry throughout the coach creates a handsome en-

vironment that subtly produces a level of comfortableness. With critical specifications, TMH buys the finest cherry from suppliers in the northeastern U.S. Each board is inspected for knots and flaws. The drawers and doors are recessed into the cabinetry instead of overlapping the facings. The quality of the design and execution are demonstrated in the raised panel doors with triple terraced moldings, the valances with raised insets, and the double crown molding in the slide-out fascias. Tiffin offers five finishes for its cherry cabinets and molding: Cherry Wood, Natural Cherry, Glazed Cordovan, Glazed Cherry, and Glazed Honey. A paint choice for the bath (at no additional charge) is White Chocolate. It makes the bath quite distinctive. This coach features optional glazing (\$2,100 MSRP) added to the Natural Cherry.

Manufactured in Tiffin's Red Bay plant, the solid surface countertops have color and texture that work together beautifully with the cabinetry, fabrics, and porcelain floors for a very pleasing color harmony. Two fabric suites are offered this year in the 2013 Zephyr: Le Rêve and Romantic Travels (fabrics by Ralph Lauren®).

The entertainment center is powered by a Panasonic 1000-watt system with *Wi-Fi Built-in* to give you access to web content, including Bloomberg TV, Netflix, Twitter, Cinema Now, Pandora Internet Radio, Vudu, Fox Sports, Picasa Web Albums, and You Tube videos. Your Wi-Fi connection can be supplied by Verizon's 4G network MiFi air card. By the end of 2013, Verizon expects to have approximately 98 percent coverage in the U.S.

With its Blu-ray™/DVD Home Theater System feature, the Panasonic unit can support 3D/full HD content and playback if you wish to upgrade your 42-inch Panasonic to 3D when placing an order for the Zephyr. A satellite dish is standard equipment but the receiver is optional and requires a subscription. As an option, this coach was prewired for the Winegard Traveler Satellite.

With the Integrated Universal Dock for iPod and iPhone, you can launch your personal digital music collection as well as videos and photos stored on these devices.

All of the above is in addition to Tiffin's groundbreaking television software technology and surround sound theater that was launched four years ago. In cooperation with the Zephyr's standard Winegard satellite receiver, you will receive the HD signal in most locations in the U.S.

In addition to all the options it offers, the entertainment center is also an example of practical, multi-purpose design. The top of the center has 13 square feet of useful surface: an arrangement of framed pictures of family and friends; a planning place for projects; a buffet serving table (you can order top pads just as you would for the dining room table in your home); a place for long-term projects; or jigsaw puzzles. The overhead cabinets have approximately four cubic feet of space, and the two cabinets on either side of the fireplace add another six cubic feet, plus a handy drawer above each cabinet.

The Zephyr's standard 37-inch television over the dash makes it the perfect tailgating machine—what could be better



than watching two critical college games at the same time this fall, just before you head for the stadium. If you are grilling outside under the coach's double awning (the second awning is optional), you can still keep up with the action on the 32-inch screen with soundbar mounted in the exterior wall. And, of course, your entertainment repertoire isn't all football. How nice it is to enjoy a concert or movie under the stars in the cool of the evening. But to top it off, it's also pretty cool to catch a late movie on your 32-inch screen all propped up in your king size bed.

The Dinette

The freestanding dinette and computer workstation were cleverly integrated into one system by Tiffin Motorhomes several years ago. Observing it from a few feet away without being aware of its dual purpose, most would describe a handsome cherry sideboard with drawers and double-door cabinets topped with a 19 × 72 inch solid

surface countertop. The 25 × 38 inch dining table slides out from the "sideboard" when you are ready for dinner. When not in service as your dining room, the left side of the cabinet becomes your computer work-

station. The drawer facing pops down and out slides your keyboard tray. The double doors underneath expose another sliding tray for your printer and a bottom compartment for your computer (if you use a



desktop system). The monitor sets on top of the “sideboard.” If you are using a laptop (which most of us do now), then the laptop sets on top of the “sideboard.” The opposite side of the cabinet has two drawers for office materials and a filing drawer with rails for hanging folders. One overhead compartment has two cubic feet that is just right for storing your dinner service. The adjacent compartment has over four cubic feet of storage – for office or galley.

The Galley

High tech and high efficiency. In an all-electric coach, TMH elected to go with a two-position induction cooktop. Special pots and pans are required and a set comes with the coach. Induction heat reduces the time to cook an item by approximately 50 percent. There is a learning curve—but if you can use a cellphone, you can master this hands down. The Sharp microwave convection oven has a chart on the front panel that tells you how to cook everything from A to Z. My home economics advisor assures me it will take the place of a gas oven, and then some.

The two sinks are ceramic, one large enough to use for bathing our nine-month-old granddaughter. You will find many great uses for such a big sink. The smaller sink is just right for cleaning and preparing fresh vegetables and fruit. The single lever for hot/cold water and the ex-

tendable sprayer coming from the end of the faucet is a pretty neat piece of engineering. Of course, there is a soap dispenser. This coach has an optional Fisher&Paykel dishwasher, probably the best brand on the market for this application. When you are entertaining—and this coach definitely has the space for entertaining—you will find that dishwasher really comes in handy. The microwave-convection oven is vented to the outside and a louvered cherry cover conceals a Fan-Tastic 3-speed exhaust fan. You can whisk away crumbs on the floor with the VacPan™ installed in the baseboard, part of the central vacuum system.

The residential 20 cu. ft. refrigerator-freezer is usually the unexpected plus when an experienced RVer upgrades to a larger, more luxurious motorcoach. This is the one big item that Tiffin full-timers ask for in the suggestions we receive. The Whirlpool unit on this coach has the double-door refrigerator in the top two-thirds of the box and a freezer compartment in the lower third. The unit has through-the-door ice and cold water dispensing, separate compressors for the fridge and freezer, simple read-outs for temps and controls, and every possible sectioning of the fridge for items requiring different treatments.

Heating & Cooling the Zephyr

Two systems, quiet and unnoticed, will

make an owner fall in love with the Zephyr: First, three roof air conditioners with heat pumps and three separate zonal thermostats will please each person in the coach. The three units are designed to lower the interior temperature to a pleasing comfort level below the outside temperature. On the other end of the spectrum when the outside temperature drops into the high thirties, the three heat pumps can raise the interior temperature to a comfortable level. If you are in a daily flat rate campground, that means you are heating or cooling at no additional cost.

When it really is cold outside and you are heating hot water for showers, dishes, and interior warmth, the Aqua-Hot 450D will take over and make you happy. Continuous hot water flows at 1.5 gallons/minute. For even, warm, quiet heat, the heat exchangers located throughout the coach will produce a pleasing warmth. There are four ducts covered by cherry louvers in the living area, and one duct each in the master bedroom and bath. See “News You Can Use” on page 18 for more information about the Aqua-Hot system.

The Master Bedroom

The glazed natural cherry headboard combined with the Le Rêve Fabric Suite creates an elegance that only a few will have the opportunity to experience. The few will have to choose between a king size memory foam mattress or an Air Comfort mattress at no additional charge. It's included. Controlled by touch panels adjacent to each bedside table, four lighting systems can be brightened or dimmed to suit your mood. You are going to sleep well in a Zephyr.

The passenger side slide-out contains two large drawers in a chest beneath the window. An attached chest has a double door enclosure for a second satellite receiver (subscription required), a





clothes drawer, and a clothes hamper. Cabinets over the headboard provide 12 cubic feet of storage. Under the bed, another compartment has eight cubic feet for items that are needed less frequently.

The bed slide-out has windows on each side for pleasant cross ventilation, and a toggle switch in one of the bedside tables controls the 2-speed ceiling fan. Both bedside tables have solid surface countertops, 110v service, and magazine racks. Two options in the bottom of the overhead cabinets give you the best lighting choices for reading in bed.

A Bath and a Half

The half bath at mid-ship is fully appointed and convenient to guests. Of course, when two are getting ready to go out for dinner, an extra lavatory and toilet will speed up the process. The compartment has a mirrored medicine cabinet with deep shelves, plus two side cabinets. The same artistic backsplashes used in the galley are also used here. The solid surface countertop and the lavatory bowl are one continuously molded unit. The single-lever faucet,

styled like a century-old, miniature water pump, is an interesting feature. The vanity cabinet under the lavatory is a handy place for storing the black tank treatments, plus a second cabinet topped with the solid surface countertop. In the ceiling, there are eight recessed lights and the all-important Fantastic 3-speed vent. Three sides of the half bath are finished in cherry, including the heavy, sound-deadening door, while the outside wall features a complementary moss green wallpaper.

The rear full bath rivals what you would expect to see in a million-dollar home. The shower is tiled on two sides with matching handmade patterns. Three sides of the lower portion of the shower walls (28-inches high) are made with large diamond-shaped tiles created from solid surface countertop (SSC) material. The third wall above the SSC is quarter-inch clear tempered glass. This side of the shower forms one side of the compartment for the toilet. The shower door with no metal edging on three sides seems to float on a hinge that you can't see. It is an amazing piece of craftsmanship. A show-

er head mounted on a vertical slide places the water just where you want it. A window on the driver side is located behind the electric-flush toilet, which, of course, has a Fantastic vent above.

The double lavatory and vanity top is one continuous piece of solid surface countertop. The lavatory shape could be described as half of an inverted pyramid, each serviced by a miniature water pump. The backsplashes carry the same design theme. The cabinets under each lavatory offer four cubic feet of storage. Mirrored double-door cabinets above each lavatory have two recessed lights. Rope lights are recessed under the bottom edge of the cabinets for decorative value as well as a night light.

The bedroom side of the bath is separated by a heavy sliding door of solid cherry with four translucent panels. A similar door with a full-length mirror separates the bath from the rear closet.

A Look Underneath

The Zephyr's entire basement has such a great, finished appearance. Since this is an

all-electric coach, you won't find the large propane tank in the first compartment on the passenger side. Instead, there is an additional 2.5 cubic foot freezer that is mounted on a double slide to bring it entirely out of the basement for easy access. The first thought I had was: "This is where my big order from Omaha Steaks will go."

The super storage compartment is concealed by the second and third doors. Discounting the space up between the chassis rails, and measuring from the bottom of the rails to the floor, you have 180 cubic feet of storage space. To make the space more accessible, the Zephyr comes with one slide-out tray included in the base price. This coach has an additional tray that is optional.

Moving along the passenger side, the fourth, fifth, and sixth compartments contain the AquaHot system, the DEF tank, and an electrical board for relays, solenoids, and the battery minder.

Rounding the rear corner to face the Cummins engine compartment, the impressive rear cap opens to reveal one of the best organized rear engine installations I

have ever seen. All check points are at eye-level and easy to reach: engine oil check & fill spout; transmission oil check; oil reservoir for the chassis hydraulic system; coolant/antifreeze reservoir; chassis power cut-off switch; and the water/fuel filter minder. All of the drive belts are in accessible locations for replacement. Tiffin includes two extra belts with the coach.

Walking forward from the rear driver side, the first compartment is Tiffin's well-designed utility bay. Every component system is labeled, easy to reach, and intuitively ready to use, even without the owner's manual. The water hose has a power rewind; the black and gray drains have large diameters, which make a dump quick and easy; standard and tripod cable connections; outside shower with towel and liquid soap dispensers for quick clean-ups; tank flush, water pump, water filter, and a SeeLevel digital tank monitor completes the service center. Next door you will find the 50-amp service cord with a power retract reel, the power protection transfer switch, and easy access to the AquaHot's electronic controller and fluid supply.

Doors three and four open up access to the large storage compartment with the two heavy duty trays that slide out to both sides. Doors five and six open to service compartments for the HWH hydraulic system for the leveling jacks and the eight sealed, service-free house batteries. The last compartment located on the front corner of the coach houses several items including a well-labeled fuse block, compressed air supply head, and the reservoir for windshield washer fluid. The slide-out in the front cap moves the 12.5-kw generator in and out for servicing.

Driving the Zephyr

Several factors enter into a smooth and comfortable ride: (1) the six-point Spartan air bag system; (2) tuned shocks; (3) a balanced load based on the construction of the coach itself; (4) a balanced load based on how the owner loads the coach; and (5) tire pressure. The third item is covered in your owner's manual and the fourth and fifth are addressed in Michelin's guide to taking care of your tires.

Driving 25 tons of luxury coach with 1,645 lb.-ft. of torque produced by a 500-horse 11.9-liter Cummins power plant, you realize you are not in a race car. When you step on the fuel pedal, you *feel* the reassuring, smooth, powerful ride — something you immediately appreciate.

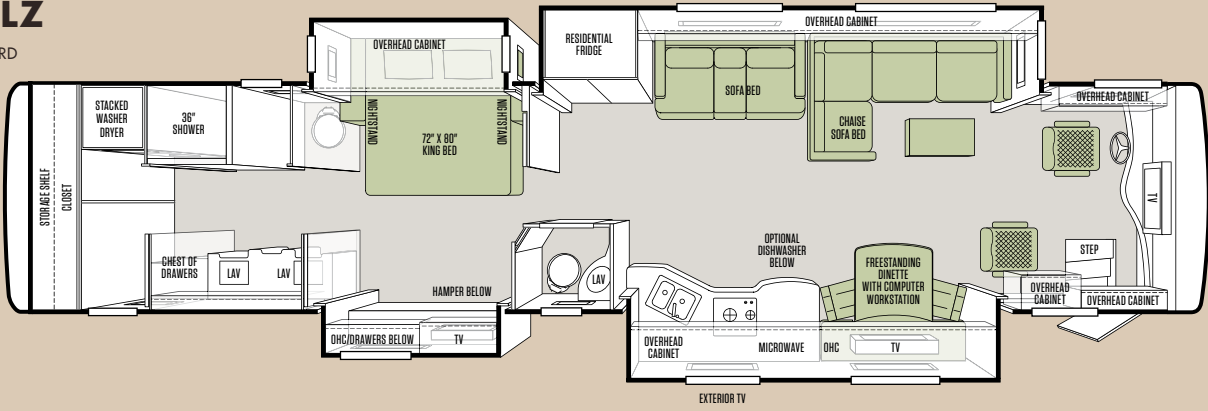
Do not misunderstand. It's not a turtle on take-off. It handles a merge ramp and passing cars on multi-lane highways like the big Lincoln your daddy drove in the fifties. Changing lanes, getting away from the 18-wheelers, moving up those challenging, two-mile grades through the mountains, you will appreciate this Zephyr. It also has the ability to tow 15,000 lbs.

Quiet! The cockpit noise from the road and the coach is very subdued. Talk with your navigator in regular volume. Listen to your favorite Pandora selections. Your guests can enjoy a movie on the entertainment center. The firm, yet deeply cushioned driver and passenger seats can be adjusted in eight directions, and the passenger seat has a leg lift. You will look forward to traveling in your Zephyr. It is a pleasant and enjoyable experience! **RIS**



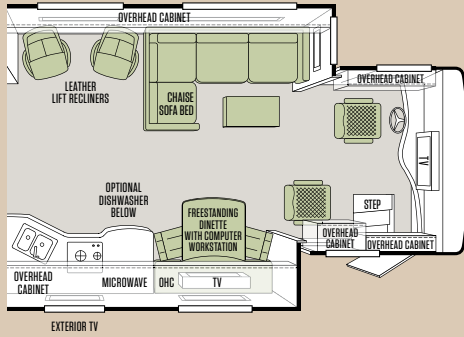
45 LZ

STANDARD

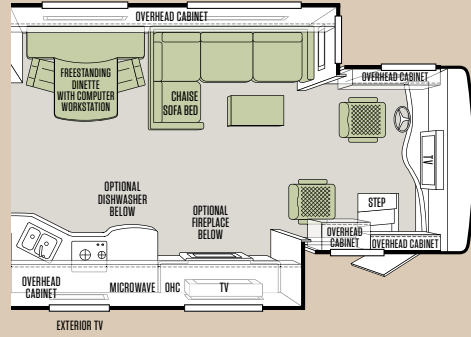


LIVING AREA - OPTION B

LIVING AREA - OPTION C



EXTERIOR TV

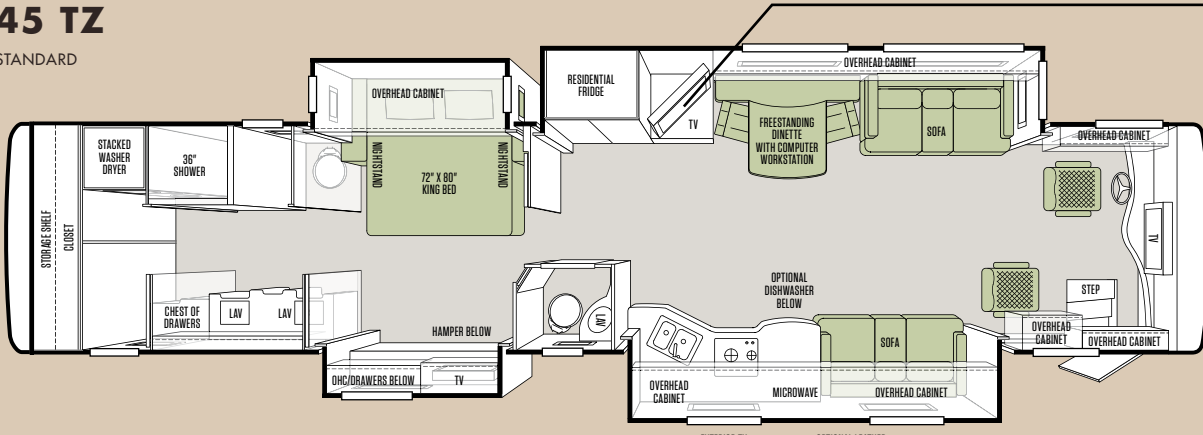


EXTERIOR TV



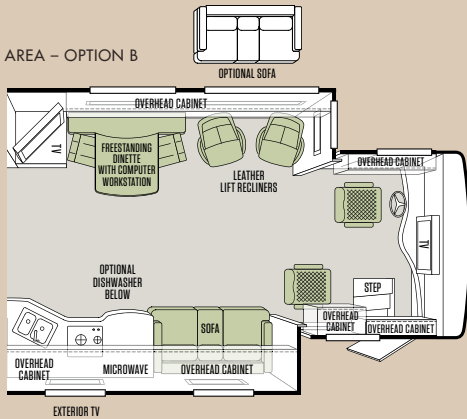
45 TZ

STANDARD

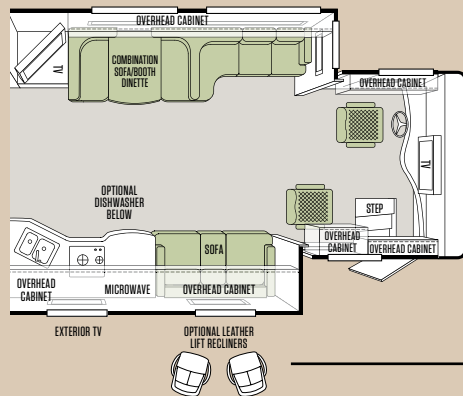


LIVING AREA - OPTION B

LIVING AREA - OPTION C



EXTERIOR TV



EXTERIOR TV



OPTIONAL LEATHER LIFT RECLINERS

SPECIFICATIONS: Model tested, 2013 Zephyr 45 LZ with Quad Slide, Base MSRP* – \$546,000. MSRP as tested with options – \$560,784.

STANDARD FEATURES

Structural

Steel cockpit overhead support frame
Seamless one-piece gel-coat fiberglass molded roof cap
One-piece molded gel-coat fiberglass front & rear caps with integrated air intake
Gel-coat fiberglass outside wall panels
Steel-aluminum laminated side walls, floor & roof
Laminated floor decking
Insulated roof ducts laminated into roof construction
Steel basement construction
Insulated firewall
Insulated steel cage engine cover

Automotive

500 hp @ 1,800 rpm Cummins ISX 11.9L engine
1,645 lb-ft torque @ 1,200 rpm
Heavy duty rear hitch with 15,000 lb. towing capacity
Allison 4000 MH transmission
Two-stage engine brake
HWH hydraulic leveling system
Hadley air leveling system
Six aluminum wheels plus two steel inner wheels
Independent front suspension
Automatic air leveling system
Full air brakes
VIP Smart Wheel with integrated radio switches
Fog lights

Exterior

One-piece fiberglass gel-coat front & rear fenders with integrated storage
Fiberglass gel-coat engine access door with swing-up hinges & shocks
One-piece aluminum face swing-out baggage doors with integrated power locks
Slide-out storage tray (slides out both sides)
12,500 Onan generator with power slide system
One-piece fiberglass generator access door
Phone, 120v and 12v outlets inside storage compartment
Auto generator start system
Eight house batteries
Three low-profile roof air conditioners with heat pumps
Two solar panels
Easy hook-up water compartment with built-in hose exits
Multi-port manifold system for hot & cold water lines
Fiberglass water service center panel and compartment
Water pump switches located at galley, lavatories, and water service compartment
In-motion satellite system* (receiver not included)
One-piece panoramic windshield
Black tank flush system
Water filter system
Vented fresh water tank for potable water fill
Power water hose reel
Outside shower
Recessed LED docking lights
Air horn
Basement and outside compartment lights
Porch light
Lighted exterior grab handle
Deadbolt entrance door lock
Keyless entry system (includes exterior compartment doors)
Full-length ZEPHYR mud flap
Carefree Paramount awning (three positions)
Front cap protective coating
Insulated windows, flush mounted with painted frames
Rearview heated mirrors with integrated sideview cameras
TV antenna
Electric power cord reel
Exterior TV with sound bar

Cockpit

Contemporary wrap-around vinyl-covered dash
Backlit lettering for dash switches
Built-in driver & passenger consoles with control switches
Six-way power driver & passenger seats including passenger power footrest
Adjustable headrests on driver & passenger seats
Seatbelts integrated into driver & passenger seats
Solid surface step well with recessed lighting
TV in overhead cockpit area
Computer slide-out tray in dash with lock-out rails
Built-in storage drawers in dash
Smart Wheel™ with controls for ICC, cruise, windshield wipers, high/low beams, stereo & radio
In-dash stereo/navigation system with Smart Wheel controls
Adjustable accelerator and brake pedals
Power steering
Driver & passenger overhead fans
Driver & passenger map lights
Power solar/privacy windshield shades
Power solar/privacy shades for driver & passenger side windows
Driver's insulated power window
Dual 12v outlets in dash
Rearview mirror with integrated compass & outside temperature
Color rear vision monitor system
Sideview cameras built into exterior mirrors, activated by turn signals
Satellite radio (requires subscription)
Cellular phone antenna
In-dash AM-FM radio with CD
12v battery power disconnect
Fire extinguisher

Living Area / Dinette (Option C)

Freestanding dinette with computer workstation on driver side
Ultraleather™ L-shaped chaise sofa/sleeper on driver side
Home theater surround sound system with Blu-ray™ player
Decorative wall and dinette lighting package
Carbon monoxide detector
TV in OH dash (45 LZ)
TV in midsection entertainment center (45 LZ)
Kitchen
Solid surface counter tops with splash guards
Stainless steel residential refrigerator with ice & water dispenser in door
Induction cooktop
Integrated solid surface galley sink with solid surface covers
Expand-an-island
Ceramic tile splash guards with decorative inlays
Stainless steel convection microwave with exterior venting
Power solar/privacy shades & hardwood valance
Ceiling flush-mounted multi-lighting system
Fluorescent galley light
Built-in soap dispenser

Bath

Two pyramid lavatory sinks with soap dispensers
Dual medicine cabinets with mirrors
Elongated ceramic toilet with electric flush
Four towel holders & lavatory accessories package
Decorative pocket door with full-length mirror
Walk-in closet with 94-inch clothes rack across rear of coach
Laundry center (stacked washer/dryer) in rear walk-in closet
Large 3-drawer chest w/solid surface countertop in walk-in closet
Two windows with hardwood valances and privacy shades
Solid surface shower walls with inlaid decorative tiles & residential glass door
Skylight in shower with sliding cover
Built-in soap dispenser at each lavatory
Ceiling flush-mounted multi-lighting system

Bedroom

Duvet package with pillows
32-inch overhead LCD TV with floating mount
Dual Control Air Comfort king mattress (72" x 80") with night stands
Large carpeted storage area beneath bed
Decorative hardwood & wrought iron ceiling molding
Ceiling fan
Solar/privacy shades
Prewired for satellite receiver
Chest of drawers with solid surface countertop
LP gas detector
Ceiling flush-mounted multi-lighting system

General Interior

Wall-mounted thermostats
12v attic fans with hardwood louvers & wall-mounted controls
Cable TV hook-up and phone jacks
Solid hardwood raised panel doors
Recessed doors & drawers
Self-closing ball bearing drawer slides (selected areas)
In-motion digital satellite system
Padded soft-touch vinyl ceiling
Power solar/privacy shades with wall-mounted controls (day & night)
Porcelain tile flooring throughout entire coach including living room slide-outs
Integrated speakers with hardwood louvers
3000 watt sine wave inverter
LED bullet lights in ceiling
One-piece flush mounted multi-lighting system
Wall-mounted switches for lights and accessories
Rope lights beneath bedroom vanity area & in window valances
50-amp electrical distribution with surge protection
12v breaker panel
Ducted return air conditioning system
Energy management system
Air driven step well cover
Smoke alarm
GFI outlets in galley and lavatories
Lighted interior grab handle at entry door
Entertainment system with Blu-ray™ player
Complete cable wiring interfacing with surround sound & satellite receiver
Hydronic heating system with continuous hot water
Central vacuum cleaner system with VacPan™
SeelLevel interior tank monitor
All electric coach

OPTIONAL FEATURES ON THIS COACH

Glazed natural cherry cabinets
Second Carefree Paramount awning
Basement electric refrigerator/freezer
Dishwasher (drawer type)
All electric coach
2nd exterior slide tray
Electric fireplace
Prewired Winegard Traveler Satellite
Safe located in bedroom closet
King memory foam mattress

OPTIONAL AVAILABLE FEATURES ON THE 45 LZ

Two leather lift recliners on driver or passenger side
Ultraleather™ air-coil hide-a-bed on driver side
Cloth air-coil hide-a-bed on driver side
Freestanding dinette with computer workstation on passenger side or driver side
Ultraleather™ Magic Bed Sofa, driver side
Cloth Magic Bed Sofa, driver side
LPG tank, includes 2-burner recessed cooktop (deletes all electric coach)
Combo washer/dryer

MEASUREMENTS

Wheelbase – 316" (292" from front axle to drive axle)
Overall length – 44' 11"
Overall height with roof air – 12' 10"
Interior height – 84"
Overall width – 101"
Interior width – 96"

WEIGHTS AND CAPACITIES

GVWR – 48,600 lb.
GAWR (front) – 16,600 lb.
GAWR (rear) – 20,000 lb.
TAG axle – 12,000 lb.
GCWR – 63,600 lb.
UVW – 40,300 lb.
CCC – 6,340 lb.

POWER TRAIN

Cummins – 500 hp ISX 11.9L engine with side radiator
Transmission – Allison MH 4000
Tire – 295/80R22.5
Alternator (amps) – 270

CHASSIS

Spartan K2
Anti-lock braking system
Suspension (front) – IFS w/air ride
Suspension (rear & tag) – Air ride
Leveling jacks – HWH hydraulic

CONSTRUCTION

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

ACCOMMODATIONS

Sleeps – Four adults
Fuel tank – 150 gal.
Fresh water – 90 gal.
Black water – 50 gal.
Grey water – 70 gal.
LPG tank – 35 gal. (can be filled to 80% capacity – 28 gal.)

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 nearest to your location.

PLEASE NOTE

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

*High-definition programming is not available on a domed satellite antenna unless you subscribe to DISH Network®.

Summit Products Add Style, Value, and Protection to Your Coach

When it comes time to design an upgrade for your Tiffin coach, few options can have such a dramatic effect as adding a chrome package. Actually, it's really a stainless package, but we'll talk more about that later. From a subtle accent along the bottom of the baggage doors to covering the full height of the baggage doors, coach owners can choose the option that reflects their taste.

The customer service department at Summit Products will guide you through a number of choices. Perhaps the most enjoyable part is simply choosing one of the four styles of stainless over another: Premier Armor™; Executive Armor™; Ultimate Armor™; and Classic Armor™.

The most popular style of stainless for the Tiffin coaches is the Premier Armor™. This style matches the profile of the baggage doors including the lower 3-4 inches which rolls under the coach. It helps to protect the bottom of the baggage doors from getting rock chips in the paint. Virtually any height stainless can be ordered, but the Premier Armor with eight to ten inches of stainless is the most popular for Tiffin coaches. What does the "eight inch" option refer to and how does it look on the coach? The eight inches is the total height of the stainless after being laser cut but before it is formed to match the door profile. To create the Executive Armor™, we start with the Premier Armor and add horizontal ribs as seen on tour buses.

If ten to fourteen inches of Executive Armor is not enough for you, then you may find the Ultimate Armor to be the right fit. These custom packages cover the lower third of the coach with a design that accents the body lines. At the opposite end of the style spectrum is the recently introduced Classic Armor. This is our most affordable stainless package. Because it is flat, it is designed to be installed just above the curve of the doors.

Installation can be performed at the dealership, by the coach owner, or at the Summit factory. If you are taking delivery of your new coach, then we recommend having the stainless package installed at the same time by the dealer. If you find that traveling to the heartland fits your schedule, then we welcome your visit to beautiful Altoona, Iowa, .

Summit Products moved in late 2010 to a larger facility in Altoona which is a suburb of Des Moines, Iowa. With over 70,000



square feet under roof and acres of paved parking, we are sure to have a comfortable spot for you. Typically, the coach owners spend time in the morning discussing details with their sales engineer about their custom package. The remainder of the day, the Summit team designs, laser cuts, forms, and prepares the stainless package. If you come in August, you will enjoy visiting the Iowa State Fair (Aug. 9-19; www.iowastatefair.org). It is one of the great state fairs left in the country.

On day two, we will begin the installation. If it is a Classic Armor package, then we will be done in about four hours. A 6-10 inch Premier Armor takes a full day to install with detail work completed the third morning. Executive Armor is a little more involved, so plan to add a few hours. If the package is something like the Ultimate Armor, then it can take as long as three weeks to get this very special project completed.

If you would like to watch the installation, then grab a chair while our technicians perform their magic. The work starts with a proper cleaning of the lower portion of the coach. The waxes, silicones, and dirt must be removed for a strong bond between the stainless steel and the coach body. Now about that "chrome." People often call it chrome, but we consider that a bit



of a disservice to the product because it is made of a much higher quality material: type 304 mirror polished stainless steel. Why is that important? It will never rust so your coach always looks great. After the coach is cleaned, then the installation begins.

The panels are individually labeled for easy placement and prepared on the backside for the adhesion process. The Premier and Executive Armor panels use an adhesive combination that provides a one-two punch for a guaranteed bond. A narrow strip of double-sided tape product is pre-applied to the back side of the stainless steel. The technician then applies special glue to the remainder of the stainless back side. The panel is then placed on the coach, checked for fit, and re-positioned as needed for a perfect fit. This extra step takes the anxiety out of the process and makes for a high quality installation. It takes only a few hours for the adhesives to cure.

One of the questions people often ask is, "How much does it add to the weight of the coach?" Each inch of height adds about 10 lbs, so the 6-inch Premier Armor adds about 60 lbs to the coach. Another question we hear, "Can a damaged panel be removed?" Yes, with the right tools, the damaged panel can be removed and replaced. We keep all of the records for each coach stored on digital files so that we can always take care of the customer, even years after the installation.

We offer a wide variety of accessory items that are customized for each coach style. For example, if you like the look and function of the stainless steel exterior step covers on the new Zephyr coach, we can add them to your Phaeton in about 30 minutes. You can also do this job at home. A stainless kick plate just below the door is also a good protective feature.

Rear engine cover accents, front accents, stainless caps for the intake grill louvers, and many more options are available for Tiffin coaches.

The stainless accessories and upgrades not only look great, but they add to the resale value as well. The Summit Products line of stainless coach enhancements is an affordable way to add smiles to your coach. See page 65 for contact information.

Tiffin Receives 8th Consecutive Quality Circle Award

RV dealers nationwide have once again ranked Tiffin Motorhomes in an elite class for design, reliability, quality, value and competitive pricing.

For the eighth consecutive year, the Recreational Vehicle Dealers Association (RVDA) has honored Tiffin with the prestigious Quality Circle Award. Dealers singled out only five U.S. Class A RV manufacturers for the 2011 award, based on a formal survey of dealer satisfaction. The award, Tiffin's 13th overall, is

based on RVDA's 18th annual Dealer Satisfaction Index (DSI) survey. To qualify for the Quality Circle Award, brands/manufacturers must receive at least 15 dealer responses and score 80 percent or above in overall dealer satisfaction. On a five-point scale, with five being outstanding, Tiffin's average score was 4.73. The overall motorized industry average was 4.15.

Tiffin, founded in Red Bay, Alabama, in 1972, is a leading Class A motorhome manufacturer with brands that include the Allegro, Allegro RED, Allegro Breeze, Phaeton, Allegro Bus and Zephyr. Tiffin's Phaeton diesel pusher has been the best-selling



WHEN ONLY THE BEST WILL DO!



↑ SAFETY
RETRACTOR

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

- Uncompromising Quality
- Exclusive AMS Safety Feature: don't compromise your safety when driving – ask for the industry-first "AMS Safety Retractor" for your windshield shades, which is able to actively reverse the shade movement in case of product failure and keep it out of driver's sight.

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

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

AMS Shades - Ask for them by Name



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

www.automotionshade.com

Class A coach for the past three years, followed closely by Tiffin's upscale Allegro Bus.

"We are humbled by the high marks we continue to receive from dealers, but the Quality Circle Award represents close communication, mutual respect, and strong partnerships between Tiffin Motorhomes and dealers," said General Manager Tim Tiffin. "We use the dealer satisfaction survey results to learn how we and our dealers can better serve our customers. As we celebrate our 40th anniversary in 2012, we remain dedicated to building the best motorhomes in the industry for our dealers and customers."

Tiffin's ratings significantly exceeded the motorized industry average in eight survey categories, which include: sales support; sales territory; vehicle design; vehicle reliability/quality; competitive price/value; parts support; dealership warranty support; and overall dealer communications.

A total of 484 dealers in the U.S. and Canada responded to this year's survey with more than 2,500 ratings. RVDA asks dealers to express their level of satisfaction with their manufacturers and brands through the confidential survey.

Making the Road a More Comfortable Place

Stay Within Your Personal Comfort Zones

Life on the road has challenges. But life with an Aqua-Hot heating system isn't one of them. Just what do RV owners find so comforting about their Aqua-Hot system:

Quiet Heating – Gentle circulating fans move heated air into the interior and remove cold air, rather than noisily forcing high volumes of air into the space. Air pressure remains even too, so interior heat isn't forced out and lost through cracks around the doors or windows.

Even Heat – Heat exchangers circulate heat from floor to ceiling and side to side, so you won't experience cold spots that suck away body heat or create sweltering hot spots.

Fume Free – Low emission technology virtually eliminates fuel odor for you and your neighbors.

Instant Hot Water – The on-demand system delivers all the hot water you need, as long as you have a supply of water, to do showers, laundry and dishes.

Service Centers – Over 150 Factory Authorized Service Centers, including mobile service technicians, around North America mean one is probably close should you need help.

Added value – The North America Dealer Association reports an Aqua-Hot heating system is proven to be a valuable addition on board any RV or fifth wheel when it comes time to sell and trade-up.

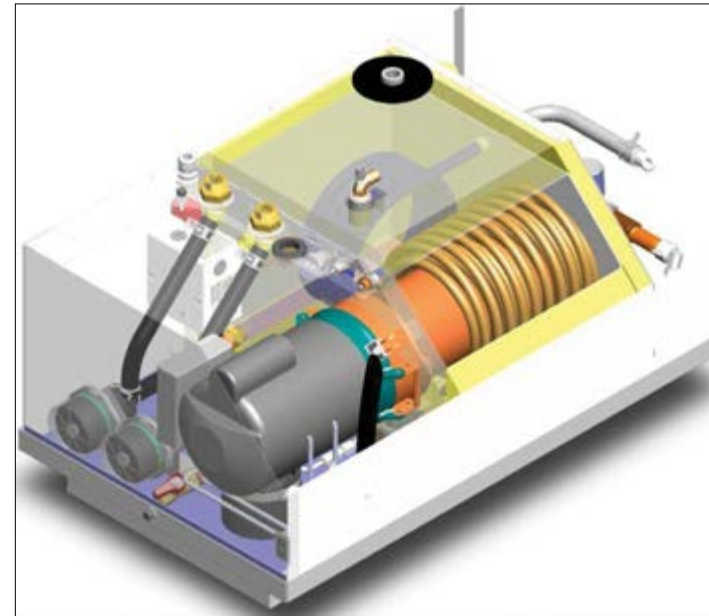
When you experience an Aqua-Hot heating system, you'll understand why nothing feels better than being in your Comfort Zone.

How Our Hydronic RV Heating Systems Work

At the most basic level, an Aqua-Hot heating system is heating with water. Very similar in concept to radiant heat, an Aqua-Hot system uses a flexible PEX hose distribution system to move hot water from the boiler, where it is produced, through a zonal system to where it is needed.

The boiler is powered by fuel sources. Aqua-Hot Tribrid-Hot™ designated systems are able to create heat from one or a combination of sources:

- Diesel or LP fuel when they are dry camping
- AC power, plug in
- Engine surplus heat (N/A on Aqua-Hot 400D or 375D) while they are driving or idling



Heat is absorbed by the water -- circulating in a closed coil system wrapped around the boiler -- and conveyed through the distribution system. It is released into the interior space through heat exchangers. Depending on the Aqua-Hot system, up to five independent heating zones are user-controllable, including an engine pre-heat loop.

The same boiler is designed to heat and deliver hot water as it is used. This means that a continuous supply of water means a continuous supply of on-demand hot water. So hot water is available to take a shower and do the chores – at the same time.

With an Aqua-Hot heating system you'll always be "just right" even when Mother Nature throws in her mood swings. It's a Matter of Comfort.

Tiffin's Top Dealers Honored

Lazydays RV SuperCenter in Seffner, Florida, has been named Tiffin Motorhomes' number one dealer for 2011. Lazydays RV opened in 1976 in a mobile home on a leased 1.75-acre lot with two travel trailers in inventory and \$500 in capital. In 1996, Lazydays RV moved into its 126-acre SuperCenter, which has more than 1,000 motorized and towable RVs on display, 273 service bays, and a 300-site RV park.

The other top Tiffin dealers for 2011 are Mike Thompson's RV Super Stores in Santa Fe Springs, California; La Mesa RV in San Diego, California; North Trail RV Center in Fort Myers, Florida; Dixie RV Superstores in Hammond, Louisiana; Vogt RV Centers USA in Fort Worth, Texas; Bankston Motor Homes in Huntsville, Alabama; Colton RV in North Tonawanda, New York; Horizon Lussier, Montreal, Quebec, Canada; and DeMontroed RV in Houston, Texas.

Unique gifts *and* home decor elegance for your motorhome.

The Tradition of Charm
115 4th Avenue SW Red Bay, AL 35582
256-356-8355

Grandmaw's House

If you are an RV owner coming to Red Bay for extensive repairs or to watch your new coach being built, you should contact Jerry and Esta McKinney. They have renovated an attractive three bedroom, two bath home just two miles from the Tiffin Motorhomes assembly plant and make it available at very reasonable rates.

In a quiet neighborhood, the home offers a full kitchen, washer and dryer, a sunroom that opens onto a deck, a dining room, and a living room with satellite television. The house has central heating and air, a carport, and a front porch.

To make reservations, call Esta McKinney at 256-668-2190.

READY FOR ALL YOUR "ROADTRIP" ADVENTURES!

- Fully Automatic
- No setup, ready when you are
- Ultra-low height (12.9") and small footprint (20")
- Stationary and In-motion models

DISH READY

MADE IN U.S.A.

* Receives standard DIRECTV programming. (Does not work with 110° for HD or KA-band satellites 99°, 103°)

Get Satellite In Your RV!
Call 1-866-609-9374

DIRECTV DISH

WINEGARD

www.winegard.com

DISH is a registered trademark of DISH Network L.L.C.
DIRECTV is a registered trademark of DIRECTV, Inc., a unit of Hughes Electronics Corp.



The Grand Teton National Park

THERE ARE NO FOOTHILLS TO THE TETONS.

THEY RISE SUDDENLY IN RUGGED MAJESTY FROM
THE ROCK STREWN PLAIN. . . . THE SOFT LIGHT FLOODS
THE GREAT EXPANSE OF THE VALLEY,
THE WINDING SILVERY RIVER AND THE
RESPLENDENT DEEPLY CARVED MOUNTAIN WALLS.

— Lt. Gustavus Cheney Doane
LEADER OF A SMALL EXPLORING PARTY, 1876

THE TETONS HAVE LOOMED UP GRANDLY
AGAINST THE SKY. FROM THIS POINT
IT IS PERHAPS THE FINEST PICTORIAL RANGE
IN THE UNITED STATES OR EVEN
NORTH AMERICA.

— THOMAS MORAN
WHILE PAINTING THE TETONS, 1879

Text and photography by Fred Thompson

Just after the Brooks Lake turnoff, the entrance to Falls Campground appears on the left. The campground has several pull-through sites for rigs up to 45 feet, and most sites can handle rigs up to 40 feet. Loop A has 30-amp hookups and two water spigots. You will enjoy the beauty of this 54-site hideaway. Hiking trails and fishing opportunities are plentiful at 8,000 feet where cool evenings make a campfire seem like a necessity. Restrooms are available, but no dump stations. A site with 30-amp hookup is \$20 (\$10 Golden Age and Senior Pass).

The final five miles to Togwotee Pass, steep and winding, allowed us to cross the Continental Divide at just 9,658 feet, a pass that is 4,000 feet lower than the 13,800-foot peaks that formed the Divide framing the valley 40 miles back. Check the maps you picked up in Dubois for a hike to Holmes Cave with views of the Breccia Cliffs. Moving on toward GTNP, a must-stop turnout at the 16-mile marker offers a spectacular vista of the Teton Range. If you haven't seen the range before on a clear day, be prepared to spend 20 to 30 minutes just taking it all in.

Near the 9-mile marker, the Hatchet Campground is the last opportunity to camp inexpensively (\$10/night) — but without any hookups. But if you are adept at dry camping, you will like

Selected photography by Henry Holdsworth

Hatchet: nine campsites with biking, hiking, fishing, and wildlife viewing. Water, restrooms, but no dump station.

At the 8-mile marker, we briefly crossed a finger of the GTNP jutting from the south, then drove back into the national forest again for a few minutes. Even though dude ranches and homes dot the land adjacent to the park, it is not uncommon to see deer, moose, and elk near the road. Arriving at the gated entrance to Grand Teton National Park at Moran Junction, I handed the officer my Senior Pass and driver's license. After a quick check and a Wyoming welcome, she handed them back with the NPS map of the park and the Grand Teton Guide newspaper. The cartography produced by the NPS is excellent, ranking right up there with National Geographic.

We were still 12 miles from the Colter Village RV Park where we had reserved a site. The check-in was smooth. Noticing the narrow lanes through the campground, I unhooked the Saturn and drove it to our site to evaluate the obstacles (lodgepole pines!) and the tight turns. As I navigated the 40-ft. Allegro Bus through the narrow roads to our site, it seemed like the huge pines were reaching out to touch the mirrors.

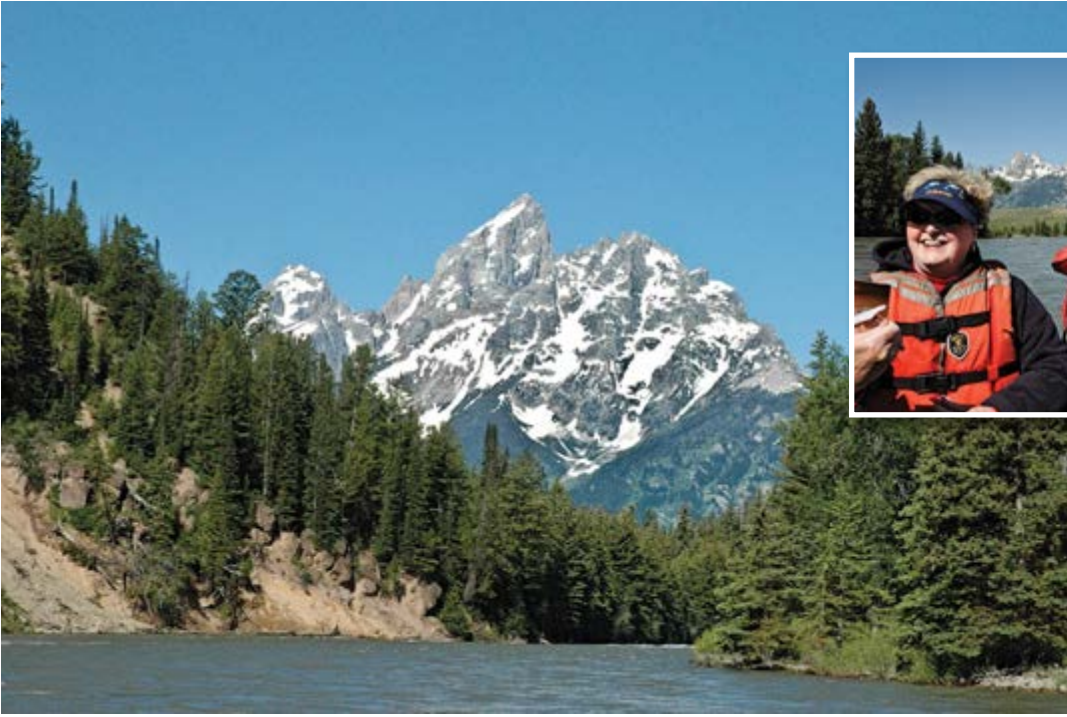
We still had plenty of daylight to drive to the Jackson Lake

Lodge and make a reservation for the restaurant where 30-foot high windows frame the Tetons across the lake as they cooperate with a fiery solar disk to create majestic sunsets. The restaurant opens onto slate porches that provide a viewing platform to watch elk and other wildlife in the evening mist as they graze in the lush lowlands between the lodge and Jackson Lake.

Starting a Five Day Visit at Grand Teton National Park

After breakfast in our Allegro Bus coach, we spent a couple of hours reviewing the literature and realized we easily could have planned a two-week visit to GTNP. But we had reserved the campsite for only five days.

We opted to spend our first day doing the driving tour on Teton Park Scenic Loop Road to get a good orientation. The second day we began in earnest to see the park. Half of our third day was a three-hour rafting trip — not the whitewater kind, but with a guide whose story lines made it very interesting. The remaining two-and-a-half days were spent hiking and visiting most of the attractions on the Teton Park Road, a loop with many side roads that serves the park. Wherever we stopped at the end of a day, we began at that point the next day.



Nancy and Norman Shaheen from Corpus Christi were our raft-mates on a three-hour journey down the Snake River in Jackson Hole. The bright July sun contrasted with the surprisingly cool 55 degree temperature on the river.

The Indian Arts Museum just a couple miles from our campsite has a primary collection dating from 1875 to the early 1900s, generally referred to as the Reservation Period. Ranger-naturalists conduct morning and afternoon tours with very good commentary. Call 307-739-3594 for tour times. The museum is open daily 8-5, free admission.

At Jackson Lake Lodge you will find an excellent bookstore with specific titles addressing Grand Teton and Yellowstone national parks, Jackson Hole, the history of settling the area, Indian history, and general guidebooks to the entire national park system.

The park concessionaires for kayak and canoe rentals, lake cruises, rafting trips, horseback riding, and backcountry hiking and





camping are located in the lobby at Jackson Lake Lodge. We chose a three-hour rafting trip and bought our tickets for the next day.

Be sure to bring your field glasses to take advantage of the Willow Flats Overlook. The wetlands here are an excellent habitat for beaver (more elusive to spot), moose, elk, and a wide variety of bird species.

Completed in 1916 to provide irrigation water from the Snake River for farmlands in Idaho, Jackson Lake predates the establishment of Grand Teton National Park by about 15 years. Prior to the construction of the concrete and earthen dam, Jackson Lake was a natural glacial lake. By raising the natural water level of the lake by 30 feet, the dam stores and periodically releases water which is collected by the Minidoka Dam and the American Falls Dam more than 100 miles downstream for diversion to distribution canals for farmlands. Today the lake provides fishing and several forms of water recreation.

Our next stop on the driving tour was Signal Mountain, which provides a 1,000-ft. elevation advantage to view the Snake River Valley to the east and south. The wildflowers in bloom in early July were almost as spectacular as the panoramic views of the Teton Range and Jackson Lake to the west.

It was noon when we stopped at Signal Mountain Lodge and discovered the Trapper Grill on a deck overlooking Jackson Lake. The scenery couldn't be matched and the reasonably priced menu offered some of the best sandwiches, salads, fries, and desserts in Wyoming.

At left: A thousand feet above the valley floor, the view to the west from Signal Mountain offers a vista of the Snake River and the Teton Range. A profusion of wildflowers adds brilliant color to the mountain. *Above right:* Looking north across Jackson Lake from the deck at Trapper Grill, we spent an extra hour over lunch just to enjoy the scenery.

After lunch we stopped at the Mount Moran turnout for a geology lesson. To see the “black dike” in Mount Moran, you should make this stop before 2 p.m. The granite mountain has a 150-foot wide vertical dike of dark igneous rock. Long before the rise of the Teton Range, magma deep in the earth was forced upward into a large opening. The molten rock solidified. Erosion of the surrounding rock makes the dike clearly visible.

The sandstone cap on top of Mount Moran tells another story (see overleaf). Geologists believe that nine million years ago the earth's crust fractured into two plates along what is now called the “Teton fault.” As the plates moved, the western side pushed skyward to become the Teton Range, while the eastern plate tilted down to form the valley known today as Jackson Hole. The sandstone remnant atop Mount Moran, 6,000 feet above the valley floor, is identical to the same strata of sandstone now 24,000 feet below the valley floor. This means that the valley floor dropped four times more than the mountains rose. Eventually, massive glaciers dragging rock and debris filled the deep valley and the ancient Snake River eventually deposited a tillable layer of soil. The river cut wide, twisting channels through the valley, marked with prominent terraces several hundred feet below the valley floor, before turning west into Idaho where it makes a loop across the state to run north through Hells Canyon. It eventually joins the Columbia in southern Washington just above the Oregon line, draining into the Pacific Ocean.

At North Jenny Lake Junction, a one-way road will take you to Jenny Lake Lodge. You can continue in your car and drive around the eastern edge of the lake. But for avid hikers, this is the place to get your backpack out of the trunk and hit the trail. Morning hikes around the eastern edge of the lake will give you photo opps of the mountains reflecting in the lake. At South

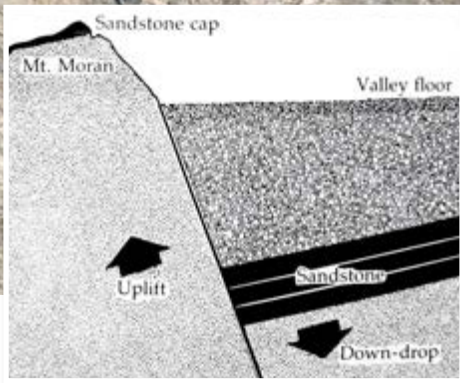
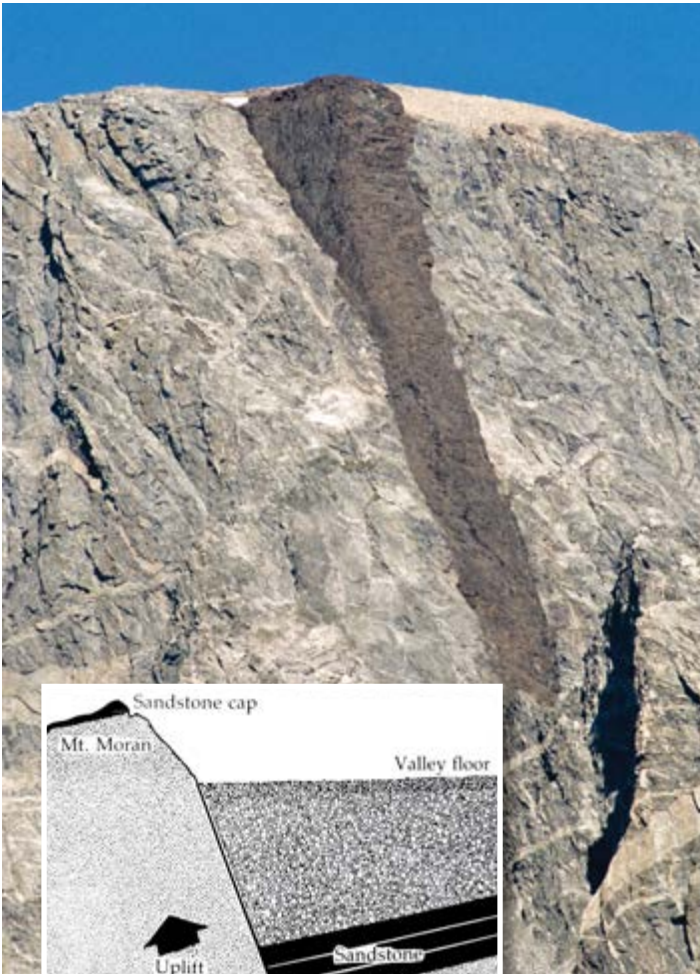


PHOTO BY HENRY HOLDSWORTH



Bill Menor's store and ferry was a very successful enterprise until a steel bridge was built across the Snake River in 1927.

Jenny Lake Junction, you can take the shuttle boat (\$9 round trip) across the lake, to Hidden Falls. A one-mile hike will take you 400 feet above the lake for magnificent views from Inspiration Point. Hikers probably will continue around the southern end of the lake to the falls and the point.

Another 2.5 miles south will bring you to the Teton Glacier turnout on the Teton Park Scenic Loop Road, another place where your binoculars will help. The glacier is on the northeast face of Grand Teton facing Mt. Owen. It is constantly fed by snow throughout the year and is approximately 3,500 feet long and 1,100 feet wide. For a glacier to remain a constant size, snowfall at the top must equal melting at the bottom. More snowfall causes a glacier to advance, while less results in a retreat. At any size, to be called a glacier, snowfall compacted into ice must flow under the pull of gravity.

The turn-off for Menor's Ferry Historic District is 3.5 miles south. Bill Menor arrived here in 1894 and saw the need for a ferry crossing the Snake River which was usually too deep and swift to be forded. The Homestead Act of 1862 allowed people to claim 160 acres of public land. By improving the property or cultivating it for five years and paying a \$15 fee, they could secure the title. More entrepreneur than farmer, Bill built a cabin and an attached store where settlers could buy staples, canned goods, and some clothing. But his ferry and blacksmith shop were the main sources of income. Menor charged 50 cents for a wagon and team and 25 cents for a horse and rider. Pedestrians rode free as long as a wagon was crossing at the same time. The original buildings present an authentic picture of life on this frontier a century ago.



PHOTO BY HENRY HOLDSWORTH

Top: It is difficult to comprehend that the sandstone strata on top of Mount Moran matches the same strata 24,000 feet below the valley floor. The upheaval of the earth's plates to form mountains is amazing.

- Stop at South Jenny Lake Junction and take the shuttle across the lake to Hidden Falls. A one-mile hike will take you to Inspiration Point, 400 feet above the lake for magnificent views and photo opportunities.



THE CRAIG THOMAS DISCOVERY AND VISITOR CENTER

We are nearing Moose Junction, the southernmost point of the Scenic Loop Road. Architecturally, the Craig Thomas Discovery and Visitor Center, with its natural materials and angular design, blends perfectly with the granite peaks. To intellectually appreciate

what we are enjoying visually, the center's thoughtful displays lead the visitor through millenniums of history. A few sentences from each plaque will give you an introduction to the colorful and diverse stories of Jackson Hole and the people who have lived here.

- People first ventured into this valley as glaciers receded . . . evidence of humans . . . dates back at least 11,000 years. . . .
- The first mountain men, trappers and traders, exhibited the ideals of a new nation: independence, courage and self-sufficiency. . . .
- Fur trappers held “mountain fairs” they called “rendezvous” to exchange their pelts for supplies for the coming trapping season. . . .
- Jim Bridger started his mountain man days by joining an expedition at the age of 17. He first passed through Jackson Hole in 1824 and returned many times to explore and trap beaver. . . .
- The U.S. Government underwrote expeditions aimed at discovering and recording the nation’s resources. The military led the first expeditions to this uncharted region . . . guided by mountain man Jim Bridger . . . in 1860. . . .
- Manifest Destiny became the country’s rallying doctrine in the 1840s, when national idealism, goals of expansion, and scientific curiosity launched numerous expeditions across America. . . .
- American Indians faced profound changes with the arrival of the Euro-Americans. Overwhelmed by numbers, disease, and new technology, they were forced to abandon traditional lands. Washakie, the last war leader of the Shoshone’s Eastern Band, realized that reservation life was inevitable. . . .
- Drawn by adventure, spectacular views, and new opportunities, settlers began arriving in Jackson Hole in the late 1880s — introducing the first cattle in 1883. . . .
- The 1872 Hayden Expedition honored its guide, Richard “Beaver Dick” Leigh, and his Shoshone wife, Jenny, by naming Leigh and Jenny lakes for them. . . . His wife, Jenny, and their six children died of smallpox in 1876. . . .
- Already attempting to overcome isolation, brutal winters, and porous soils, early Jackson Hole ranchers also weathered a lengthy agricultural depression [after the end of World War I]. . . . Banks foreclosed on ranches burdened by debt, back taxes, and attorneys’ fees. . . .
- Thomas Moran’s exquisite paintings captured the essence of a land unfamiliar to most Americans, portraying the West with romance and color. . . .
- While exploring the Tetons with the 1872 Hayden Expedition, William H. Jackson and his assistants wrestled wagonloads of equipment, heavy cameras, and stubborn mules up thousands of feet of rugged terrain to achieve an unobstructed view of the Grand Teton. . . .
- . . . Arriving in 1917, Ida Kneedy met and married a young bachelor farmer, Andy Chambers. After Andy left to serve in World War I, Ida plowed their 60 acres, built fences, hauled water, and taught school in the winter. Ida and Andy ranched the land for 30 years and raised seven children.
- Young Harrison Crandall admired a William H. Jackson photo of the Teton mountains in a grade school geography book. This image later inspired him to homestead near Jenny Lake and to open a log cabin studio that still stands. . . . He met his inspiration, Jackson, at the 1929 Grand Teton National Park dedication.

The Laurance S. Rockefeller Preserve

When John D. Rockefeller Jr. first visited Jackson Hole at the invitation of Horace Albright, then superintendent of Yellowstone National Park, he remarked that the Teton Ranges' stunning scenery surpassed anything he had ever seen. Two years later, when he visited the area again with Albright, he was alarmed by the unsightly commercial development at the foot of the Tetons and quickly embraced Albright's grand vision for creating a national park.

As Rockefeller acquired land through the Snake River Land Company in an effort to preserve the natural beauty of Jackson Hole, he set aside 3,100 acres for his family's use near Phelps Lake. His fourth child, Laurance, followed his father's interests in conservation and over the years deeded nearly 2,000 acres of the family's Phelps Lake property to the national park. He donated the final parcel in 2001.

The 1,106-acre retreat was used by the Rockefeller clan for 70 years. Known as the JY Ranch, it was first homesteaded in 1903 by Dave Spalding. He sold the property in 1906 to Louis Joy who converted the land to Jackson Hole's first dude ranch, abbreviating Joy's last name to "JY." Now known as the Laurance

S. Rockefeller Preserve, the bequest came with special preservation and maintenance restrictions. It was Rockefeller's vision that the preserve remain a place where visitors could experience a spiritual and emotional connection with the beauty of the lake and the Teton Range.

The preserve was officially opened with commemorative ceremonies on June 21, 2008. To create the preserve, 30 log buildings and two roads were removed from the property, the land was returned to its natural state, a trail system was created, and a visitor center was appropriately designed and built. The 7,500 sq. ft. visitor center is a state-of-the-art facility, and the first platinum-level Leadership in Energy and Environmental Design (LEED) certified building to be built in the National Park System. Its green technology includes composting toilets and solar power.

The preserve center is the starting point for an eight-mile trail system that leads visitors on self-directed hikes to scenic and ecological areas in the preserve. A primary loop of 2.5 miles provides views of Phelps Lake and the Teton Range from a series of rest areas along the trail. The network includes a 600-yard handicapped accessible trail near Lake Creek.



LSR Preserve Visitor Center



Phelps Lake

The Eastern Side of the Scenic Loop Trail



The eastern side of the Scenic Loop Trail provides numerous viewing opportunities for wildlife and the Teton Range. About a mile north of Moose Junction, turn right onto Antelope Flats Road. You are very likely to see wildlife such as moose, pronghorn, deer, and bison. Though not an antelope, the pronghorn is sometimes called a pronghorn antelope. It is a species endemic to western and central North America. To complete the loop road, follow it south to the town of Kelly, and then west and southwest along the Gros Ventre River back to Hwy. 191/86/26.

About two miles west of Kelly, Mormon Row takes the visitor by picturesque barns and historic homes where Mormon families homesteaded in the early 1900s. The unpaved road is not recommended for low clearance vehicles.

Unless you are ready for a trip into Jackson for dinner, turn north again at the Gros Ventre Junction for a series of overlooks that in late afternoon will give you repeated photo opps for rays of the sun breaking over the mountain ranges. Those turnouts are Sleeping Indian, Albright View, Glacier View, and Teton Point.

Three miles past Teton Point is the famed Snake River Overlook where Ansel Adams did spectacular black and white photography of the mountains and the Snake River. The pedestal displays at this turnout explain the huge terraced banks of the Snake River. When you are rafting the river, you sometimes get the sensation of looking up from an earthen canyon.

The Cunningham Cabin Historic Site is about four miles beyond the Snake River Overlook. Margaret and Pierce Cunningham arrived in 1888 and were among the first settlers in the valley. Pierce spent the first two years trapping. In 1890 they decided to establish their homestead to acquire 160 acres. Eventually they expanded their property to 560 acres. It was a tough life where only the rugged and determined stuck it out to build farms and ranches that had value. Their two-room cabins and barns were typical of the structures built by early settlers in this region.

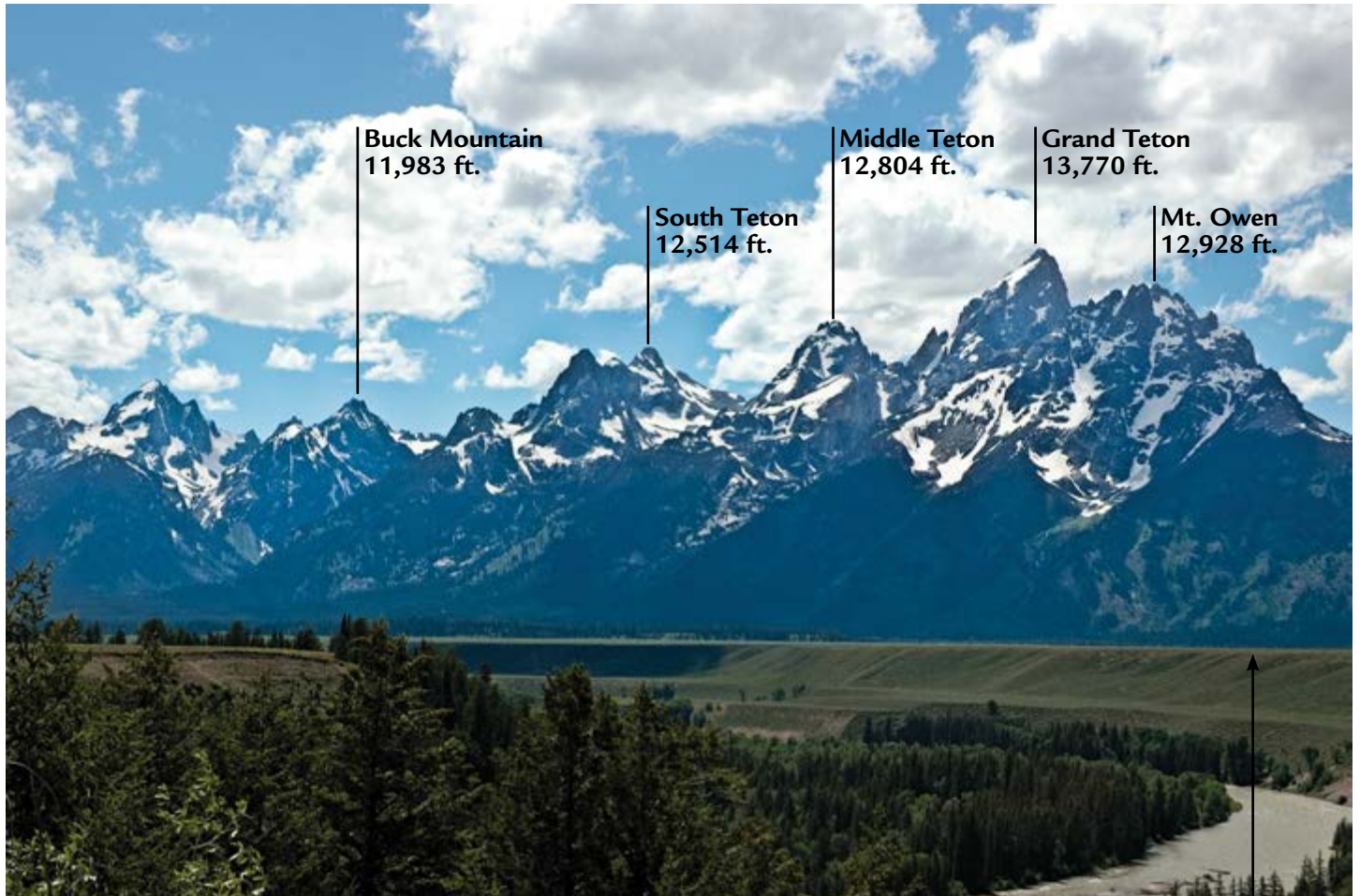


At different times of the year on the flats east of the Scenic Loop Road just north of Moose Junction, the visitor may see a mixture of bison and elk or sometimes just one or the other. • Getting a picture of this bull elk specimen was a rare gift • The Margaret and Pierce Cunningham cabin along with outbuildings have endured the harsh winters in Jackson Hole for 100 years. The many turnouts on the eastern side of the loop will give you endless photo opportunities of the Snake River valley and the Teton Range.

Having been featured in thousands of magazine stories, coffee table books, and calendars, the Tetons have arguably become the most recognizable mountain range in North America. Only 40 miles long and 10 miles wide, their abrupt 7,000-ft. rise above the upland valley of Jackson Hole is made even more pronounced by the absence of foothills.

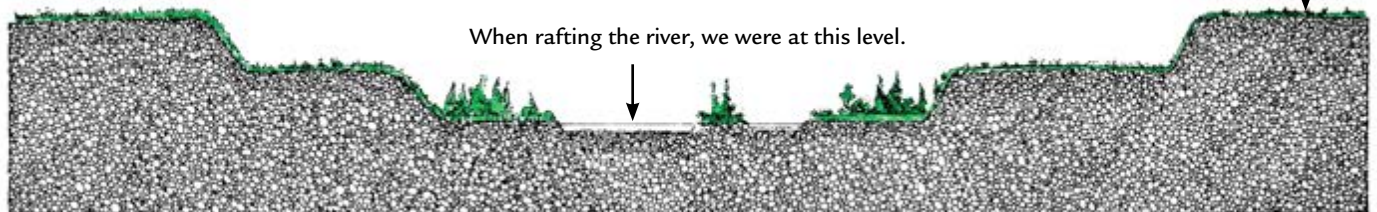
Geologists believe the Teton Range is only five to ten million years old, making it a youngster compared to the 60 million-year-old great chain of the Rockies. Of some concern to the valley's current residents, the Teton fault zone is active. The range is still rising while the valley floor is sinking.

At an elevation of 13,770 feet, the Grand Teton is a sharp alpine peak anchoring the range. Looking west from Jackson Hole and to the north of Grand Teton, Mt. Owen at 12,928 feet is the second highest peak above the valley floor. To the south of the Grand, Middle Teton pierces the sky at 12,804 feet followed by South Teton at 12,514 feet. A little further south, Buck Mountain rises to 11,983 feet. The five peaks are just as unforgettable today as they were to the mountain men 200 years ago who used the sentinels as their reference point to exploring the surrounding territories.



Steep, 200-foot-high banks mark the width and depth of the ancient Snake River bed.

In this cross-section, the surface below represents the top of the ancient riverbank



Leading to the Realization of the Grand Teton National Park

Horace Albright, superintendent of Yellowstone National Park (1919–1929), and later the director of the National Park Service (1929–1933), visited Jackson Hole in 1916. He was convinced the Tetons should become a national park. In a meeting at Maud Noble’s cabin in July 1923, Horace Albright, ranchers, a grocery store owner, a newspaperman, and ferry owner Maud Noble hammered out a strategy to find funds to purchase private lands in Jackson Hole and create a recreation area that would preserve the “Old West” character of the valley. With the exception of Horace Albright, who wanted a national park, the participants wanted to create a “museum on the hoof”—traditional hunting, grazing, and dude-ranching activities.

In another initiative in 1928, a group from the National Parks and Forests met with the residents of Jackson and reached a consensus for park approval. Local support and the commission’s recommendations led Wyoming Senator John Kendrick to introduce a bill in Congress that created a 96,000-acre park that included the Teton Range and eight glacial parks at the base of the peaks. The bill passed and President Coolidge signed it on February 29, 1929. Since the fledgling park did not safeguard the entire ecosystem, Albright and others from the 1923 meeting continued to pursue their dream of seeking private funds to purchase private lands in Jackson Hole. Most of the ranchers in Jackson Hole were very hostile to the national park that had been established so quickly.

Albright had shown the striking mountain range to John D. Rockefeller, Jr. during a visit in 1924. Inspired by the Tetons, Rockefeller remarked that Jackson’s Hole’s stunning scenery surpassed anything he had ever seen.

In 1926 during an auto tour with Albright, Rockefeller became alarmed by the unsightly commercial development at the foot of the Tetons and quickly embraced Albright’s grand vision for creating a national park. The following year Rockefeller formed the Snake River Land Company as a front to allow him to buy land anonymously in the Jackson Hole valley, avoiding inflated prices by owners who would learn of his plans. He was able to buy 35,000 acres for \$1.4 million, essentially completing the lands that Albright had envisioned as an ecosystem.

After controversies regarding the land becoming a national park persisted for 15 years, Rockefeller sent a letter in late 1942 to President Franklin D. Roosevelt announcing that if the federal government did not accept the land, he would find suitable buyers. On March 15, 1943, FDR used his presidential power to proclaim 221,000 acres as the Jackson Hole National Monument.

Above right from top: In the beginning, the key players in the formation of the Grand Teton National Park in 1950 were Horace Albright, former superintendent of Yellowstone National Park and later director of the National Park Service, and philanthropist John D. Rockefeller, Jr.

Laurance and Mary Rockefeller’s conservation efforts demonstrated the family’s continued concern for the preservation of Jackson Hole and the Teton Range in its natural state.

Finally, local citizens began to realize that tourism offered an economic future for Jackson Hole. Over the next six years, attitudes changed significantly toward park enlargement. In April 1949, interested parties gathered in the Senate Appropriation Committee chambers to work out a final compromise. The creation of a “New” Grand Teton National Park was finally realized on September 14, 1950, when President Truman signed a bill merging the 1929 park with the 1943 national monument, forming the new 310,000-acre park. The preservation and management of the Grand Teton National Park was finally placed in the hands of the National Park Service as a more complete ecosystem. RIS



Visiting Grand Teton National Park

LITERATURE

Four free publications available at the Visitor Centers:

Grand Teton Guide, Summer 2012 edition. 16-page tabloid newspaper.

NPS map: Grand Teton / John D. Rockefeller, Jr. Memorial Parkway.

GTNP – Summer, Driving Tour (4.25 x 11" single sheet).

Oh, Ranger! Grand Teton National Park. Your Complete Guide to the Parks.

Two full-color paperbacks available at the Jackson Lake Lodge bookstore:

The Best of Grand Teton National Park, by Charles Craighead; photography by Henry H. Holdsworth.

The Official Guidebook of Grand Teton National Park. Published by Grand Teton Association. \$4.95.

A Guide to Exploring Grand Teton National Park, by Linda L. Olson and Tim Bywater. Published by Grand Teton Association. \$15.95.

ENTRANCE FEES

SENIOR PASS or GOLDEN AGE PASSPORT

If you are 62 or older, you can purchase a Senior Pass for \$10. It is a lifetime pass to all national parks and federal recreation lands. The Golden Age Passport is also honored. An Access Pass is free for those with permanent disabilities. The Grand Teton–Yellowstone Pass is \$50 annually and is good for 12 months. It applies to family members in one vehicle. The 7 Day Permit is \$25 per vehicle, \$20 per motorcycle, and \$12 for cyclist or hikers in both YNP and GTNP. The Interagency Annual Pass is \$80 and is good at vehicle-based entry sites for all occupants in a single, non-commercial vehicle. The Military Annual Pass is free for active duty military personnel and dependents with proper identification.

CAMPGROUNDS IN THE PARK

For Class A motorhomes, your best bet is the Colter Bay Village RV Park (not Colter Bay Village Campground): water, sewer, 50-amp @ \$57/night for pull-thru site and \$47/night for Senior Pass and Golden Age Passport. 112 sites. Some tight turns getting into campsites. For reservations: <http://www.gtlc.com/lodging/colter-bay-village-rv-park.aspx> or 800-628-9988.

If you are a proficient dry camper, you may want to try the Gros Ventre Campground which is inside the GTNP. 350 sites. There are no hookups. Potable water and dump station available. No pull-thru sites but can accommodate big rigs. \$20.50/night. \$10/night with Senior Pass or Golden Age Passport. 800-628-9988 for more information.

ACTIVITIES

Jackson Lake Boat Rentals at Signal Mountain Lodge

Deck cruisers, pontoon boats, runabouts, fishing boats, canoes, kayaks.

Snake River Float Trips and Mad River Boat Trips (white-water) www.signalmountainlodge.com/raft-trips or 307-543-2831.

Jackson Lake Cruises

1.5 hr cruises throughout the day: \$29, child \$13.

Breakfast cruise: 7:15 daily except Fri. \$37, child \$22 (3 hrs).

Dinner cruise: 5:15pm MWFS. \$57, child \$37 (3 hrs).

Snake River Rafting Trips (tickets at Jackson Lake Lodge).

Wild & Scenic Raft Trip (approx. 3 hrs): \$58, child \$35.

Raft Trip with luncheon (approx. 4 hrs): \$66, child \$45.

Raft Trip with dinner (approx. 4 hrs): \$72, child \$50.

Check website for times: www.gtlc.com/activities/outdoor-fun-floats.aspx or 307-543-2811.

Colter Bay Village

Breakfast/Dinner Wagon Rides: Breakfast, \$38. Dinner, \$49.

Breakfast/Dinner Horseback Rides: Breakfast, \$60. Dinner, \$72.

Call 800-628-9988 for times & reservations.

Horseback Riding: \$38–75, depending on length of trip.

Call 800-628-9988 for times & reservations.

Permits for backcountry camping, hiking, and fishing in lobby.

VISITOR CENTERS

The Moose Visitor Center features endangered species exhibits, a relief model of the park, and an introductory video. Facilities include a book store, maps, activity schedules, backcountry camping/hiking/fishing permits, boat permits, restrooms, telephones. A post office and store are located nearby.

Colter Bay Visitor Center and Indian Arts Museum. The museum presents the David T. Vernon Collection of Native American Arts. Filled with original and historic pieces, the collection was given to the NPS by Laurance Rockefeller.

Jenny Lake Visitor Center, now filled with interpretive exhibits, books, and photographs, was once the photography and art studio of Harrison R. Crandall. He built the log structure in 1925 and opened his studio in 1927. The park granted Crandall a 20-year contract to serve as the official photographer concessionaire.

Craig Thomas Discovery & Visitor Center. Dedicated in 2007, the center presents interpretive exhibits explaining the park's history, geology, and natural history. A unique video river runs through the translucent floor to show the sights and sounds of the park in all of its seasons. The bookstore is appropriately stocked with a fine selection of maps and books about the region.

The Laurance S. Rockefeller Preserve Visitor Center is a starting point for the eight-mile network of trails that leads visitors on self-directed hikes to scenic and ecologically significant areas of the preserve. The 7,500 sq.-ft. center is the first platinum-level Leadership in Energy and Environmental Design certified building to be built in the National Park System.

Interviews from Pennsylvania and Maine



Tom & Karen Reitenauer

Hometown: Albrightsville, Pennsylvania
Interviewed in Bellefonte, Pennsylvania

- Tom & Karen own a 2011 Open Road 34TGA with a Ford V10 on a Ford Chassis.
- Tom & Karen have been married 4 years and have a blended family . . . their 4 children are: Sean – San Francisco, Calif.; Robert – Davie, Florida; Richard – Reading, Pennsylvania & Erin – Philadelphia, Pennsylvania.
- Tiger, 15, is their feline traveling companion.
- Tom & Karen have owned 2 RVs since 2007. Note: It was in 2007 when Tom's two sisters first recommended the RV lifestyle to them!
- At the time of our interview their Open Road was 1 month old and they had already driven 2,700 miles and traveled through 8 states.
- Their enjoyment is getting away from work, relaxing, seeing the country . . . and they rendezvous with Tom's 2 sisters in PA.
- Tom drives 100% of the time; they travel approximately 3 months annually and they prefer driving 300 miles per day.
- Tom's favorite area of the U.S. is the Sonora Desert in AZ & Karen's two favorites are Hilton Head Island, SC & Sanibel Island, FL.
- Their "bucket lists" include the Oregon coast, Yellowstone National Park & Niagara Falls.
- Tom's 40 year career field: self-employed small engine sales & service owner.
- His hobbies: fishing & NASCAR racing.
- Karen's 30 year career field: accounting.
- Her hobbies: travel and cooking.



Tom & Annie Rich

Hometown: Lake Park, Georgia
Interviewed in Wells, Maine

- Tom & Annie own a 2011 Open Road 34TGA with a Ford V10 on a Ford Chassis.
- They have been married 30 years and their daughter Lauren lives in Athens, Georgia.
- Sippi is a 7 yr. old Calico & travels with them.
- When Lauren was 2 yrs. old – Tom & Annie's motivation to start RVing was convenience.
- Since 1985 they have owned 6 RVs . . . this 2011 Open Road is their second Tiffin coach and their first was a 32 ft. 2008 Open Road.
- Tiffin's reputation and the service technicians are the reasons they bought 2 Tiffin coaches & they definitely plan to buy another.
- Tom drives 100% of the time & thru the years he's driven from 15 to 500 miles per day . . . however, he prefers driving 75 miles per day!
- Tom's favorite area of the U.S. is the West & his "bucket list" is focused on Alaska.
- Annie's favorite area is the Southeast and at the top of her 'bucket list' is Nova Scotia.
- They call themselves 6-7 month 'half-timers'.
- Tom spent his career in social services as a psychiatric social worker and licensing of children's residential facilities.
- His hobbies: computers, cars & private pilot.
- Annie's career: State of Maine Admin.Assist. with the Dept. of Labor and Claims Taker – Department of Human Services.
- Her hobbies: several types of needlework, genealogy, and reading.



Bob & Anne Roney

Hometown: Washington, Utah
Interviewed in Wells, Maine

- Bob & Anne own a 2011 Allegro Bus 40QXP with a Cummins 450 on a Powerglide Chassis.
- They have been married 40 years and have 1 son, 2 daughters and 3 grandchildren . . .
- Jeff lives in Bedford, NH; Michelle has 2 sons and they live in Nashua, NH; Suzanne lives in Washington, UT and has 1 daughter.
- Jessie, a 13-yr-old Sheltie, travels with them.
- Bob served in the U.S. Navy from 1963–1969.
- Bob & Anne have owned 13 RVs since 1970 and the last 2 have been Allegro Buses, first a 2007 which was traded for a 2011.
- They have been full-timing for 3 years.
- Bob prefers driving 300 miles daily, he does 100% of the driving and they've traveled in 45 states (of the lower 48) with the exception of Wisconsin, Minnesota and Michigan.
- They attend FMCA Rallies; have met friends in Florida & New Jersey since 1999 & during this interview they'd been traveling for 1 mo. with Tom & Annie Rich (interviewed here).
- Travel bucket list is to Prince Edward Island.
- Bob retired in 2002 after a 40-year career in mechanical engineering.
- Anne was an administrative assistant and retired in 2008 – also after 40 years.
- Bob enjoys the Southwest & his hobbies are hunting, fishing & cars – he's a motor-head!
- Anne's favorite state is Florida – her hobbies are cooking, knitting, cross stitch & walking.

Editor's Note: Elaine and Mike Austin retired in 2007 at the urging of their children who wanted them to realize their dream: buy a luxury motor-home, go full time, and spend several years just enjoying themselves and seeing the country. After a career turning around failing steel companies, Mike connected with the University of South Alabama as a guest lecturer in their Business Institute. Elaine discovered a whole new career in real estate. In March 2008, they bailed out, bought a new Allegro Bus, and "hit the road." In 2011 they traded for a new Phaeton 40QBH.

Brad Warner

Chassis Engineering Manager

If you've ever wondered about the teenagers who spend endless hours working on their cars and drag racing on the weekends, you should meet Brad Warner. "In high school, I had friends who were into drag racing," he began. "With my dad's help, I bought a '69 Camaro project car."

The car was 13 years older than Brad, I thought, as he related the story. "It was a mess inside, so I renovated the interior first. Then I rebuilt the engine that came in it," he explained. Brad was a little wistful as he talked about his first car. "I later built a completely new engine with a Chevy 350 small block. We bored the cylinders and installed a longer stroke crankshaft until we had a 383."

Brad grew up in Brandon, Mississippi, a suburb east of Jackson, the state's capital, where he attended public schools. His grades were rewarded with a scholarship to the College of Engineering at Mississippi State University in Starkville, recognized as one of the best engineering schools in the southeast. He chose a five-year program to earn a B.S. degree in mechanical engineering that involved co-ops with Kimberly-Clark's non-woven division in Corinth, Mississippi, and the company's Huggie's diaper division in Paris, Texas.

Although the opportunities with Kimberly-Clark were interesting, Brad's enthusiasm for the automotive world had not faded at all. In addition to the academic courses and labs required for the engineering degree, a limited number of students formed a team to participate in the two-year Mini-Baja Competition. Each team was challenged with building an off-road vehicle that was judged on design, mechanical, acceleration, top speed, braking, maneuverability, endurance, and cost.

"We custom designed an infinitely variable transmission," Brad said, "and made our own molds for fiberglass and composite parts, including Kevlar and carbon fiber. Every part was three dimensionally modeled before we made it. The parts that we could not make in our shops, such as the gears for the transmission, we subcontracted."

In the 2002 competition, Mississippi State placed first in design and eighth overall in a field of 129 colleges of engineering

Mike Stires, project manager, and Gary Jones, president of Gary Jones Chassis, visit the chassis department at Tiffin Motorhomes regularly to consult with Brad on modifications for the Breeze and Bus chassis.





Warner regularly spends time each day in a CAD-CAM program reviewing parts design and specifications. He consults with Steven Coon and Brad Witt as modifications are discussed and changes made.

worldwide. The Baja Competition was followed by a miniature Formula One car for which the college teams designed and built nearly every part. “The manufacturing cost report for the Mississippi State entry was over 1,000 pages,” Brad said. The competition was sponsored by General Motors, Chrysler, and Ford. “There were 10 members on our team, but a core group of five did most of the work,” he continued. “It was an amazing experience. We learned so much more than we ever did from our classes. We were doing finite element analysis long before we got to it in class.”

College life was not overlooked on Brad’s agenda. “In 2000, my first year at State, we beat Florida in Starkville, but it was downhill after that,” he laughed. “We have a few Mississippi State fans here at Tiffin Motorhomes — David Tiffin and Brad Witt — but we are no match for the number of Alabama and Auburn fans.”

Through a mutual friend, Brad met Melissa Stone from Tupelo, Mississippi, in 2002. “She was studying elementary computer education at Itawamba Community College,” Brad said. The two campuses weren’t that far apart and their courtship continued for four years.

After graduation in 2005, Brad began work on a master’s degree in industrial engineering. With Melissa’s graduation

coming in 2006, the couple planned an October wedding. Brad began looking for his first permanent job and found a position at Tiffin Motorhomes. He began his job in June 2006 and completed the work for his master’s degree through Mississippi State’s distance learning program.

“I started in the welding shop and did a mixture of new product design and creating jigs and templates to reduce the amount of time that it takes a welder to make an item,” he explained. “I was transferred to the chassis plant just as it was getting started. The first chassis for an Allegro Bus was scheduled for late January 2007,” he continued. “Getting all of the parts in from suppliers and subcontractors and getting them organized was very time consuming. We did the 40-ft. Allegro Bus first, then went to a 42-ft. with tandem axle, and finally to the 36QSP. Later we went to the 43-ft. Bus.

“It took a couple of years to bring the Gary Jones-designed chassis into our system,” Brad said. “They provided the generic template and we customized from there. It has really been an interesting process.

“We started the PowerGlide chassis for the Phaeton in the 2009 model year and only used it for our 40-ft. floorplans,” Brad related. “Instead of a stacked frame rail, the chassis for the Phaeton has a single higher frame rail. Compared to the

Allegro Bus, the suspension is different, and it has a smaller engine and rear radiator.”

“We used outside contractors initially for engineering work,” Brad noted. “Now we have four staff engineers, three in mechanical and one in electrical. We also have three co-op engineering students, two from Auburn and one from Alabama.”

The company’s general manager Tim Tiffin and president Bob Tiffin demonstrated a tremendous amount of confidence in the 29-year-old engineer from Mississippi State when they promoted him to chassis engineering manager in November 2011. Nearly ten years younger than his two counterpart lead engineers, Brad Witt, process engineering manager, and Steven Coon, design engineering manager, Warner was charged with ensuring that the chassis’ engineering integrated smoothly with the build process in the main assembly plant.

There were many challenges. “The flexibility and speed of change for our production process is critical for us to be competitive in the RV industry,” Brad said. “The speed at which we have to create new parts and models is head spinning. We make many small changes for functional improvement throughout the year, but major changes are held for the next model year.

“We are good at being able to respond quickly because we are a tight-knit group. We realize how each others’ work and modifications can affect the whole process,” he emphasized.

“Since we build to dealers’ and customers’ orders, we are able to put a 36-ft. chassis in the line and have the flexibility to follow it with a 40-ft. or 43-ft. unit,” he said.

“Our people in both engineering and production are thoroughly cross-trained,” Brad complemented. “We are really adept at shifting personnel around without affecting the quality of the product. The training process and the learning curve are longer, but it pays off in flexibil-

ity. We have a really good group of people who are so willing to do whatever is necessary to accomplish our goals. It is amazing how good a job we do when I compare what we do with other chassis manufacturers. Other companies have more people and resources, but we seem to be able to do the job as good as or better.”

Getting the best product out to the customer that is possible and getting it there on time is Warner’s daily goal. He emphasizes that the PowerGlide chassis must be a robust design that works well in construction and is serviceable to the owner.

Brad’s daily routines have to integrate with other managers as well as those in the production line. “I get here around 5:30 to get my thoughts together, check my email, and go to the 6 a.m. managers’ meeting,” he said. Brad Witt, Steven Coon, and Brad Warner have learned to interact with one another both proactively and reactively. “One move by one engineer has to be coordinated with the other two to be sure everything flows


smoothly in production,” Warner noted.

Answering engineering questions about the production process, making sure purchasing is getting the right parts, and checking the accuracy of the bill of materials are daily activities. The material flow and the build process has to be constantly reevaluated and reintegrated because they are always fluid.

“One thing I like very much about working at TMH is that we just do not have layers of management, committees, and communication,” Brad said. “There is rarely a day that I do not talk to one of the Tiffins. We can get guidance and decisions from top management whenever we need it. Nothing has to go through three committees and two layers of management. When I talk with other companies and ask a question or need a decision, I often hear, ‘Well, I have to go to our committee that meets tomorrow; then if they approve it I will take it to the area supervisor. If that is okayed, I should be able to get back to you sometime next week.’ And that’s not

an exaggeration. Here at TMH, decisions can be made in a couple of hours.”

One of the nice things about Tiffin Motorhomes is that they start early in the morning. The production lines start at 6 a.m. and end at 2:30 p.m. Most supervisors and managers are headed for home by 3:30 or 4. “That schedule is really important to families,” Brad said. “Melissa and I now have a 15-month-old little boy, and Drew is so much fun to play with in the afternoon when I get home. We rarely have to come in on weekends which gives us a lot of family and personal time. I love to fish and play golf. We live in Fulton which is about half way between the plant and Tupelo where Melissa’s parents live.”

The Warners enjoy going to the beach and are planning a vacation to Destin, Florida, around Labor Day. “We like to go to Bay Springs where her parents have a cabin—anywhere there is water. Melissa’s family has always had pop-up tents and travel trailers, so we are looking forward to doing that when Drew is older.” 



Come see how we **LIVE.**

Friendship happens here... Romance happens here... Serenity happens here...

*Best Parks Guide, Woodall’s and Trailer Life Directory  

BELLA TERRA
OF GULF SHORES

101 Via Bella Terra, Foley, AL 36535

At Bella Terra of Gulf Shores, we pride ourselves on creating truly unique upscale RV resort experiences for our owners and guests. Visit us at www.BellaTerraRVresort.com or call us at (866) 417-2416 to find out why we’re rated one of the TOP RV RESORTS* in the U.S.!

Full-Timers With A Place To Come Home To

Richard and Cheryl Van Pelt spent 39 years developing 37 acres into an ideal property in the country near Solsberry, Indiana, about an hour's drive southwest of Indianapolis. Talented with flower gardening and interior decorating, Cheryl loved the setting, having grown up on a farm just 18 miles away. Richard landscaped the acreage, found just the right place to build a dam to create a three-acre lake with a beach, and began raising cattle. The house was surrounded by shade trees. Their three children, Lesa, Richie, and April, grew up and enjoyed bringing their friends home to share the outdoors.

Now, let's slide the time line back 56 years.

After graduating from high school in 1956, Richard worked at a Sinclair gas station in Bloomington for two years before landing a position with a Westinghouse plant in 1958 that manufactured lightning arresters. As the nation's Cold War crisis escalated, he knew that being drafted into the military was likely and decided to join the Air Force in 1961. After basic training, he was offered a position in the nation's nuclear defense system in which missiles were housed in underground silos. His good grades won him the option to enter a one-year school in Wichita Falls, Texas, that trained the launch teams who worked in the silos spread across the United States.

Phase 2 of the training took place at Vandenberg Air Force Base in California, a Department of Defense space and missile testing base, where the team received more training and witnessed a missile launch. In Phase 3, the team returned to their as-

Text and Photography by Fred Thompson

signed silo and went through training for the actual installation of the missile into the 165-ft. silo. After successfully completing one year of intensive training, Richard and his team were given their commission to operate a silo 12 miles from Abilene, Texas.

Each crew served 24 hours on and 48 hours off. Since the site was flush with the ground, all quarters for the crew and the operations command were subterranean in chambers adjacent to the silo. RP-1 fuel was on board the missile at all times. Prior to firing the missile, the crew had to load the oxidizer which was liquid oxygen (-380 degrees F.).

"My job was to elevate the missile to ground level for firing," Richard explained. "Once each year, we were checked out by another crew that was senior. The missile was brought to ground level and all systems were thoroughly checked." The teams had a great *esprit de corps*, wearing white uniforms with blue scarves.

"Although I did not know it at the time, each team member was investigated by the FBI," Richard said. "My parents later told me agents visited Clear Creek and asked people at the general store and neighbors about me. We were given top security clearance."

The four members of Richard's team still keep in close contact. "We get together once a year, visiting alternately in each other's home," Richard explained. "They live in Kentucky, Mississippi, and Alabama. In 2011 we celebrated our 50th anniversary of the year we began working together. Our friendship and experiences together mean a lot to each of us."

After completing his four-year commitment to the Air Force, Richard returned home and resumed his position with Westinghouse as the set-up man for the assembly line, checking the work stations on the line to keep them supplied with the parts needed. His career with Westinghouse involved promotions to customer service and later to production planner which required ordering and stocking all of the components necessary to build the arresters.

Soon after Richard returned to Westinghouse, he noticed an attractive young woman working on the assembly line. Since his job at that time was supplying parts to the work stations on the line, it was not difficult for him to make an opportunity to

Clockwise from top left: If the weather pushes a little rain their way, Richard and Cheryl can enjoy their covered front porch with two overhead fans. • The north facing back porch is their favorite place for afternoon cookouts with their family. • All of their cooking is still done in the Allegro Bus galley where Cheryl prepares their breakfast. With just the two of them, they often eat out for lunch and dinner. • In this 2001 Allegro Bus floorplan, the passenger side slideout contains the entertainment center, galley, and refrigerator-freezer. The cabinetry housing the television, satellite receiver, disc player, and fireplace faces the sofa-bed in the driver side slideout. • Photographed from the top of the stairs, the front section contains parking for the car, a small living room, and dining area. • From the west side looking east, you can see the location of the bedroom and bath on the first floor with the den/office at top right, and the childrens' playroom at top left.





introduce himself. Her name was Cheryl Neidigh and he quickly learned that she had seven brothers, six older and one younger. That would have been enough to intimidate most potential suitors, but he persisted and the couple married in 1967.

Cheryl grew up on a farm where her Dad and brothers raised just about everything. “My school was just across the road from our house,” Cheryl related. “It was a large brick building with a high ceiling, called Wildcat School. Some years later the school closed and my dad bought the building. We used it as a storage building and also for basketball in the winter months.”

After her parents passed away, her younger brother, Steve, bought the homeplace and raises goats on the farm. The school flagpole is still there. “All of my brothers are carpenters.

Steve still keeps a flag on the pole in front of the old school building. I think we are all very patriotic traditionalists,” she said.

Another brother, Larry, operates a construction company and a 1,000-acre ranch where he runs 500 head of buffalo. “He also raises Belgian horses,” Cheryl noted. “In parades in this area, he uses a six-horse hitch and pulls a fancy wagon similar to the Anheuser-Busch wagon. My oldest brother, Russell, who is 80, also has Belgian horses and pulls a covered wagon in local parades.”

One year before his option to do so expired, Richard joined the Air Force Reserves in 1976 to serve in communications. His monthly weekend meetings were at Grissom Air Reserve Base in Peru, Indiana, a 300-mile round trip. He was assigned to the 434th Air Refueling Wing where training included flight operations and deployments. The Command provides a substantial portion of the Department of Defense’s total aerial refueling capability during peacetime and times of crisis.

Richard took part in several overseas deployments which involved refueling operations en route. Although not directly involved, he had several opportunities to watch refueling from a plexiglass observation pod. He participated in 15-day deployments to Hawaii, Germany, Denmark, and England, and a 31-day deployment to Norway. During his 20 years with the 434th, he served in the public affairs office and contributed articles on his unit to the Wing’s magazine *Jet Set*. In 1993 Richard was named “Public Affairs NCO of the Year” for the *Jet Set*. When he retired in 1996, he was a

master sergeant, the highest rank for a non-commissioned officer.

Through the years Richard and Cheryl continued their camping trips with their children and decided in 1985 to upgrade the camping equipment to a 1977 Highway Traveler, a 24-ft. motor-home built on a Dodge chassis/engine. Having always owned and enjoyed the flexibility of a pickup, Richard had assumed that a fifth wheel would be the best combination for travel when he and Cheryl retired. But after a trip to Texas in the motorhome to visit their son in the Air Force, they decided that traveling in a motorhome was the only way to go.

“A friend in the insurance business called me in 1989 about a 1983 Southwind a client had for sale,” Richard said. They both liked it and Cheryl spent a lot of time over the next four years renovating the coach, replacing the wallpaper, curtains, and carpet. She had barely finished her work when Richard traded it on a new 1995 Newmar Kountry Star 37-ft. unit with a tag axle. The salesman was so impressed with Cheryl’s renovation that *he* bought the unit for his family’s use.

In 2001 the Van Pelts were in Quartzsite, Arizona, for the winter where several dealerships have seasonal operations for the snow birds. “After we saw the 2002 40-ft. Allegro Bus with all of the amenities we could imagine, it was a done deal,” Cheryl said.

“It was the first year Tiffin offered full-body paint and three slides. Today, with our 10 years of ownership experience with this coach,” Richard said, “we would never buy another brand.”

Concurrent with his dual careers at Westinghouse and the 434th, Cheryl and Richard were rearing a family. Today, Lesa is married to Brad Corwin who works at Crane Naval Depot. Lesa is a court appointed special advocate for children.

Richie and his wife Dawn have four children. Megan, 23, Chad, 21, and Taylor, 14, were born to them. Eli, 9, was chosen after he had been in their home as a foster child. Dawn works in the prosecuting attorney’s office and Richie also is employed by Crane Naval Depot, a manufacturer of bombs and bullets.

Richie served active duty in the Air Force in Kuwait, Iraq, and Afghanistan. He continues his military career in the Air Force Reserves and is now a 22-year AFR veteran. Megan also served active duty in the Air Force and is now in the Reserves. The family

Now in the eleventh year of enjoying their Allegro Bus, the comfortably upholstered couch, facing the television and fireplace, provides a relaxing setting for an evening's entertainment. • The guest bedroom in their Indiana pole barn residence carries a very patriotic theme, which is used throughout the home.

is justly proud of three generations who have served active duty in the Air Force and 45 combined years in the Air Force Reserves.

April, their youngest, is married to Chad Mishler, who is a draftsman for Otis Elevator Company. April has a bachelor's degree in health administration. For several years Chad was based in Phoenix, Arizona, which gave Richard and Cheryl good reason to spend 11 winters in Apache Junction in their motorhome. This past spring Chad was transferred to South Carolina. Richard and Cheryl helped them make the move.

April and Chad have three children. Myranda, 10, was born with spina bifida. Prenatal tests revealed the baby's condition. After April and Chad refused an abortion, her doctor recommended prenatal surgery at Vanderbilt in Nashville where doctors had been successfully operating on the fetus to correct spina bifida defects. After several days of testing, April was offered the elective surgery.

"We were at Vanderbilt for 15 days in the motorhome," Richard related. "It made our stay so much easier. When April was dismissed, we made our bedroom her hospital room and began the drive back to Arizona. She wore a medical 'belt' around her abdomen that monitored both the fetus's and her vital signs. Twice each day during the three-day trip I pulled into a rest stop and took a detachable transmission device to a public telephone to send the records back to Vanderbilt. They both did well and

made it safely home." The operation was successful. Today Myranda has control of all of her limbs and can even ride a bicycle. Her legs below the knees are numb, but she has developed a leg-swinging gait and an irrepressible personality.

Concerned that they might have another child with spina bifida, April and Chad decided to offer foster care to children in need. One year later Alesia was brought to their home through the foster care system. At the age of two when they adopted her, she became part of the family. She has become a nurturing little mother to six-year-old Haley whom the Mishlers took when she was just six months old. Haley had suffered brain damage and was so severely injured that she may never develop beyond her present mental ability.

The Van Pelts, rightfully so, are very proud of their three children and seven grandchildren.

One more major change was slowly evolving. In 1995 the Westinghouse plant was closed by OSHA because research had shown that PCBs, a key ingredient in the capacitors, was far more dangerous than earlier realized. Richard was only four years short of reaching his retirement with Westinghouse. The company offered him a buyout which he accepted. Fortunately, his health insurance with the Air Force Reserves took over when the company closed. He supplemented the lost income by making deliveries for a concrete products company.

But the yearning to put that motorhome on the road more often was growing. "In 1998 I planned a six-week trip in our motorhome and asked the Lindseys, long-time friends, to join us," Richard explained. "We all thoroughly enjoyed the trip and it

Continued on page 72

A Tiffin Motorhome made with quality components means fewer repairs and more time for your favorite pastime.

It's DENSO, relax.

DENSO, a global supplier of advanced automotive technology, systems and components, employs approximately 120,000 people in 32 countries and regions. DENSO's product categories include powertrain, climate control, body electronics, driving control and safety, and information and communication. Known worldwide for its technology and high manufacturing standards, DENSO is dedicated to contributing to an advanced automotive society where people, cars and the environment coexist in harmony. Global consolidated sales for fiscal year ended March 31, 2009 totaled \$32.0 billion. DENSO is a supplier to Tiffin Motorhomes. **Check out our full line of DENSO products at www.densoheavyduty.com.**

a/c compressors & components | cabin air filters | air filters | fuel pumps | oil filters | ignition wire sets | oxygen sensors | spark plugs | starters | alternators | wiper blades

©2010 DENSO Sales California



DENSO



Bucars RV Centre – Calgary

CONTINUING TO BUILD ON A 23-YEAR SUCCESS STORY

Text and photography by Fred Thompson

WHAT MAKES BUCARS A SUCCESS? *Teamwork!* He answered before my ballpoint pen touched the notepad. “We all strive for one goal: sell the right product to your customer and make sure they are happy with it,” Tom Bauer, sales manager, said assertively. I had asked for a nutshell assessment and I got it. But I knew immediately it would take many hours of interviewing in every department to understand what “teamwork” really means at Bucars RV Centre and why it was working so well.

Bucars RV Centre in Calgary was launched by a man named Stan Bucar in 1959. His two sons operated the dealership, but the family had other interests and in 1989 put the company up for sale.

Another man with two sons who also lived in Calgary was looking for a business to buy. Bill Redmond’s career had been very successful and had taken him to work sites throughout Canada and the United States.

After World War II, Bill’s father relocated his family from On-

tario to British Columbia. “He was already in Vancouver when he sent word to my mother to bring the children,” Bill recalled. “With three children, 10, 8 and 4, and the family dog, she drove across the continent long before Canada had a Trans-Canada highway.”

Bill put himself through college working for his family’s construction company. He graduated in 1964 from the University of British Columbia with a degree in geophysics and moved to Calgary, Alberta. Rich in mineral resources, Canada was experiencing a boom in oil exploration and Alberta was fast proving that it contained the lion’s share of the country’s reserves. Geophysicists used reflection seismology to locate formations deep in the earth that would likely hold oil reservoirs.

Over 95% of Canada’s oil reserves are in oil sands deposits in the province of Alberta. When conventional reserves are counted, Alberta’s share in the country’s reserves is 98%. While conventional oil production peaked in 1973, oil sands production is forecast to increase at least until 2020.



Kyle, Bill, and Jeff Redmond reflect on their successful partnership with Tiffin Motorhomes.

By 1989 Bill Redmond was no longer a geophysicist. In the quarter century after he finished college, he became president and CEO of both of the companies with which he was associated. His career in the oil industry had kept him away from home for long stretches.

During those 25 years, Bill had two sons, Kyle, now 22, and Jeff, 19. Wanting to be closer to his family, he decided to leave the exploration industry and look for a business to buy in Calgary.

Family discussions had focused on finding an automotive dealership for sale. Jeff was hoping for a Chevrolet dealership and a Corvette to cruise around Calgary. One afternoon Bill returned home and announced, “I bought a business today – an RV dealership.”

The company was operating out of a leased building and had annual sales of \$3.5 million. Their brands included Fleetwood Class A motorhomes, Citation travel trailers, and Wilderness trailers and fifth wheels. After acquiring the company, the Redmonds became dealers for Travelaire, Rockwood, plus General Coach and Damon in the Class C and park model category.

Jeff plunged into the business in 1989 and developed his strength in sales. Kyle worked in the business while he was in college, but after he completed a B.S. degree in physics he fol-

lowed his father’s career path into seismic exploration. By 1995 they had outgrown their facility and purchased a larger property, part of which they sold to a car dealership. In 1998 the oil prices tanked at \$17 per barrel, bringing a significant decline in oil and gas exploration. Kyle decided to abandon the oil industry for good and rejoined the family business.

His skills in business operations were complementary to Jeff’s talent in sales, public relations, and advertising. “I assist our managers in the fixed operations, the back end of the business which includes service, parts, accounting, administration, payroll, and F&I,” he explained. “For example, Paul Sinclair, our director of service operations, has big decisions to make. Whenever he needs assistance, I am there to help. Our jobs are not to tell our managers and associates *what* to do or *how* to do it. We don’t orchestrate; we assist wherever we are needed.”

“Kyle was the parts guy; I’ve been a salesman on the floor,” Jeff continued. “We have both worked in all of the departments in the company. So, to some extent, we have been in each person’s shoes, which makes it possible for Kyle and me to become the extra person to lighten a manager’s work load whenever we are needed. Dad is an advisor, he doesn’t push. He reviews the budget and makes recommendations. The relationship is very synergistic.”

Bucars’ growth in both its sales and service operations over the next 10 years was steady. Advice from members of their Spader 20 group prompted the Redmonds to look for a larger property on a major thoroughfare that offered greater daily exposure. A 20-acre site on Hwy. 2, the busiest highway in the province, came on the market in 2005. The property had been an entertainment center with a primary building that had 30-foot ceilings. With the guidance of a perceptive architect, the



Bucars' 5,000 sq. ft. parts and accessories store offers many after-market items for RVs as well as the standard replacement items required for general use. The store also carries a wide variety of outdoor camping equipment. • Realizing the importance of being able to maintain large class A motorhomes, the Redmonds added a 16-bay service center with radiant heat. Through the long winter months, technicians often refurbish units when regular servicing for active use is not needed.

building was carefully repurposed to accommodate a 14,000 sq. ft. showroom with sales offices, a 5,000 sq. ft. parts store, plus administrative and departmental offices, a staff kitchen and lunch room, and a customer education center. Sixteen 55-ft. service bays totaling 19,000 sq. ft. were built, emphasizing Bucars RV Centre's commitment to provide the best customer service in the province. The company provides a six-acre site for customer RV storage during Canada's long winters.

Having been at the helm of much larger companies, Bill Redmond knew how critical it was to put the right individuals in key positions. Friends since high school days, Jeff had followed Paul Sinclair's career path as he graduated from the University of Calgary with a B.A. in economics, and then joined his father who operated Caltech, an RV service-only facility in Calgary. Paul bought his dad out in 1997. Four years later he decided to sell Caltech to Bucars RV Centre and join the company. He served 10 years as the company's service manager, and now, as the director of service operations, oversees forecasting, budgeting, service systems and procedures, service facility maintenance, and hiring.

The organization in the service department includes two service administrators who handle appointments, work orders, customer contact, and billing. The production coordinator assigns jobs to the service technicians.

In discussing his position, Paul said, "I chose economics because I love math. It really helps with budgeting and forecasting." Paul also went to a trade school to become a licensed technician. Alberta requires a technician to become a journeyman before he can work independently on a towable or motorized RV. The



three-year program requires eight weeks of coursework a year, plus 1,600 hours/year as an apprentice working under a journeyman (licensed technician). Alberta also offers a Red Seal exam which licenses the technician to work in any Canadian province. Passing the Red Seal exam is equivalent to attaining the master technician certification rating in the United States. The Bucars dealership has seven licensed technicians and three apprentices.

In its 16-bay service center, Bucars RV offers service and repairs to nearly everything within the coach: flooring, tile, plumbing, electrical, HVAC, satellite, refrigeration, heating, windows, galley appliances, windshields, etc. The Bucars service center arranges major engine and chassis work for its customers with local suppliers (Cummins, Ford, Freightliner, PowerGlide, Spartan, and Workhorse), while it takes care of oil and filter changes in-house for both engine and generator service. In 2011 the company acquired a 70,000 lb. synchronized hoist that can be used in any of the bays.

Brian MacKenzie, who worked with Paul at Caltech, came to Bucars in January 2002. With over 17 years of experience, Brian is the company's service manager. He manages work order flow and plans the jobs going into each service bay, assisted by production coordinator Craig Holmes. As each service job is pro-

cessed, a software program called G2, running on the IDS system, provides realtime information on the progress of the job. As each phase is completed, the service advisor keeps the owner informed. Flat rates are used as a guideline, but package rates are the norm in Canada.

Same day work is scheduled on an appointment basis. Service writers monitor the online appointment requests and schedule dates for service.

In February 2006, Bucars RV Centre sold its first unit in the new location in Balzac. The new facility signaled a change in the company's philosophy and direction. "When the new facility opened in 2006, we left the small dealer image behind and emerged as a big dealer with a 16-bay service center," Jeff noted. "Our inventory reflected a new approach. We made the decision to work with privately held manufacturers who were building premium quality motorhomes, fifth wheels, and trailers. Through day-to-day experience, we know that manufacturers whose owners work in the business provide more responsive service to warranty claims, prompt communications, and better built products than their competitors who are publicly traded companies.

"Over the last few years we have been successful in projecting Bucars RV Centre as a premium dealership with red carpet de-



Bucars University runs classes from April through October for new RVers and those refreshing their skills. Course titles like "RVing 101" and "RVing 102" are well attended. Essential courses such as "Winterizing" and "De-Winterizing" are taught at appropriate times during the year.



liveries," Jeff said. "We have two technicians working in tandem with the sales department who specialize in training our customers to take care of and get the maximum use and enjoyment out of their new RVs."

"A premium dealership also means selecting manufacturers who determine what RVers want and then building those floorplans as top-quality units," Jeff said. "A manufacturer can very quickly spread themselves too thin if they build too many floorplans on opposite ends of the bell curve."

Tom Bauer, Bucars' sales manager with 22 years in the RV business, concurs. "Tiffin Motorhomes is a good example of what Jeff is talking about," he pointed out. "When they see a trend and hone in on what buyers want, they can adjust their design and production very quickly. At one time, for example, you could not buy a nicely appointed gas-powered motorhome. Tiffin changed that, and now you can get almost every feature in a gas coach that you can find in a diesel motorhome.

"Tiffin also capitalized on their floorplans for bunkhouse designs," Tom continued. "They have changed our selling Class C units to provide bunks for family camping. For just a little more, a family in their thirties can buy Tiffin's Class A Allegro 35QBA. We are in oil country where we see affluency in this age group, and Tiffin helped us address that market. And they also made the bunkhouse floorplan available in the Allegro RED and the Phaeton."

As sales manager, Tom has the job of spec'ing out the features ordered for every coach. "There are really three major features that make Class A coaches sell," he said. "First, comfort and design. The Class A coach is a home, and for full-timers it is their



Proud of their 70,000 lb. synchronized hoist system, Bucars staff from service and sales often mention their recent acquisition as a selling point.

2008 we had 100 employees. We had to cut hard and fast to ‘right size’ the company to address the existing market. A year later we were down to 40 employees. Now we are back up to 65.”

“Business is good,” Jeff noted. “It’s not great yet, but it’s very good. We continue to increase market share and our customer service index assessment is better than ever. Of course, we want to grow back to our 2007 levels. At that time we were running \$17 million in new inventories. For now we are holding steady at \$8 million, and \$3 million of that inventory is in Tiffin coaches.”

Kyle and Jeff emphasize that the company’s parts department plays a very significant role in both sales and customer service. “We have the largest parts department in Alberta,” Jeff said. J. C. MacLeod, manager of the parts department, has a staff of seven who pride themselves on their knowledge of parts and accessories that owners need. “The RV sales department makes the first sale, but parts and service make the next three,” Jeff said. With a large inventory, the parts and accessories department contributes \$2 million to the company’s annual sales.

Several years ago Kyle and Jeff formed a “Vision Team” which meets regularly to test new ideas and solve problems. The team is composed of managers from every department: J.C. McLeod, parts manager; Lisa Finkbiener and Andrea Manchur, business managers; Tom Bauer, sales manager; Jeff and Kyle Redmond, general managers; Paul Sinclair, director of service operations; Brian Mackenzie, service manager; and Don Fisher, controller.

Bucars RV Centre found a key player in the most unlikely place. Several years ago David Wald began working at Bucars as a lot attendant, RV washer, and tractor driver moving camping trailers around the property—a job that generated enough income to keep him in school at the University of Calgary where he was working on

only home. So it must be comfortable and well-designed. Second, it must be easy to use. Tiffin has the largest sinks in the business, and I always order the residential fridge if there is an option. Electronics are here to stay and we do a good job of training the new owner. Third, a coach must have a lot of basement storage. Tiffin again leads the industry here, even on the gas coaches where their tough, thermoplastic-lined basements have pass-through storage.

“Another reason Tiffin has been so successful in our product line-up,” Tom continued, “is the fact that their coaches are accessible and comparatively simple to work on. It is not a complex motorhome.”

Sales training is taken very seriously at Bucars RV Centre. “Although it is expensive to send our salespeople to Red Bay, Alabama, we have no problem sending each salesperson for training at the Tiffin plant,” Tom said. “Tiffin also sends their representatives to Bucars to do on-site training.”

Every Saturday morning the sales staff goes over anything new from the manufacturers. Each salesperson is responsible to stay fully informed regarding the fea-

tures and specifications of the products he or she is authorized to sell. “We do demos to each other and then critique the presentations,” Tom said.

In discussing Alberta’s economy over the last four years, Tom said, “We never had a ‘Great Recession’ like the U.S. had. We didn’t have very many people losing their homes to foreclosures. As a dealer, Bucars did not suffer the financial losses that U.S. dealers suffered. Sales declined, we reduced our inventories, and we did have to lay off many employees. But we took care of our customers. We took care of Fleetwood’s warranties even though they had to declare bankruptcy. Because we took care of the warranties, and our buyers knew we would stand behind them, we sold the Fleetwood coaches at a profit. And what is really important for our public to know is that Alberta consumer laws say that a company does not have to honor product warranties if the manufacturer goes into bankruptcy.”

“The economy was so good in 2005 that we could not find tradesmen to complete our new facility,” Kyle said. “Unemployment was at two percent. In 2007 our sales peaked at \$41 million and in early



No worries with the RV. I can happily plan the next big catch.

When you take your towable or motorized RV to a **Coach Care™** service center, you'll find:

- Expert technicians taking care of all major components
- Guaranteed work everywhere you travel in the U.S.
- A clean, comfortable, family-friendly waiting room
- A place to practice your casting technique

Excellent RV service: we're all over it.

Find a Coach Care location near you and learn more by visiting powertoRVs.com/coachcare.

Performance you rely on.™

Cummins Onan





The Bucars' Vision Group meets frequently to discuss the company's business philosophy and operating policies. *Left to right:* J.C. McLeod, Lisa Finkbeiner, Tom Bauer, Jeff Redmond, Kyle Redmond, Paul Sinclair, Brian Mackenzie, Don Fisher, and Dave Westhaver

a B.A. in English and a minor in business. With skills in information technology and graphics, David offered marketing ideas to Bucars, the success of which led to his launching his own marketing company, Legendary Branding, after he graduated.

"There is a culture here that comes from the Redmond family who treats everyone the same and with respect," David began. "That culture transfers itself into every department. In the service department, everyone cares about the customer's coach they are working on and about the concerns the owner expresses.

"We advertise that we are *different*. Being different means offering something more, which is Bucars University," David explained. "We educate the owner about his RV and the best ways to 'Go RVing.' It's not that RVing is so difficult — it's just a learning process. Therefore, we offer free RVing courses to promote a healthy and satisfying experience. Both we and our suppliers teach the courses. Less stress, more fun!

"This past year we published the Bucars magazine, an 8.5 x 11-inch 12-pager plus cover," David said, as he lifted the handsome specimen from a custom-designed envelope. "It is content rich with articles written by people at Bucars and our owners. We researched the articles and I made sure we had a good graphic designer."

On the inside back cover, the Bucars Calendar of Events for 2012 begins with the Calgary RV Show in late January followed in the second week of March with the Bucars Pre-season Factory Sale. On March 10, Bucars University opened its doors with a course on Solar Power. Four courses in April, three in May, one in June, and three

in September on RVing 101 & 201, Dewinterizing (in April), Boondocking and Dry Camping, Traveling Alberta, Dinghy Towing, and Winterizing (in late September) bring new RVers into the fun and update seasoned campers with the new stuff.

"Surveys show that some RVers leave the lifestyle in the first year because of dealer and service problems they did not get resolved, and frustration with their inability to handle and operate their equipment," Jeff said. "We do everything possible to eliminate that attrition. We want to make sure all of our owners enjoy their new lifestyle to the max."

With the sale of every motorhome, Bucars provides a free one-year subscription to Coach-Net, a service provider that is available 24/7 to answer questions, address a particular problem, or arrange for a service provider to come to you. Annual renewals are a modest \$100/year.

Bucars offers a full line of their services to every customer who brings their coach in, regardless of where the coach was purchased. "When a customer realizes the passion with which we deliver service both to those who bought their coaches here and those who bought from other dealers, they will very likely ask us to offer prices when it comes time to trade or buy a new RV," Jeff said.

"We encourage every employee at Bucars to go camping in our units," Jeff continued. "Walking the walk and talking the talk comes from real experience. One of our salesmen invites his clients to join him for weekend camping trips. Joelle's and my favorite unit is Tiffin's Allegro 35QBA. The bunks are perfect for our girls, Sophie and Rachel."

During the third week of April, RVers were invited to an Open House where the show room was filled with the big Class A coaches, an impressive sight. The parts department presented a garage sale in the shop, suppliers did a mini-trade show, a company took orders for custom-made mattresses for RVs, and guests were served BBQ-Calgary style.

On September 14-15, Bucars will stage a VIP Luxury Sale by invitation only. Highly qualified leads who have expressed an interest will be offered specific time slots with their requested salesperson. It's a Red Carpet affair with a catered steak dinner with wine. The luxury coaches are displayed indoors.

The Bucars magazine presents a two-page spread of 40 festivals scheduled throughout Canada, to which, of course, you will want to travel in your motorcoach. Another double-page spread lists 20 spots recommended by Bucars owners for RVing in Western Canada (B.C., Alberta, and Saskatchewan).

Probably the most read feature in the magazine is an article entitled "The Art of Buying an RV," an eight-point guide to sharpen your skills, your research, and your confidence.

Bucars demonstrates its concern for owners with several programs: *RV Care* is a network of 60 dealers from British Columbia to Newfoundland who reciprocally take care of each others' clients. Even in the wide expanses of Canada, help is never far away. *The Community Cruiser* is a 25-ft. trailer that is loaned to local non-profits and organizations in need of a mobile command centre. *RV Storage* is available on a six-acre property adjacent to Bucars. *4-Day Deal* runs from May through October. On its website, Bucars offers a ridiculously low price on a popular RV product from noon Thursday to 5 p.m. Sunday. You have to come in to claim your low

price, but otherwise there are no strings attached. If you post a *Favorite Photo* to Bucars' Lookbook page on Facebook from your last camping experience, you will receive a free family pass to the Calgary RV Show in late January 2013.

Under the oversight of David Wald's company, Legendary Branding, Bucars sends out a monthly email newsletter and takes advantage of most social media programs which appeals to Calgary's hottest market: the city has more buyers in the 35-50 age bracket than any other city in Canada.

While the social media and avant garde magazine design/content are taking an active and larger roll in Bucars' marketing plan over the last two years, Kyle and Jeff are certain the company's website is the most cost-effective way of bringing buyers to their dealership.

Using a software program for their website, images of a coach just received are uploaded with information, using 50% of the manufacturer's images and


50% of images created by Bucars. The draw area for the website depends on the pricepoint, Jeff noted. "We can draw buyers for the towables on our website from a 150-mile radius. If it's the Zephyr, that radius increases to 2,000 miles."

Both Kyle and Jeff recognize the importance of participating in industry organizations, particularly RVDA. Kyle is currently serving as vice president of RVDA-Alberta and treasurer of RVDA-Canada. Jeff served as a board director of RVDA-Alberta 1999-2005 and president of RVDA-Alberta 2003-2004. He has served on the Go RVing board since 2004, and as board chair from 2008-2010. He also served on the RVDA-Alberta board of directors from 1999-2005, and as the association's president for 2003-2004. A 23-year veteran in the industry, Jeff has been active in the Rapid Apprenticeship Program offered in Alberta high schools and the Southern Alberta Institute of Technology's three-year program for RV apprenticeships.

A competitive Ultimate Frisbee athlete

for 20 years, Jeff has represented Canada five times in the World Ultimate Championships in Canada, England, Sweden, and the United States.

Since Bucars RV Centre launched its premium dealership in Balzac in 2006, just 30 minutes from downtown Calgary, its selection of Class A coach and trailer/fifth wheel manufacturers, combined with talented management and technicians in its parts and service, has brought the dealership several high profile awards: the *2011 RVDA of Alberta Dealer of the Year Award* (which automatically placed the company in competition for the *2011 RVDA of Canada Dealer of the Year Award*) and a *Top 50 Dealers Award* in 2010 from RV Business magazine. Previously, Bucars received the *Alberta Dealer of the Year Award* twice and the *Canada Dealer of the Year Award*.

Future plans for the dealership include a fiberglass repair shop and a full-body paint booth, and meeting the qualifications to service PowerGlide, Freightliner, Spartan, Workhorse, and Ford chassis. 

WAITING FOR THE PERFECT FIT?

You're in luck. Blue Ox® has it.

When you're traveling, you want to take every winding curve, coast down every descend, and leave no bit of countryside untouched. But you haven't yet because you're still deciding on which is the right fit for you, or if it even exists. We're telling you it does.

We have thousands of specially designed baseplates with removable tabs to keep things clean. Each baseplate has safety cables, convenience links, and breakaway brackets that come standard. We do this so you can spend less time shopping and more time exploring.

Now you can spend more time enjoying the ride, and let us handle the rest.



Strong As An Ox™



800-228-9289 • www.BlueOx.com

Canine Mounting Is Not What It Seems

by Dr. John Pilarczyk

In the last issue of *Roughing It Smoothly* we discussed various behavioral problems that some canines exhibit and how to control those habits. One pet habit not discussed at length was canine mounting. Another pet behavior problem that is definitely a safety concern is biting. Both of these issues will be considered in this article.

Most people believe that mounting is a sexual trait that will go away after a dog is neutered, but that is not the case. Most mounting is not simply a response to sexual arousal even when penile erection or pelvis thrusting are exhibited. Male and female dogs will mount each other whether they are neutered or not. However, some mounting is sexual with intact males and females, especially when the female is in heat.

Let's look at what does motivate this behavior. Sometimes a dog will mount objects or humans. This is a displacement type of behavior that occurs when the dog sees a human or a new toy and becomes excited. It does not always know how to interact, and mounting becomes an outlet for their emotions.

This behavior can also be an attention-seeking ploy because it does bring attention to the dog, especially when mounting a visitor. If the dog is under stress from a punishment, mounting may be a way of acting out. Mounting can also occur as a

self-soothing type of behavior, such as mounting objects before settling to sleep, similar to thumb sucking in a child.

Mounting may be related to the theory that the dog mounting is trying to show its dominance or status in the pack. This behavior is not a problem as long as one dog backs down. It is important to determine through observation if mounting is an attempt to establish dominance or if a stable relationship has already been established between the dogs. If the dog also mounts inanimate objects such as pillows or stuffed toys, then dominance is not the issue.

During play many behaviors are displayed such as stalking and chasing, with dominance roles often being reversed. This playful behavior establishes trust between the two canines. The submissive dog may mount the dominant dog in these circumstances which does not mean there is a change in the relationship. The submissive dog is not challenging the other dog but is only playing.

Mounting behaviors are normal unless they become compulsive and are repeated without the outside stimuli. Then, the behavior must be curtailed. If anxiety exists, then behavior modification and desensitization techniques to the stimuli at hand should be tried.

The least stressful option is probably to redirect the behavior to a more appropriate target such as a toy rather than a human. Avoiding the triggers to this behavior is another approach. If certain dogs provide the stimuli for mounting when they approach, it would be better to avoid encounters if possible. Castration will not totally eliminate mounting, but can reduce the intensity of mounting behavior by at least half.

Discussion of behavioral problems brings up the issue of safety. Any dog is capable of biting and we should all be aware of this. Most dogs will give tell-tale signs before biting. Obviously, people and dogs do not speak the same language. This sometimes results in interaction that humans assume is friendly but dogs view as threatening. Also, if a dog is having some subclinical pain, it may respond in an unexpected way.

We must be aware of our pet's body language: yawning, lip licking, or dilated pupils with ears pinned back are signs of stress, while freezing or becoming very stiff are other signs of impending aggressive behavior.

Continued on page 72

Dr. Pilarczyk practiced veterinary medicine for 38 years in Tampa, Florida. You may address your questions to Dr. Pilarczyk at parkwayvet@yahoo.com.

Need Your Motorhome Cleaned?

Over 15 years experience

Inside: Wash windows; wipe down walls, ceilings, and countertops; sanitize bathroom; clean floors; dust and wipe furniture and cabinets with oil cloth; steam clean carpets.

Outside: Thorough wash job including roof, tires, and rims; showroom-quality wax job.

256-668-0211

rvcleaningservice@gmail.com

**Next time you are in Red Bay, Alabama,
contact Ricky Johnson for a quote.**

The RV bed that changes with you wherever the road may lead



Everybody's different...so is our technology

The SLEEP NUMBER® bed's revolutionary DualAir™ technology lets you adjust each side to your ideal firmness, making it the perfect bed for couples. Nine out of 10 couples disagree on mattress firmness, but with the *Sleep Number* bed, there's no need to compromise.

Sleep Number® RV Premier Bed

- European-style™ Pillowtop in a supersoft knit
- Comfort layer for responsive and resilient support
- Wireless SLEEP NUMBER® remote

Fits your RV lifestyle

- Designed for your vehicle
- Decades of durability
- Energy-efficient operation
- Lighter on the road
- Several sizes for your RV



Clinically proven better sleep

Do you suffer from back pain? A *Sleep Number* bed relieves pressure points, gently cradling every curve of your body. It's the only bed clinically proven to relieve back pain and improve sleep quality.†

Research reveals...

- 93%** experienced back-pain relief
- 89%** reported improved sleep quality
- 77%** found increased energy



TRAIN FROM PAST ERA TAKES YOU THROUGH THE PAGES OF HISTORY

PHOTO BY ED MULLAN

Now: The narrow western-most strip of the Old Line State of Maryland squeezed between Pennsylvania to the north and Virginia and West Virginia to the south is a lovely place to enjoy mountain scenery, tourist attractions, and unique and varied architecture in quaint small towns. Count on cool summers, brisk autumns, snowy winters, and beautiful springs.



PHOTO BY TOM MUGNANO

Then: Beginning over 200 years ago, significant chapters in the history of this country's transportation, mining, and heavy industry began here in the Allegheny Mountains. Thousands of workers poured into these hills. The great George's Creek "Big Vein" produced more coal than any other Maryland mine for some 75 years. By 1852, plentiful iron ore and coal fueled the nation's largest iron works in Mount Savage, now a town of fewer than 2,500 residents. The National Road, the country's first federally funded "highway" (now Route 40), crossed the Allegheny chain of the Appalachians after Congress voted funding in 1802, opening heavy foot, horse, stagecoach, and Conestoga wagon traffic to and from the Midwest. A canal was dug to float cargoes almost 200 miles to seaports. Rail lines were laid to move coal and ore to eastern cities.

Boom times often come and go. This one faded by the middle of the 20th century, thanks largely to depleting coal and ore deposits. One notable, very real remnant of those past glory days is the Western Maryland Scenic Railroad (WMSR) (1-800-872-4650, www.wmsr.com). Possessing a long and checkered past, this line gives passengers delightfully scenic history lessons aboard trains running between Cumberland, the largest city in the area, and Frostburg, 16 miles to the northwest.

Take a ride on WMSR's excursion train, which departs Cumberland at 11:30 A.M. on various days from May through Dec. 23, and you'll get a feel for how rail travel was way back when. Old Steam Engine "Mountain Thunder" climbs 1,300 feet,

Text by Norman Spray

Photography courtesy of Western Maryland Scenic Railroad

blowing smoke and whistling as she glides past scenic ridges, valleys and small towns once centers of industry and commerce. A tour host's public address system narrative directs attention to points of interest and their historical significance.

Round trip *coach* fare is \$35 (only \$18 for children under 12). *Club car* fare is \$45 or you can go *first class* for \$55. Coach seating is first come, first served with no food service; families and parties can reserve seats together in club cars and each pas-

Riding 'Mountain Thunder' Turns Allegheny Boom Times into a Personal Adventure

senger receives vouchers good for one drink and one hotdog or one bag of popcorn in the train's on-board gift shop; passengers riding first class, available only on Saturdays and most days in October, get a catered lunch. First class reservations must be made five days in advance. Starting Nov. 23, Santa Claus walks through the cars passing out candy canes. Also beginning Nov. 23, "North Pole Express" evening trips depart at 6 P.M. Santa greets passengers at the Frostburg depot (The North Pole) with cookies and hot chocolate.

In addition, a "Murder Mystery Train" runs on various Saturday evenings through Nov. 17 this year plus one final trip on Dec. 18 when a "Twas the Night Before Murder" performance will have passengers pondering clues to solve a mystery presented by actors who come through the cars enacting scenes of mayhem. Sixteen different murder mystery plays will be offered in the course of the 2012 season. Dinner is served, cost is \$85, and reservations are required five days in advance.

The Western Maryland Scenic Railroad traces its history through many mergers, owners, names, and routes to a beginning in 1852. It operates three engines: the 1916 Baldwin "Mountain Thunder" steam engine No. 734; and two diesel lo-

Above left: "Mountain Thunder" Steam Locomotive No. 734 belches black coal smoke from the engine and light colored steam from the boiler as it pulls the Western Maryland Scenic Railroad excursion train around Helmstetter's Horseshoe Curve between Cumberland and Frostburg. The Curve is named for the Helmstetter family farm, part of which the tracks encircle (note cattle below). • One surprise passengers get when they ride the Western Maryland Scenic Railroad excursion train from Cumberland to Frostburg and back is passage through the 914-foot-long Brush Tunnel through Piney Mountain. Here the line's old "Mountain Thunder" steam engine exits the unlighted, dark tunnel and chugs into the light of day.

comotives, a Phase 1 GP-30 No. 502 built in 1963 and Phase 2 GP-30 No. 503 built a year later, both by the Electromotive Division of General Motors.

The Baldwin steamer usually pulls the excursion train Friday through Sunday. You can schedule your ride to go by steam or by diesel. Only the steam engine is used for all Santa Express and North Pole Express runs Nov. 23 through Dec 23. Only diesel power moves the Murder Express trains.

The steam locomotive, originally built for the Lake Superior/Ishpeming Railroad to move ore and timber in Michigan's Upper Peninsula, is a 2-8-0, classifying it as having two small up-front guide wheels; four big drive wheels that are 57 inches in diameter on this engine; and no trailing wheels. The engine's 90-inch diameter boiler holds up to 3,800 gallons of water. With steam pressure reaching 200 pounds per square inch, "Mountain Thunder" generates 3,500 horsepower. Weighing 250 tons, she can pull up to seven passenger cars, burning over three tons of coal on each round trip. Sometimes when passenger demand is heavy (the foliage month of October is most popular), WMSR sends out a train with as many as 14 cars. When that happens, one of the diesel engines adds 2,400 horsepower to keep the cars rolling.

On this railroad, you can even be an "engineer for a day." For \$200, you ride in the steam engine's cab with the engineer and fireman. Riding in the diesel cab costs less, \$125. Only two passengers are permitted in the cab and long pants and closed-toe shoes are required. Reservations must be made at least 48 hours in advance. WMSR reservations manager Stephen Spring says these cab seats "almost always are sold out." Weekends in October average around 750 guests riding the WMSR route. Over 39,000 boarded in the 2011 season.

There's no accommodation for motorhome parking on the depot grounds at Cumberland but an attendant can direct you to a nearby lot with room for big rigs. The nearest RV park is in the Rocky Gap Resort and State Park (888-432-2267) just outside Cumberland on Lake Habeeb. It has 278 spaces, 30 of which are 30 x 40 foot pull-throughs. Stays are limited to 14 days. Electrical hookups are 30 amp. Maryland's only Jack Nicklaus Signature Golf Course is located in the park.

Much of the history lesson you'll get on this trip begins where you'll board. The WMSR depot is only a block west of a brick pedestrian mall on Baltimore Street, once the main thoroughfare through Cumberland. Here sidewalk cafes, antique stores, boutiques, and art galleries occupy large multi-story commercial buildings formerly housing banks, hotels, and department stores, reflecting past wealth and importance during the industrial age.

The depot, itself dating back to the 1920s, is part of the Canal Place Heritage Area, Maryland's first, and home to the Chesapeake & Ohio Canal Museum. The Heritage Area, associated



PHOTO BY ED MULLAN

shops and attractions are located at the western terminus of the C&O Canal, a 184.5-mile-long shipping ditch that workers started digging with picks and shovels in 1828. When completed in 1850, the C&O waterway was 40 to 60 feet wide and six feet deep. For nearly three-fourths of the next century, it floated coal and ore, grain, lumber, and supplies between Cumberland and Georgetown, all the while dealing with dry spells, floods, and freeze-ups. Growing and more dependable railroad competition and costly flood damage forced the canal's close in 1924.

Today the entire historic 184.5-mile ditch, which roughly parallels the Potomac River, is a National Historic Park served by six visitor centers. At Canal Place in Cumberland, you can tour a replica of a canal boat, visit the park's Western Maryland Station Visitor Center, and hike or bike along the canal towpath. Restoration and re-watering of part of the canal is planned.

The park's towpath serves as a major part of the 315-mile Great Allegheny Passage bicycle and hiking trail that starts in Pittsburgh, follows the 21-mile Allegheny Highlands Trail of Maryland over the mountains and down into Cumberland, then continues on the nearly level C&O towpath through the scenic Potomac River valley to Washington, D.C. Camp sites are available about every five miles along the trail.

Your rail ride into history begins shortly after the train pulls out of the station and the narrator points out the National Road on the opposite side of Wills Creek. This is the road that made Cumberland "the gateway to the west" though steep grades and poor weather limited movement of heavy freight for many years. Lists of toll charges for different wagons and livestock still are in place at an old toll gate house near La Vale.

Just outside of Cumberland, the train enters The Narrows, a scenic mile-long, 900-foot-deep gorge Wills Creek carved between Wills and Haystack Mountains over the last 150 million years or so. In the Narrows, the train passes over the National Road on a 310-foot-long double truss steel bridge. Picturesque cliffs at the top of Wills Mountain, visible on the train's right side, are known as Lover's Leap because of what happened, says one legend, after an English hunter killed a native American chief who denied the hunter's desire to marry the chief's daughter. After that, feeling she could not live with—or without—her lover, the maiden promptly threw herself over the cliff. Then the (perhaps) not-so-noble Englishman flung himself right after her.

Out of The Narrows, the train begins its climb into the Alleghenies, quickly passing Bone Cave, discovered in 1912 when workmen building the railroad made a cut in a hillside. Bones and fossils of 46 species, 28 of which are extinct, were excavated. Pleistocene cave bear, saber-toothed cats, and elephants were among them. Excavation continues but the site is closed to the public.

Next the train enters Brush Tunnel, bored 914 feet through Piney Mountain in 1911 to accommodate double tracks of the Western Maryland line. It gets dark inside the cars. Smoke and cinders collect when the steam engine is up front, making it unwise for guests to remain in vestibules or the open observation area.

Some of the houses in Mount Savage, once the fifth largest city in Maryland, come into view after the train rounds a hairpin turn at Woodcock Hollow. Here homes nestle on steep and narrow streets in hills below Big Savage Mountain. Some three-story vertical board duplexes on Old Row were built by the Maryland and New York Iron and Coal Company to accom-

Passengers await the call to board Western Maryland Scenic Railroad's excursion train on a beautiful fall day in Frostburg. For \$45, passengers get a scenic three-and-half-hour round trip through Allegheny mountain foothill country to Frostburg.

modate the hundreds of workers, mostly foreign, brought in to mine and operate an iron works that became the biggest in the U.S. Among other things, like manufacture of cannon balls, it repaired and built railroad cars and steam locomotives, some heaviest in the world at that time. In 1844, the first solid track iron railroad rail manufactured in the U.S. was rolled here, breaking an English monopoly. Discovery of richer ore deposits in the Great Lakes regions and development of big iron industry conglomerates in Pennsylvania doomed the economy in Mount Savage. Ruins of one of three large furnaces that smelted ore back then are visible in Mount Savage today. Brick manufacture, one industry that still remains, began in the 1850s with discovery of a seam of fine quality fire clay.

Some of the rails you'll be riding originally were laid by Mount Savage railroads to serve the once-great George's Creek coal region. From its headwaters near Frostburg, George's Creek flows 17.6 miles southward before joining the north branch of the Potomac. For some 75 years beginning in 1837, the George's Creek Big Vein field produced more bituminous and semi-bituminous coal than any other Maryland mine, peaking in 1907. By 1918, the Big Vein mines were abandoned and by 1930, George's Creek Coal and Iron Company turned out less than three per cent of coal mined in Maryland.

Lonaconing, now a pleasant mountain community of 1,000 people that lies half-way down George's Creek, started as an iron and coal worker's village in 1837. Here the George's Creek Regional Library displays over 170 years of history, artifacts, and records. Also here are remnants of an 1837 furnace that produced nearly 75 tons of iron at its peak. You can't see Lonaconing from the WMSR train but the area is easily reached driving Route 36, part of the Coal Heritage Tour

of the Maryland Scenic Byways program.

The "Mountain Thunder" steam locomotive huffs and puffs pulling the relatively steep 2.8 per cent grade into Frostburg. Like its counterpart in Cumberland, the end-of-the-line depot here is historic, as is the town. The 123-year-old depot is the only remaining passenger station of 12 the Cumberland and Pennsylvania Railroad had on its line from its headquarters in Mount Savage through

the George's Creek coal field and on to Piedmont, West Virginia. Those trains ran through a 537-foot-long tunnel built under the streets of Frostburg but closed in 1954. Abandoned in 1973, the depot was renovated in 1989 when the Western Maryland Scenic began its excursion trips.

A new feature at the station is a modern electric turntable that turns the heavy engines for the return trip. You can watch

Continued on page 72



Have you
looked inside a
Splendide lately?

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

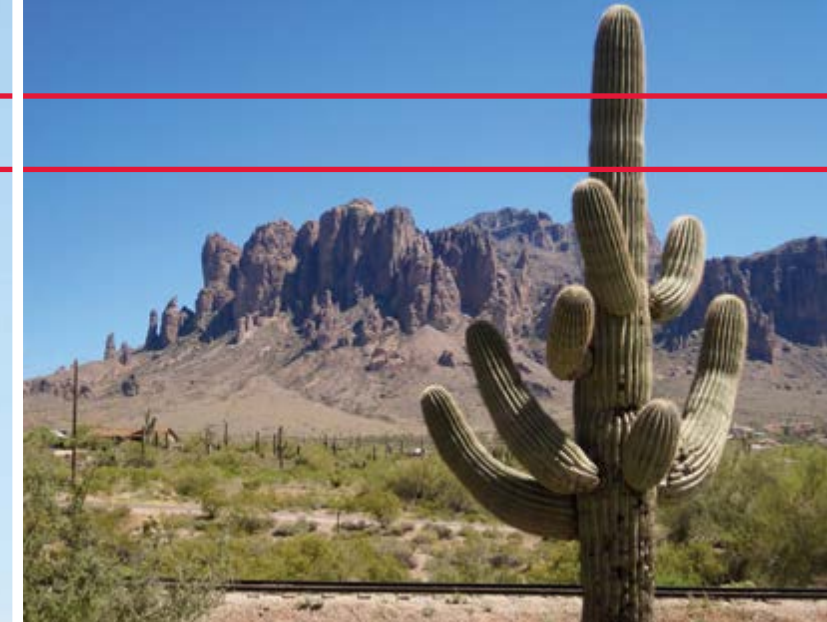
**Ask your Tiffin dealer about installing a
Splendide in your coach today!**

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



DESERT CLASSIC RALLY AT PALM CREEK RV RESORT

Casa Grande, Arizona



PALM CREEK RV AND GOLF RESORT, LIKE A REFRESHING OASIS IN THE desert, was the perfect setting for the Tiffin Motor Homes/ La Mesa RV Desert Classic Rally held March 27–29, 2012. Over 150 Tiffin-built rigs participated in this three-day rally in the Arizona desert near Phoenix. While most of the participants were from the west (Arizona, California, Oregon), we had folks there from all over the country!

With a three-day rally, each day is really filled with activity. It is always amazing that so many things can be done in a relatively short period! Tuesday, the first day, was taken up with registration. The late afternoon found rally-goers enjoying a Meet and Greet Mixer provided by the La Mesa RV dealership, our dealer sponsor for this rally. La Mesa created a very inviting centrally located display so rally participants could enjoy browsing, visiting, and viewing the new Tiffin products. Our evening meal did not disappoint. Catered on site by resort personnel, it was very efficiently served by resort volunteers, who at all times were most helpful and hospitable! To cap off the evening, entertain-

ment was offered in an adjoining ballroom where we enjoyed a delightful Vegas-style musical show.

Wednesday's active schedule began with a hearty and delicious breakfast served in the comfortable dining room. The day was filled with seminars, from cooking with convection microwave to information on the Onan generators, plus many other topics. Of special interest to the ladies was an afternoon tea with tea trivia and stories told over a cup of tea and light snacks. Once again, the evening ended with a delicious Southwestern run Bingo was our after-dinner entertainment.

With only a couple of seminars to wrap up on Thursday after another catered breakfast, most of the day was devoted to "fun and games." These games, such as Minute-to-Win-It, the Reflections Game, and Ladder Ball, were held in the La Mesa display area. Afterwards, an ice cream social was enjoyed by those who had gathered for the games. Another delicious meal was the grand finale of a very busy day.

An added bonus to this rally was the presence of Tiffin founder and CEO, Bob Tiffin, and his wife, Judy. They were on hand to meet and visit with all who were in attendance. Also of great benefit to rally attendees was the presence of Tiffin technicians Phillip Hollingsworth and Jim Smith, who worked tirelessly to service all units in need of minor repairs.

Allegro Club President Jimmy Johnson gave credit to many individuals for the outstanding quality and success of this rally: Club office personnel Verbon Jones and Cynthia Skinner; regional sales rep Brian Granlund; the personnel from La Mesa RV; and the many seminar presenters, including our regulars, David Humphries and Marty Vanderford (Triple H Electronics); Gail Johnson (Convection Cooking and the Tea); and Harold Kimbrough (Onan generators and Cummins).

Mark your calendars for the next Allegro Club Rally: Chesapeake Bay area at Beth Page Campground in Urbanna, Virginia on April 29–May 2, 2013. Hope to see you there. Until then, keep on "roughing it smoothly!"

— Gail Johnson

Plans have been made for a **Virginia rally on the Chesapeake Bay**. Mark your calendars for April 29–May 2, 2013 at Beth Page Campground in Urbanna, Virginia. Watch for information on the Tiffin website and in TMH publications.

The Allegro Club has two new sponsors to add to your membership benefits list: HealthCompare and Michelin Advantage. Check www.tiffinmotorhomes.com/owners for more information.





The Life and Times of Tiffin Motorhome Owners

Dear Mr. Tiffin

I bought my 1999 32-ft. Allegro new in 1999. It has 66,000 miles on it. You built it so well, all systems still work. Except for the normal maintenance, I have never had to repair anything. It is your fault I'm not buying a new one since this one is like new inside and out, and all because you built it too well.

And your "Roughing It Smoothly" helps me keep it going.

Don Berreth
Mission Viejo, California

It Took 22 Years to Write

This is my first time in 22 years of being a Tiffin owner that I have taken the time to sit down and write a letter of appreciation for all the folks at Tiffin Motorhomes. I have written Mr. Tiffin letters of thanks for things he has done over the many years, and that is why I now own my third Tiffin motorhome, a 2000 Zephyr. I was at the new campground at the Allegro Service Center for the first time in September 2011, having several items repaired, including the windshield which was coming out. I was told it needed some fiberglass work to fix it right. I left the motorhome and returned to Kentucky. To my surprise a week later when I came back to pay the bill and pick up the motorhome, there was no charge for repairing the 11-year-old windshield problem which was declared a factory defect. There were other items, but I left paying about half what I had expected to pay for my repairs. I am happy and thankful for the honesty and goodness of all the people at Tiffin.

This is why for 22 years I have driven Tiffin products. My first was a 1988 31-ft. Allegro that we bought in 1989, with just over 2,000 miles on it. Then in 1994 we upgraded to a 36-ft. Allegro Bay diesel pusher which we kept until trading for the 2000 Zephyr that we now own. At age 78, it may be my last as long as it continues to do the fine job it's doing now. I had to chuckle at the article in your last publication about downsizing to a 42-ft. Phaeton. With my 42.5 ft. coach, a tandem dolly with a golf cart on board, towing a Cadillac Sedan Deville, I measure 69.5



The Eadens 2000 Zephyr

feet long. I have often thought of downsizing myself, maybe a 36 or 38 footer. I admit I am in love with the 450 hp ISM with 1550 torque, it runs with the big boys, and handles the mountains with ease. Should I ever trade again, it will be a Tiffin-built home for sure, probably a Bus or a Phaeton.

My thanks to everyone at Tiffin: Mr. Bob who personally took the time to talk with me in September; to the tour guides who gave us a very informative tour; to all the employees who worked on my motorhome; to Norris who greeted me and arranged my appointments; to the campground hosts for their hospitality; and last but not least to the guard at the paint factory who was so typically nice for allowing us to go in and tour the paint factory. WHAT A FACILITY!!!

Willis Eadens
Somerset, Kentucky

It's Been a Pleasure

We have traveled back East to Florida, the Smoky Mountains, and Washington, D.C. We went to the Great Lakes in Michigan and to Niagara Falls. We have also been to Seattle, Washington, and to Arizona and California.

We have enjoyed everywhere we have gone and seen a lot of the country.

Brad Maxfield
Salt Lake City, Utah

My Dogs, My Baby, and Me

I drive a 2010 Phaeton and love my "baby." I show six dogs in Agility and they all go with me in crates installed by Dave Adams at La Mesa in Tucson. He's the best ever. We (the dogs and me) have been from California to Florida. I love the RV more every time I drive it. I'm almost 70 and do all the driving. Most of the time I dry camp 2-3 days, I show about twice a month.

Mary Tichenor
Altoona, Wisconsin

Kudos for 7 Feathers in Canyonville, Oregon

We recommend 7 Feathers RV Park in Canyonville, Oregon. Beautiful park, long sites for big rigs and a tow. Mowed, manicured lawns and grounds between each site. Good place for big groups. Meeting halls, nice laundry facilities. Outdoor fire pit for big groups. Quiet and very clean and secure. 24-hour courtesy van down the hill to the casino. Once parked, they also will take you to town if you need something. Wonderful place to spend four or five days. Relax, relax, relax!! GREAT!

Mary Ann and Dana Larson
Ocean Shores, Washington

Too Much for Words

After full-time RVing, we have sold our Phaeton and will not be traveling. After 20+ years I can't begin to express our thoughts and enjoyment of being on the road in our 2005 Phaeton.

Leo and Freida Barrett
Hesperia, California

Along for the Ride

My wife Carol and I bought a 34 ft. 2011 Open Road in March, put 10,000 miles on it by October (two cross-country trips) and traded it for a 2011 40-ft. Phaeton at Lazydays. We take spring and fall trips between Florida and Portland, Oregon, taking different routes each time. We have spent time in Richmond, Virginia; Asheville, North Carolina; Cleveland, Ohio; Boston, Massachusetts; Cooperstown, New York; Niagara Falls; Nashville, Tennessee; the Badlands and Mount Rushmore, and the Corn Palace in South Dakota; Salt Lake City, Utah; Arches National Park; Seattle and Leavenworth, Washington; Santa Fe, New Mexico; Sedona, Arizona; and multiple stops in California. And we have only just

begun!! My wife blogs every trip and does 90% of the driving!!

Clem Russo
Palm Beach Gardens, Florida

Shelter from the Storm

We were on our way north (leaving the Palm Springs, California area) when we hit rain, sleet, hail, thunder, and then snow and ice. We had only been on the road one and one-half hours, it was just 8 a.m. Thank goodness for Ute RV Park in Ft. Garland, Colorado. They welcomed us even at that early hour. We waited out the storm and headed north. Just wanted others to know about the nice people there.

Rhonda Moore
Monument, Colorado

Tooling on Past the Empire State Building

We have a 2010 Allegro RED that we love. Last year when touring the east coast from Florida to Maine, we stopped to see friends in East Hampton. We ended up in the Lincoln Tunnel (illegally)

quality begins on the inside

a leader in the vehicle seating market,
Flexsteel designs and manufactures entire furniture collections for motor home and towable interiors

Flexsteel has withstood over 118 years of change, the Great Depression and two World Wars to become a respected Legacy Brand with the VISION to cross market expertise in home furnishings, into the RV, Marine, Automotive and Specialty seating marketplace.

Flexsteel.
Excellence in Vehicle Seating

www.flexsteel.com



and found ourselves completely turned around with no time to reprogram our GPS! Finally, a landmark—the Empire State Building on 34th Street—and no one looked twice!!

Sherri Apostle
Bonita Springs, Florida

Coach Is a Life Saver

From 1997 to 2006 I did trade shows from Florida to California, including festivals, boat shows, and craft shows. My coach has been a life saver. Tiffin quality is unmatched. Thanks for the magazine, I really enjoy it!

Dobie Romines
Henrietta, Texas

Still Looking Good

We have a 1991 Allegro, it still looks good, and we get compliments on it frequently. We have made a couple of changes inside as we are campground hosts, therefore spend some time in it. We have been to Nevada, Oregon, Washington, California, and Idaho, and will be spending the summer in Utah, not all as hosts. Really like your magazine.

Manly Maedel
Kingman, Arizona

What a Gentleman!

In the fall of 2011 we went to Hershey, Pennsylvania, to the RV show. I met and talked to Bob Tiffin twice, plus we parked next to him in the parking lot. I told him about two items that might help with our Tiffin. He took out his notebook and made notes. What a gentleman! Reminds me of my father!!

Paul R. Greiser, Sr
Huntington, Connecticut

North Georgia & Western North Carolina

BEST PARKS: Rivers Edge RV Park in Murphy, North Carolina. Super sites for big rigs. Excellent. Stayed 10 days. BEST ATTRACTIONS: Brasstown Bald, highest point in Georgia; picnic tables with magnificent views from parking lot (use your tow car to reach the parking lot, no motorhomes); van will take you to the visitor center at the top (it's a steep trail if you can walk it). BEST RESTAURANT: Brothers Restaurant in Murphy for the best trout you will ever eat.

Thomas Sheehan
Spring Hill, Florida

The Gulf Coast: Louisiana to Alabama

We made a trip in May along the Gulf Coast and stayed at several great resorts. BEST PARKS: French Quarter RV Resort, New Orleans; Paragon Casino Resort, Marksville, Louisiana; Majes-

tic Oaks RV Resort, Biloxi, Mississippi; Luxury RV Resort, Gulf Shores, Alabama; Heritage RV Resort, Orange Beach, Alabama. BEST FESTIVAL: Crawfish Festival, Breaux Bridge, Louisiana, www.bbcrawfest.com.

Vickie & Buck Langlinois
Martinville, Louisiana

49 States and a Lot of Quilts

We have owned two Allegro Bays, first a 1992 coach on which my first wife and I put 77,500 miles. We had been married 48½ years in February 2000 when cancer took her life. We went to Alaska in the 1992 Allegro Bay and traveled all of the lower 48 states in it. We never had a problem of any sort with it. We purchased the Allegro Bay that I have now in 1998. It was built on the new 1999 chassis with the V-10 engine. My wife and I had three daughters and six grandchildren.

I remarried in Sept. 2001 to a lady with eight children, as she had lost her husband. She and I have been to Alaska, California, and a lot of other states. The motorhome averaged 8 MPG on the whole trip to Alaska and back—14,200 miles round trip. We have 62,000 miles on the '98 Allegro Bay and have never had any problems with anything on it as yet. It is a beautiful motorhome and very good workmanship. I visited the Tiffin plant in 2002, met Bob Tiffin, and took the factory tour.

Our first camper was one I built in 1967, a 10-ft. pickup camper. In 1971 my wife, three daughters, and my mother went to California in it. It was still in use at our lake lot until 1991 when I gave it away. We have owned two more pickup campers and a 1984 26-ft. motorhome (not a Tiffin), and all I had was trouble with the coach, not the chassis. I have driven approximately 400,000 miles on camping trips. I am 82 years old, my wife is 76, and we still like to go camping.

My wife is a quilter and has made over 500 quilts. She taught me to quilt and I have made 116 quilts and wall hangings in the last nine years. So we are very busy.

Lorraine & Searle Sweet
Lincoln, Maine

Recommendations from Louisiana to California

I would like to recommend the following attractions and parks: Fredricksburg, Texas, Nimitz Museum; Austin, Texas, Estess Follies; Palm Springs, California, The Follies and the Thursday Street Fairs; KOA, Branson, Missouri; Outdoor Resorts, Palm Springs, California; Cajun Palms, Breaux Bridge, Louisiana.

Richard Bagley
Petal, Mississippi

Never Alone in My Open Road

I live in Pennsylvania and rarely see other Tiffin RVs in my trav-

els. In fact, I have never seen another Open Road just like mine. Unfortunately, I will no longer be able to buy another RV as I am living off my savings now, but I was concerned, as I am sure many of your customers were, during the depth of the recession.

So in a recent trip to Florida, it was heartening to see so many Tiffins on the road. At one rest stop while eating lunch, I noticed that three out of the four of us RVs parked there were made by Tiffin; and at another rest stop, I had Phaetons on both sides of me. I saw several Zephyrs, too. I also saw some very old Class C Tiffins, and the owners of those whom I talked with were enthusiastic about their vintage RVs.

I try to be supportive of Tiffin, and it's pretty easy to do in my case. I travel alone and as I walk around the campgrounds with my dog, other campers have often noticed that there seems to be no "husband" with me. So they inquire if I am really traveling all by myself and congratulate me for my "courage." I tell them that I had shopped around for a used RV, but decided that as a woman alone with no mechanical know-how, I would be wisest to buy a new Tiffin because of your superior customer service record. I tell them that you have always been there to give me useful advice when I called for help, and that you manufac-

tured and shipped overnight a lower compartment door when I battered one while on vacation in Salt Lake City. My RV is now seven years old, has almost 60,000 miles on it, and has always been dependable. I love it!

Several different people in campgrounds during my trip told me they had heard other good things about Tiffin and were hoping to move up to a Tiffin RV next time. I hope they do. And by the way, I think my version of the Open Road is the least expensive model you have made in quite a few years, but I also think I still get the same high quality of service that the "Big Boys" get. I appreciate that!

Margie Rutbell
New Hope, Pennsylvania

Guadalupe River RV Resort

We love the "Hill Country" in Texas. We stayed the winter (December through April) at Guadalupe River RV Resort in Kerrville, Texas. It is a beautiful park with nice people, nice facilities, and many activities to enjoy.

Linda Hipsky
Racine, Wisconsin

The Look of the Future

HWH's slide-out components bring the *look of the future* to Tiffin's luxury coaches.

HWH® slide-out mechanisms are not visible from the outside of the coach, creating a beautifully clean "automotive" look.

HWH® True Flush Floor System matches tile flooring in slide rooms to the main floor.

HWH® computerized leveling system with finger-touch controls has been an industry standard for years.

www.HWH.com  Made in the USA



Inman's Answers

As the editor of "Serious Tech Talk," Danny Inman, 38-year veteran with Tiffin Motorhomes, invites your questions.

Please use the attached 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 1738
Monroe, GA 30656-1738

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.

Dear Danny . . .

How Do Outside Temps Affect AC/Heat Control?

Is our 2006 Zephyr's outside temperature sensor wired into the dash AC/heat control panel? In Florida recently, the outside temperature shown in the rearview mirror dipped from 80 degrees to 65 (loose connection?). And minutes later the cold air from the dash AC began blowing cool to room temperature air.

When the reading in the mirror went back to the correct outside temperature, cold air began blowing again from the dash. Our cars are wired this way, but I never gave much thought to the Zephyr wiring until this happened.

Lambert Elboeck
Brooksville, Florida

Dear Lambert,

If the outside temperature really did drop 15 degrees (i.e., perhaps it was a cold pocket in the air), then your dash heating and AC responded the way it should have. However, the temp recorded by the mirror gauge is not connected to the dash air.

Water Shorts Out Wiper Motor on Bus

I have a 2010 Allegro Bus. I was told by the Tiffin parts department that there is a problem with water getting into the wiper motor and causing it to short out. We had the wiper motor and the smart wheel controller replaced at Lazydays. What should I do to prevent this from happening again?

Charles Radle
Harrisburg, Pennsylvania

Dear Charles,

The water was probably not in the motor but in the wiring harness connecting the motor and the controller, causing the control board to burn out. The wiring harness plug to the motor should be taped and the harness secured up high to prevent it from sagging and causing water to get in the harness.

House Batteries Draining When Coach Not in Use

I have a 2006 Allegro 35TSA. My house batteries continually drain when the coach is not in use. Is there an ON-OFF switch to take care of this? For example, after sitting for about a week, the entry steps will not work until I start the engine.

Jerry Bridges
Las Vegas, Nevada

Dear Jerry,

Tiffin did not install disconnect switches for the house batteries on front engine units, only on the rear engine diesels. This is something that can be added and is usually less expensive than having a service center do a diagnostic test to check excessive draw. Though it is not uncommon for a battery to show drain if the coach sits for a period of time, I am surprised that the problem occurs in your coach after only a week. Have the battery tested first (it is a sealed battery). If the battery is good, you can check for power drain by putting a meter on it and then pulling fuses alternately to determine what is drawing it down.

Red Button on Door of 2012 Allegro

We just purchased a 2012 Allegro 35QBA. We would like to know the purpose of the red button on the driver's door above

the mirror-door-window buttons. My wife thinks it is a seat ejection button for her seat (wouldn't that be novel!).

Seriously, here is something that needs to be redesigned. The drink tray is too low. When the driver leans over to get his drink (or return it), he is forced to take his eyes off the road. That's an accident waiting to happen. Another point: The "hold-open" arm on the entry door needs to be changed. We have had our Allegro since November. Twice strong winds have pulled the bracket out of the sidewall when the door was open. We love our new Allegro — second one in 12 years.

Mark Shinabarler
Elkhart, Indiana

Dear Mark,

The red button is the indicator for the mirror heat. But you can still tell your wife that it is the activator for the ejection seat.

Your points about the location of the drink tray and the door arm are well taken. I will pass them on to engineering and they will evaluate some alternatives.

Repairing Cruise Control on Ford Chassis

I have a 2004 Allegro Open Road with a 550 chassis and a Triton V-10 engine. The cruise control no longer works. Please provide advice on repair procedures. Is this a job that only a dealer service center can do?

Raymond LeClair
W. Petersborough, NH

Dear Raymond,

Probably the service center will have to get involved to correct your problem. The cruise control is a part that comes on the chassis from Ford, but there are a few things you can check before you take it in. Check the cruise control fuse at the Ford fuse box and also the brake controller at the brake pedal, making sure it is making contact. This is what releases the cruise control once you hit the brake. Check the connection on top of the engine for the cruise control servo motor.

Front Cap's Protective Coating Is Cracking

I have a 35-ft. 2004 Allegro with a W-22 chassis. On the front cap by the lights, the protective plastic is now cracking and pitting. What can be done to repair it? I also need paint to repair the scratches on the brown.

Elizabeth Feyas
Villas, New Jersey

Dear Elizabeth,

The only way to repair the protective plastic is to remove it carefully to avoid damaging the paint, and then replace it with another coating such as 3M or Diamond Shield. Removing the protective plastic is a very delicate job that requires a lot of patience and care. Call Diamond Shield at 888-806-5862 to see if there is a company in your area that is qualified to remove the protective coating and apply the Diamond Shield. The touch-up paint for the scratches on the brown can be ordered through the Tiffin Parts Department.

Aftermarket Installation of CB Radio

Regarding the pre-wiring for a CB radio on a 2012 Phaeton, am I correct to assume the antenna wire is there but no power wire? Also, regarding the antenna wire, I can only find coax pigtail under the dash with an odd two-prong plug. I was looking for coax with a standard UHF connector. Is that not the case with your pre-wiring for CB radio?

Doug Braun
Draper, Utah

Dear Doug,


We do not install the power lead for the CB radio, only the antenna and the coax which we run to the left of the steering column under the dash. It will have the standard screw-on CB connector and not a 2-prong plug.

Noise from Electrical Outlet on 2008 Phaeton

Our 2008 Phaeton has a buzzing noise from the electrical outlet in the bedroom when we are not plugged into shore power

DIAMOND SHIELD

"The Invisible Bra™" Paint Protection Film
The CLEAR Alternative to the Vinyl Bra and Plastic Shield



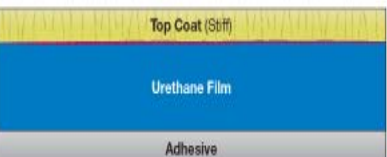
NEW BREAKTHROUGH TECHNOLOGY
DIAMOND SHIELD IS PROUD TO INTRODUCE OUR ALL NEW NANO-FUSION PAINT PROTECTION FILM
A Patent Pending Film

Limited Lifetime Warranty

Technology That Makes Existing Top Coats Obsolete.

Best Clarity, Gloss, Durability & Stain Resistance

ORDINARY PPF
Laminated top coat




Top Coat (Stiff)

Urethane Film

Adhesive

NANO-FUSION PPF
Protection infused into the film



Nano-Fusion Protection (Conformable)

Urethane Film

Adhesive

Coaches without Diamond Shield can be installed by our Certified Installers right at Tiffin Service Dept. Call for details!

**1278 Lyell Ave.
Rochester, NY 14606
Ph.888.806.5862 Fx.585.546.3968
E-Mail:diamondshield1@netzero.net
www.diamond-shield.com**

and the inverter is on. Is this normal or does the noise indicate an electrical problem somewhere in the coach?

Joe & Judy Shearon
Bells, Indiana

Dear Joe & Judy,
It is not normal for the outlet to be making noise without something being plugged into it. To be on the safe side, you should have that outlet changed by a qualified electrician who can check it when finished.

Adjusting the Shower Door

How do you adjust the shower door on a 2007 Phaeton 40QBH? It catches on the lower left side when trying to close it.

Frank Crane
South Daytona, Florida

Dear Frank,
Depending on the shower door type, you will have different adjustments. On a flat door, the best way to do it is to loosen the screws (do not remove them) and have someone lift the door, keeping pressure on the door and holding it in the correct position while the other person re-tightens the screws. You may have to repeat the process occasionally as the door will be jogged and the screws loosened while you travel.

Finding a Retractable Grill for 1992 Allegro Bay

I have a 28-ft. 1992 Allegro Bay that I bought new. Thanks to many updates in Red Bay it's in really good shape except for the gas grill. The retractable propane grill has pulled loose from the slides and has disintegrated.

I know that TMH long ago discontinued the built-in grills. Do you know any grill suppliers that have one that fits the 20-inch compartment? All of the Camping World grills that use bulk propane (not the little canisters) are too wide. Any suggestions?

David Naumann
Enterprise, Alabama

Dear David,
The company we were using then has gone out of business and we have not located another supplier whose product meets Underwriters Laboratories' standards for motorhome applications. I have seen some custom grills built for motorhome use, but they are built with stainless steel and very expensive. I do not have any contact information for anyone who makes them.

Securing Cargo in Pass-Through Storage Compartments

We have just purchased a 2012 Allegro 34TGA and, so far, we love it. However, I do have one question. I like the easy-to-clean floors in the storage compartments, but I can't figure out how to keep things from sliding side-to-side on the center pass-through platforms. Is there a way to reduce the slipperiness without sacrificing the ease of cleaning, or to install stops or bungee cords at the edges?

Margaret Smith
Landrum, South Carolina

Dear Margaret,
A skid proof mat like you might put in front of an entrance door would be a good method of stopping items from sliding in the pass-through compartment. It could be easily removed for cleaning both the mat and the compartment's surface.

2011 Allegro Bus Seats Need Lumbar Support

We have a 2011 Allegro Bus that we bought new and have put 22,000+ miles on it. We do a lot of traveling in it and we love it — with one exception. The driver or passenger seats do not have lumbar support and I need to continually use cushions or other support items for my back. Can the current seat be retrofitted with lumbar support or does any supplier offer a replacement seat that does have lumbar support?

Ivan Yurtin
San Jose, California

Dear Ivan,
There are aftermarket lumbar retrofits which can be added by a qualified upholstery shop. Also Flexsteel offers new seats with lumbar supports already in place.

Mode Indicator Light on Transmission Control Panel

I have a 2011 Allegro 34QFA. On the Allison transmission control panel, I do not get a mode indicator light or notice any change in the display when I change gears. Allison says TMH may not have installed this feature on my coach, but that it is available. They suggested that I contact the manufacturer to determine if there is a problem.

Tom Sadecki
Peotone, Illinois

Dear Tom,
The mode position on the shift control should be active. Take your coach to a Freightliner service center to get it corrected. If the service center has an issue with your request, have them contact Freightliner's RV Chassis Division in Gaffney, South Carolina.

Retrofitting Instant Hot Water System on 2011 Phaeton

We have a 2011 Phaeton 40QTH which we purchased new in February 2011. We are in love with the unit with the exception of one item. Our 2001 Monaco had an AquaHot heating system with unlimited hot water. Our Phaeton has a 10-gallon propane water heater that does not supply an adequate amount of hot water. I saw a 2012 Phaeton with an instant hot water system. Is it possible to retrofit the instant system in my coach?

Jim & Pat Halloran
Hiawassee, Georgia

Dear Jim & Pat,
We can replace the Precision Temp instant hot water system with the 10-gallon hot water heater. But we cannot do the reverse and replace the 10-gallon unit with the Precision Temp unit because we cannot make

the modifications to the size of compartment needed to create a secure installation.

Lighted Switches Burning Out at Entry Door Panel

I have a 2010 Phaeton. Almost all of the lighted switches next to the entry door are burned out. What can be done to keep this from happening continually after they are replaced?

Bob Snyder
Newberry, Florida

Dear Bob,
A rheostat can be installed in the power lead going to the lights which will reduce the voltage and prolong the life of the bulbs. There can also be a cut-off switch added to the panel which will allow these lights to be turned off and on.

Fume Alarm Goes Off Without Cause

We have a 2011 Allegro Open Road. Twice now on trips we have had to remove the connections to the alarm under the bed. We thought at first it was diesel fumes after we had pulled over for a few hours at a rest stop. On the next trip, I had to disconnect it after the alarm kept going off. Please advise if you have a suggestion to correct the problem.

Wes & Evelyn Rogers
San Antonio, Texas

Dear Wes & Evelyn,
The alarm going off is probably your LP leak detector. Sometimes they are sensitive to other items such as hairspray and even some perfumes. Test and make sure there is no LP leak in the coach. Use the cool setting on a hair dryer and blow the fumes out of the detector. If the problem continues, you should have it replaced.

180-Degree Rotation on Driver's Seat in 2010 Bay

I own a 2010 Allegro Bay 35TSB. I understand from available documentation that I should be able to rotate the driver's seat to face the salon. However, the steering wheel in my coach prevents such

rotation. I have tried every combination of seat positions and movements to no avail. My coach is on a Workhorse chassis. Any suggestion?

Michael Hodge
Bothell, Washington

Dear Michael,
Normally, the seats will turn around, although the Workhorse chassis is the most difficult. It is a combination of moving the seatback, the armrests, and the fwd/back electric slide.

Tracing Ignition Switch's Electrical Design

At 76 years young, I still can trace most problems and make repairs as needed. However, I have one problem with our electrical step I have not figured out. When the key is in the ignition switch, the steps open and close when the door

is opened. When the key is removed, the steps stay in the open position, with no change when the door is opened or closed.

Thanks for sending your owners the *Roughing It Smoothly* magazine. We still own our 32-ft. 1998 Allegro Star. I enjoyed working for your Alaska dealer, Marvin Law, and the pleasure of meeting Bob Tiffin and many other Tiffin people. This is our second Allegro, but we still hope to buy a newer used upgrade. I am a retired Air Force veteran and retired Air Force hospital foreman.

Joe Shumaker
Anchorage, Alaska

Dear Joe,
There are two fuses that control the operation of the steps. One fuse controls the ON-OFF switch at the entrance door to allow you to turn the steps off so that when you go in and out the steps stay

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

- ❖ SeeLevel II 709 models are designed for retrofit, so you can use the existing wiring in your RV.
- ❖ Percentage readouts are every 3/8 inch instead of the old way of "1/3" or "1/4" fractions.
- ❖ External sender board technology eliminates fouling on the black and gray tanks.
- ❖ Digital design completely eliminates installation calibrations and any future recalibrations.
- ❖ Senders are custom fitted to your tank by cutting the sender with a pair of scissors!
- ❖ Newest models 709-4 and 709P-4 work with 4 tank 5th wheel coaches.

GARNET
LIQUID MANAGEMENT SOLUTIONS

❖ GARNET TECHNOLOGIES INC Granbury, TX 1-877-668-7813 www.rvgauge.com

out and do not move. The second fuse bypasses the switch at the entrance door. When you turn the ignition switch on, it will automatically move the steps in and out regardless of the position of the ON-OFF switch.

Dash Air Operates Intermittently

I have a 2008 Phaeton 40QSH. The dash air conditioner quits after a few minutes. If I cycle the AC off for about five minutes, it will come on and run for a few minutes. The fan runs continuously. Do you have any suggestions to correct this problem?

Robert Takeuchi
Bellevue, Washington

Dear Robert,
Low freon is most likely causing your problem. The high pressure switch for the compressor is probably cutting the compressor off and the fans continue to run. Once you turn the system off the limit switch will reset. When you turn it back on, the system will run for a few minutes until the limit switch cuts it off again. Recharging the freon should correct your problem.

Wallpaper Wrinkling in Allegro Bus

We have a 2008 Allegro Bus. The wallpaper around the window frames and some of the wood trim is wrinkling. The backsplash behind the sink and cooktop is pulling away from the wall. The roof cap is sealed to the sides with white silicone to which paint will not adhere. As the paint peels, I have a white line around the top of the walls. Can anything be done to correct these problems?

Bill Watkins
Lake Havasu City, Arizona

Dear Bill,
Wallpaper: a steamer can be used on the paper to reactivate the glue; then you can use a brayer roller (obtain from a craft store) to smooth out the wallpaper. You will need to loosen the inside window trim to allow the paper to go back under the trim. As you smooth out the wallpaper around

the cabinets and countertops, sparingly add fresh glue. You may need to do some minor trimming with an Exacto blade.

Backsplash: Using "liquid nails" type adhesive for tile, you will need to reglue the backsplash to the wall.

Paint: Once you get any loose paint off of the silicone, wipe the silicone down with rubbing alcohol to clean it. Then use a small brush with touch-up paint and repaint it.

Fuel Gauge on 1996 Allegro Bus Malfunctions

I have a 37-ft. 1996 Allegro Bus. The fuel gauge suddenly quit working. The tank was half full when the needle went to zero. I could not find a fuse. Freightliner's service center in Apopka, Florida, was no help. There is no schematic in my manuals and the printout Freightliner gave me had nothing on it. How do I determine if the problem is the sending unit or merely the float? Where do I get these items? Any help will be appreciated.

Frank Fenney
Ravenswood, West Virginia

Dear Frank,
Hopefully it is as simple as a loose connection or a loose ground. Unfortunately, the sending unit is on the very top of the tank. To access it, the tank must be dropped. To check to see if the sending unit in the tank is working properly, you would need to find the wire coming from the sending unit at the dash. The wire attaches to the information display bar on the back of the dash panel and then on to the gas gauge. With an ohm meter and the fuel tank empty, you should get a reading of 240 ohms. On a full fuel tank, it will read 30 ohms. If you get these approximate readings, then the sending unit is working properly. Underneath the dash on the firewall, there is a ground lug that sends the ground to all of the dash instruments. Check those connections and make sure they are tight. On the outside of the firewall above the generator you will see hot and ground lugs. Make

sure those connections are tight. The ground will terminate on the chassis rail beside the transmission. Be sure to check this one for tightness. All of the gauges are very sensitive to a loose ground. If all of these checks do not correct the problem, you will have to drop the fuel tank and replace the sending unit.

Finding a Rattle in 2010 Phaeton's Slide-Out

I have a 40-ft. 2010 Phaeton. When we are traveling, there is a very annoying rattle in the driver-side living room slide-out. I believe the rollers or plastic flap is banging on the tile. In an earlier issue of *RIS*, it was noted in your column that this could be fixed. When I was at the factory, I was told that no fix was available. Now I slide a piece of carpet under the flap to stop the rattle. What would you suggest?

Richard Czerwinski
Mountain Home, Arkansas

Dear Richard,
The roller for the slide-out is vibrating on its axle. It only takes a small amount of pressure to stop it from rattling. Putting a little pressure against it (the piece of carpet) is the simplest way to solve the problem.

Does Electric Element Heat Water as Hot as Gas Burner?

We have a 2010 Allegro RED 38QBA. We are not getting hot enough water from the electric water heater. The switch is ON at the water heater and is ON at the overhead cabinet. What else could be checked? Do you have to use the gas burner to augment the water being heated by the electric element?

This is our first motorhome with slide-outs. How often should we lubricate the rubber on the slide-outs and sidewalls? Do we have to spray the inside and outside rubber gaskets? How often?

George Geyer, Jr.
Lindenhurst, New York

Dear George,
The electric element will get the water as

hot as the gas burner, but it takes longer. Also, it will not replace the heated water as fast as the gas will. In a house, you are using a 220v heating element but in the motorhome you are using a 110v element. Therefore, gas is a lot more efficient than the electric.

Keeping the slide-out rubber clean from grit and dirt is very important. Lubricating once a year in normal conditions is sufficient. In hot climates, you should lubricate twice a year.

Kudos for Roughing It Smoothly

I received my *Roughing It Smoothly* today and have already read it cover to cover. Your "Serious Tech Talk" is usually the last thing I read. Even though we drive a 2006 Allegro 32BA, I read each item in

your column and enjoy it. I have already reread it again and will several times. I attempt to keep each issue for future reference. Just wanted you to know that your column is one of the reasons I hope to continue receiving *RIS*.

Joe Calvert
Forrest City, Arkansas

Dear Joe,
Thanks for your kind words. I hope you continue to have long and satisfying use from your Allegro.

Moisture in Headlight of 1999 Bus

I have a 1999 Allegro Bus. Moisture continually gets into the right headlight. I can dry it out with a hair dryer, but it comes right back. What can I do to prevent moisture from returning? Also, is there any

adjustment that can be made to lower the high beam light that shines too high?

James E. McDonald
Piedmont, South Carolina

Dear James,
As far as the adjustment for high/low beams, there are two allen screws on the back side of the fiberglass cap to adjust the beam left-to-right and up-and-down. You can get rid of the moisture problem by replacing the headlamps, but there is no guarantee that the moisture problem will not come back. It was just a problem with the design of this headlamp.

Fuel Mileage on the Breeze 32 BR

I have a 2011 Allegro Breeze 32BR. I was told I would get 14 to 16 miles per gallon. The coach only has 3,800 miles on it

CUSTOM UPGRADES

Executive Armor

Stainless Accents

Custom laser cut packages of any height can now be installed at service centers across the country or purchased direct from Summit Products for do-it-yourself installations. Visit our web site for more details on how to save money.

FOR THE DISCERNING TIFFIN COACH OWNER

SUMMIT PRODUCTS

www.summit-products.com

Make it Happen Today! call **1-800-329-2958**

and I am getting 10.5 to 11 MPG. I drive very conservatively and seldom go over 60 MPH. At what point should I expect the engine to break in and what MPG should I expect?

Harry Horning
Manassas, Virginia

Dear Harry,
On the 32-ft. Breeze we estimate around 12 MPG depending on whether you are towing or what you are towing. The 28-ft. unit can get 14 to 16 MPG especially if you are not towing. Because the 28-ft. unit is so short (not much longer than a Chevy Suburban), many owners do not tow.

An Elusive Pinging Noise in Ceiling

Ronald and Ann Sims wrote about a pinging sound heard in the ceiling. We have a 2008 Allegro Bay FRED. Since the first day of ownership, we have heard the same pinging noise. I thought it was some kind of thermostat or relay at first. Now I am pretty sure it has something to do with expansion and contraction of the roof system itself. It happens throughout the whole coach randomly.

Wayne Hampel
Saugertie, New York

Dear Wayne,
We don't hear this complaint very often. It would be difficult to trace the cause of the noise unless one is driving and using the unit over several days. Your idea may be correct about the cause.

Washer Leak Should Be Simple to Fix

We have had our 2010 Allegro Bus for two years and I just used the washer for the first time. It leaks!! After I found the access panel, I turned off the water valve. What to do now since the warranty is out? Any suggestions?

Wanda Schaufel
San Antonio, Texas

Dear Wanda,
Since the washer is two years old, it is not going to be under warranty. Most likely the leak is inside the washer since you did

not experience a leak in the supply lines prior to its first use. Take it to your dealer and have it checked. Hopefully, it is not anything major.

How Does Tiffin Heat Its Holding Tanks?

We just traded up from a Four Winds Hurricane to the Allegro 35QBA bunkhouse. Wow! We have one question: Our Hurricane heated the tanks with electric heating pads attached to the bottom of the tanks. We do a lot of traveling in cold climates. I can't figure out how the Allegro keeps the tanks from freezing. The literature says it is equipped with heated tanks.

Tim & Barb Franquist
Sharpsburg, Maryland

Dear Tim & Barb,
The holding tanks are in a closed compartment. We use a duct off of the main furnace to heat the compartment. When you use the furnace to heat the interior of the coach, you are also heating the holding tanks compartment.

Flasher Signals Not Working on 2000 Allegro Bay

This is only the third time I have asked for help in 12 years of driving my 2000 36-ft. Allegro Bay. It now has 112,000 miles on it with very few problems. This is a very good record and we are very happy with it.

I have lost the flasher signals for turning and emergency lights. I see the relays for them but no flasher units. It seems strange that both would fail at the same time which might indicate a fuse failure. But I have not been able to find a bad fuse. This unit is a Ford F-53 chassis with a V-10 engine (A00475). Thanks.

Dennis Carlson
Willis, Texas

Dear Dennis,
The turn signals and emergency flashers are operated by a common relay which is located just to the left of where the steering column joins the firewall. It is a square, black Ford relay that can be replaced by

unplugging it and replacing it with a new one from a Ford parts department.

Blowing Fuses Using Auxiliary Start

In regard to your reply in the Fall 2011 issue (8:4) to Steve England about the fuses blowing on his Allegro Bay, your answer needs a bit of correction. It seems the technicians at the service center in Red Bay have the same misconception about that issue of fuses blowing using the Aux Start, as well as technical aspects of DC voltage and current in starting an engine.

I speak from both training and experience and I don't want to sound arrogant. I was trained at several military tech schools and have many years of applied experience. I also have a mechanical engineering degree from Drexel University.

It takes approximately 400 amps to start an engine, perhaps a little more for a diesel engine because of the higher compression, but not much more. So your advice to Mr. England should have been to get a larger fuse—500 amps should be adequate and this is what the factory should use. The 250-amp fuse is obviously too small. The fuse is there to protect the heavy wire going from the house batteries to the engine batteries. If a short develops, that is, if the insulation wears through somewhere and the wire touches ground, a bazillion amps will surge through the wire and the fuse will blow immediately to protect the system—no fire, no smoke, nothing but a bright spark. I noticed the factory has this heavy wire in a plastic casing and anchored down at several places so it cannot vibrate to cause a short, a correct and wise precaution.

The rest of your answer to Mr. England about holding the button down is incorrect. The engine should crank immediately if the Aux Start switch is pressed.

Joseph P. Cannon
Fairfax, Virginia

Dear Joseph,
With your knowledge and experience, you should realize that the solenoid used

to activate the auxiliary start is only rated for 300 amps. Also, the #2 cable feeding the auxiliary start could not stand a prolonged 500-amp draw if the engine did not start immediately. The dead batteries will increase the amp draw considerably as one tries to start the engine. Holding the Aux Start button down for several minutes will allow the engine battery to equalize and not put such a strain on the system. The largest relay we are willing to approve on this system is 300 amps.

Maintenance Problem with Engine Braking on 2004 Bus

We have a 2004 Allegro Bus on a Freightliner chassis, 400-hp Cummins, with 130,000+ miles. We use the engine brake as much as possible for stopping and slowing. The problem we have had since it was new is the arm coming from the air brake can over to the brake shoes binds up after a while and then snaps or jerks hard when we use the brakes (mainly happens on the front brake, of course) and causes one side to grab causing the motorhome to pull to one side or the other. You really have to hold on to the steering wheel to keep the unit going straight during braking. This arm has to be taken apart and lubed every 15,000 to 20,000 miles to keep it working smoothly. Freightliner says there is no upgrade or fix available for this problem like putting grease fittings for the arm bushings. This is a real safety problem when this starts happening until you take it in and have the arms lubed.

Do you know of a *permanent fix* or way to lube the arms and bushings other than taking them apart?

Jon L. Swanson
Castle Rock, Colorado

Dear Jon,
We are not aware of a permanent fix with grease fittings. Freightliner recommends lubrication every six months. The only thing we have to go by is Freightliner's chassis maintenance manual, mainte-

nance and lubrication of brake systems, pages 42-2 to 42-3.

Defective Nozzles on AquaHot System

We own a 2008 Allegro Bus with an AquaHot 450 heating system. I recently took the coach in for service and asked them to service the AquaHot system. After it was serviced, I had lots of smoke and diesel smell. Then I learned after several emails and phone calls that there are nozzles on the AquaHot system that are often defective. Getting the system to work properly has been frustrating. Do you know anything about these defective nozzles?

Doug Hall
Edmonds, Washington

Dear Doug,
I am not aware of AquaHot having a problem with defective nozzles. They do recommend changing the nozzles once a year and replacing the fuel filter. Other annual service includes checking the AquaHot expansion tank when hot for proper fill level and checking the percentage of propylene glycol (when cold) using a refractometer. Automotive, ball type hydrometers are not accurate for use with propylene glycol.

Washer Fluid Supply Line Hardens and Cracks

We own a 2011 Allegro. While checking the unit for a trip, I found that the rubber tube supply line for the washer fluid had become really hard and cracked. Our weather is not cold here, doesn't snow. I replaced the broken tube, went on our trip, and discovered the other one was also broken. Why does the rubber get so brittle? It doesn't even feel like rubber.

Russ Curtis
Santa Maria, California

Dear Russ,
The original tubes that come with the wiper assembly do get brittle after a year or two. Since the tubes are thin to make them flexible, they are susceptible to becoming brittle from both heat and cold.

You can purchase this tubing by the foot from an auto parts store and replace them periodically as you would the wiper blades. The tubing you can buy at the auto parts store is actually better quality than the original tubing that comes on the wiper assembly.

When Does Alternator Charge House Batteries

We have a 43-ft. 2010 Allegro Bus and we love it. One question: Does the alternator charge the house batteries while the coach is being driven?

Fred & Lassie Salitore
Weatherford, Texas

Dear Fred & Lassie,
The alternator charges the house batteries anytime the engine is running. On the Ford, Workhorse, and Freightliner chassis, it will immediately kick in and charge the battery. On the PowerGlide chassis, there is a five-minute delay before an activation solenoid kicks in and begins the charging.

Location of Drain Valves on PowerGlide Chassis

In your answer to Doug Weber (9:2, page 56), you said that on the Tiffin PowerGlide chassis, two simple ON-OFF drain valves found in one of the rear compartments on the passenger side are used to drain off any moisture. We have a 2010 Allegro Bus and the drain valves on our PowerGlide chassis are actually on the driver side.

Ted Smith
Logandale, Nevada

Dear Ted,
We have located the drain valves on both sides in the past. Sorry if I misled you.

Fuel Weeping at Filler Necks

We are the proud owners of a 2007 Allegro Bus 40 QSP and we are having trouble with the diesel filling tubes. During a fueling event, even though the tank is only about half full, fuel spills (leaks) out of both sides of the fill doors. It has been

doing this since we bought the unit in 2007. In July 2007, we complained to the dealer while it was under warranty and he replaced the filler necks on both sides. We changed the caps. But they still weep fuel. What recommendation do you have to correct this problem?

Norman & Sandy DeHaven
Reno, Nevada

Dear Norman & Sandy,
We have had some issues with the filler neck. On the Freightliner fuel tank, the fill pipe is on the side of the tank half way down. Be sure that your fuel tank is less than half full. Loosen the clamp and be sure the hose is seated well on the fill pipe. Replace the clamp or use the existing one if it is in good condition, and tighten it firmly.

Rainwater Causes Engines to Miss on Workhorse Chassis

After trying many remedies to correct the engine missing in wet weather on my 2003 Allegro, I discovered the air filter box was the problem. It was not completely sealed. The huge amount of rainwater being thrown on the box by the front tire caused the problem. I replaced the box with a Banks air intake system and have had no problem since.

O.C. Burns
Senatobia, Mississippi

Dear O.C.,
Thanks for passing your solution on to us.

Drain Tubes for Heat Pumps on 2012 Phaeton

I have a 2012 Phaeton 40QBH with three air conditioners. This is our fourth motorhome and the best one yet. The condensation from the air conditioners drains through the tubes to the rear of the coach. However, there is not a drain pad under the heat pump side of the units which allows that condensation to run out onto the roof. Without gutters, it runs down the sides of the coach making an unsightly mess. Was the drain pad

under the heat pump side omitted on my coach by mistake, or is this the standard design? What can be done now to correct this problem? The coach is still under warranty. We winter in south Louisiana where the humidity is very high, even in winter.

Jim Yingling
Lilly, Pennsylvania

Dear Jim,
The condensation coming from the HVAC when the heat pump is running is in a different location than the condensation from the air conditioner. The design of the air conditioner does not take care of the heat pump condensation, but instead allows it to go on top of the roof. The drip pan is made into the AC unit. Tiffin simply hooks a tube into the unit's pan to drain it.

Suggestions for Phaeton Infrastructure Design

Please accept a belated thank you for helping with some minor issues on our 2010 Phaeton 40 QTH at the rally recently in Sarasota.

I have a couple of comments/questions about the Phaeton.

Why is the the water heater placed so far from the bathroom and kitchen? It takes about a half gallon of water at the kitchen faucet to get water hot enough to do dishes. When dry camping, this can be a problem both for fresh water supply and the capacity of the gray holding tank. (Yes, I do save the run-up water in jugs for other uses.)

Why do the lights on the light switch panel have to stay on all the time? I realize you can cut them off by turning off the 12v disconnect switch, but I usually keep the 12v power on at all times. Why not install a "light only" switch on this panel. It would save replacing so many switches (about 10 so far in two years).

The slide topper covers look great. However, when camping in the Fall season, leaves, acorns, and other tree debris get into the slide topper. When I pull the slides in, this mess gets caught in the cov-

er, causing the slide cover to fold up rather than roll in. I had to have the topper cover removed and the debris cleaned out to correct the problem. At some point, I will be too old to climb on the roof and sweep off the slide covers as we break camp. There has to be a better way.

Jere Key
Fayetteville, Georgia

Dear Jere,
Water heater: The engineers try to locate the water heater in an area that takes up the least amount of owner storage space and still be accessible for maintenance and repair. For some units like the bath-and-a-half, the location works out pretty good while not so good for other floorplans.

Light switch panel: Engineering is working on this issue now. In the near future, our new units hopefully will correct this problem.

Slide-out topper: The height inside the slide-out box is one of the highest in the industry; however, it reduces the exterior height left from the top of the slide-out box to the crown of the coach. That means that the material covering the slide box is at a lower angle than we would like, preventing the cover from shedding forest debris more easily.

Upgrading to LED Lights

We own a 2006 Allegro Bay and would like to upgrade our lighting to LED lights. Is there an economical, practical way of doing this that I can do myself?

Richard Neveu
Ramona, California

Dear Richard,
Triple H Electronics next to our service center in Red Bay sells LED replacement lights for your 2006 unit. The sockets are the same and the replacements are easy to do. You can contact them at 256-356-9671, ext. 4.

Mice in Motorhome

When my motorhome is not in use during the summer, I store it in a pole barn

next to a field. I am having trouble with mice getting into the motorhome. Do you have any recommendations?

Jerry Rockmart
Nashville, Indiana

Dear Jerry,
Some of Tiffin's customers have told us that putting peppermint oil on cottonballs and spreading them in the storage bays will keep mice out. We haven't tried it here in Red Bay, but they have found it to be a good solution.

Navistar Oil Change Correction

In the last issue of the magazine, I said it should be okay to go a year between oil changes on the Navistar engine. Navistar corrected my recommendation and they stand by their policy that the engine oil should be changed every six months regardless of mileage.

Replacing Halogen Ceiling Lights

In the Spring 2012 (9:2) issue of *Roughing It Smoothly*, "Serious Tech Talk" section, Truman Dobbins wrote about having to replace 30 of the halogen ceiling lights in his new 2011 Allegro Bus he purchased last May. Your response concerning the lights' sensitivity to moisture and oil on our fingers did not address the problem. We too bought a new 2011 Allegro Bus last May (2011) and had the same problem as Mr. Dobbins. Because we have halogen fixtures in our regular residential home, we were well aware of the halogen bulbs' sensitivity to moisture and oil from our fingers when replacing a burned out bulb, so we always use a tissue or gloves when replacing them.

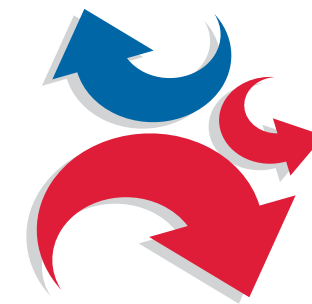
The problem is that with our new coach, most of the bulbs (dozens) burned out within the first few months of ownership. These were bulbs we never touched. We assumed Tiffin workers installed the bulbs and probably did not use gloves or some other protection. When we called, we were informed that the halogen fixtures come from the manufacturer/sup-

plier with the bulbs already installed in the fixture. If that's the case, then the manufacturer's employees must not be wearing protection when assembling the fixtures. Otherwise, why would the bulbs burn out at such a rapid rate? Perhaps Tiffin needs to contact the supplier to let

them know of this annoying problem.

Because of this and the heat and inefficiency of the halogen bulbs, we have been replacing each burned out halogen with an LED. These are much more expensive but should outlast the useful life of the coach. Plus, they burn much cooler.

Comfort Zone #1: Even heat



Wherever you are in your RV, the temperature is perfect.

Enjoy the luxury of even temperatures side-to-side, floor-to-ceiling in your rig. With an Aqua-Hot Heating System, you'll always be "just right," even when Mother Nature throws in her mood swings.

Aqua-Hot
It's a matter of comfort

(800) 685-4298 or (303) 659-8221 www.aqua-hot.com



Look for Aqua-Hot Comfort Zones™ on



©2010 Aqua-Hot Heating Systems Inc.

As an aside, it would certainly be easier to replace the bulbs that are particularly close to a wall, such as in the bathroom, if the fixtures are installed with the two-hole prong receivers at the back of the fixture (nearest the wall). Otherwise, it is almost impossible to feel/find the two holes blindly when the fixture is 180 degrees from the wall. There's just no way to see up there to guide the two prongs in. It can be a bit of a frustrating condition that could be easily rectified if the fixtures were installed with the customer in mind having to replace the bulbs.

Bill & Julia Snyder
Lake Mary, Florida

Dear Bill & Julia,
We made the changeover to LED bulbs on most of our lighting during the 2012 model year. Hopefully, this will solve the problems owners were having with bulbs burning out too soon plus the bulbs being so hard to replace.

Routing Heating Ducts to Get Even Temp Flow

I was visiting a friend and looking at his *Roughing It Smoothly* from a year or so ago. There was a question from a woman that complained about the temperature of the floor vents in the bedroom of her coach (I forget which kind she had) when she had the furnace on. You had said that was because that vent was the closest to the furnace and naturally, the air would be hotter there. Your recommendation was to add a few feet of duct work to the system between the furnace and the vent. This would allow the air to cool a bit before it hit the vent and therefore would not be as hot. My questions are, shouldn't the engineering department have figured that out before the coach was designed? I mean, if it is hot enough to burn your feet, something is wrong with the design. My second point would be, if I now make it cool enough to not burn my feet by adding the additional length of duct in the floor, what about the rest of the coach? Won't

it be cooler than it should be? Finally, how does a consumer add duct work to an already assembled coach? Isn't there already insulation or plumbing or wiring in the floor? I am considering a Phaeton and several other coaches.

Jeff Baker
Willow Grove, Pennsylvania

Dear Jeff,
First, the ducts are not in the floor or routed under the floor. They are in the baseboards of the cabinetry. Each furnace has up to five separate ducts coming out of the furnace, the length of which depends on the location of the vent in the motorhome. Most of the ducts run at the back of the cabinets above the floor. Adding a length of duct to one outlet will not affect the temperature of air flowing out of the remaining vents.

High-Pitched Whistling Noise

We are the proud owners of a 2010 Phaeton 36 QSH and love it immensely. Prior to owning this coach, we RVed in a 32-ft. fifth wheel for ten years. The comfort, exquisite features, and conveniences built into this coach are amazing.

Our dilemma is a high-pitched whistling noise which usually occurs at speeds above 40 MPH. It seems to be coming from the front door, not the mirrors as mentioned in an earlier article about whistling noises. I determined this at Ocean City, Maryland, where the wind was whipping off the bay in 30 MPH gusts. From the roof, I could feel air blowing in along the top header of the entry door. This is the same area where the door's stop hinge folds in above the door. I wonder if some type of weather stripping could be installed to alleviate this annoying sound, which interferes with listening to the good music on satellite radio. Thank you for all the great advice you offer to Tiffin owners in Tech Talk.

Joanne & Michael Rij
Toms River, New Jersey

Dear Joanne & Michael,
In other cases, we have found that two

pieces of weather stripping one-inch wide and 3/16 to 1/4-inch thick placed on the inside of the sloping door jam from its top angle to where it joins the vertical jam will stop the whistling noise.

Tracing a Wiring Problem

I own a 27-ft. 2002 Allegro. The light on the driver side above the window no longer works. When I purchased the coach, it was okay. The wiring diagram came with the coach. As far as I could trace it, I believe there is a ground problem. It needs a new wire run from the center of the coach back to the driver side overhead light. If I try pulling it, it will not give. Can you make a suggestion for this repair?

Charles C. Wood
San Marcos, California

Dear Charles,
If it is a grounding problem, it will be easy to check by taking a test light or your meter and grounding it to the metal frame of the coach to see if you have power on the positive wire that feeds the light. If you do find that the light works when grounded, go inside the overhead cabinet by the light, find a metal frame member, put in a metal grounding screw, and ground the light to the frame of the coach. If the light does not have power in the positive feed, check at your switch to see if it has power coming to it. Trace it from there to determine where you do and do not have power.

Mirror Pulling Away from Back Wall

We have a 2008 Allegro 34 TGA that we bought new from Cartec Motors in Bordentown, NJ. Unfortunately, the dealership went out of business about one week after we took possession of the motorhome. We have had some minor problems that we have managed to take care of ourselves, but are facing an issue that we don't know how to resolve. The bedroom mirror is pulling away from the back wall. It seems that the mirror will not lay flat against the wall and something has

caused the wall to buckle or warp in the middle. As time goes on, it is getting progressively worse and we are afraid that it will eventually fall off the wall. The nails on the right side of the frame have now pulled completely out of the wall. Is this a problem that you have encountered before? Any advice on how to resolve this issue would be greatly appreciated.

Barbra & Leo Christodoulidis
Delran, New Jersey

Dear Barbra & Leo,
Probably the cheapest and easiest way to make the repair is to get a tube of Liquid Nails from the hardware store and put a dab about every four or five inches. Figure out a way to keep pressure on it until the glue sets.

Recurring Inverter Problem

We have a 43-ft. 2009 Allegro Bus with a recurring inverter problem. It says "Low Battery" and shuts off even though the batteries are fully charged. We went to Lazydays-Tucson and they said we needed two inverters. A technician in California took the inside panel off, unplugged the screen, waited for 10 seconds, and then reassembled it. It corrected the problem for five months. Now the problem is back. Do you have any suggestions?

Eddie Moore
Monument, Colorado

Dear Eddie,
On the Xantrex inverter, sometimes when the batteries get low, they will not reset themselves and the "Low Battery" light will stay on. The technician in California was correct, but it would be easier to go to the inverter and unplug the two phone wires (be careful not to cross them up). Wait about 10 seconds and plug them in. This should reset the control board.

Cover for Slide-Out Mechanism Will Not Retract

I have a 2006 Phaeton with four slides. On the front of the driver side slide-out, there is a black cover or curtain in a black

tube that runs top to bottom. When the slide comes in, it covers the inside of the slide wall. When I put the slide out, the curtain no longer retracts back into the black sleeve or tube. It appears there is a rewind spring or something that has failed. Can you explain to an owner how to fix it? Does the repair need to be made by a dealer or by TMH?

Thanks for your help. Full timer & lovin' it.

B. J. Martin
Pensacola, Florida

Dear B.J.,
The black cover is a spring-loaded roller shade. It may be possible to take it down and fix the spring. It may be a little tricky to repair the spring and get it back in place. Considering your time and frustration to repair it, it may be cheaper to replace the whole shade.

Mounting Solar Panels on Roof

I want to mount three 130-watt solar panels to my 2008 Allegro 32 LA. Are there roof areas I should avoid? How deep should the screws penetrate into the roof? I plan to use Eternabond DoubleStick under the mounts and white Eternabond RoofSeal over the top of the mounts. Any suggestions would be appreciated.

Can Eternabond's RoofSeal be used over the top of the caulking that Tiffin used for the various roof penetrations? Thanks for your help.

Doug Smith
Surrey, British Columbia

Dear Doug,
With three panels that large, there is too great a possibility that screws will hit wires in the roof. It would be better to use a bonding material that will hold the panels permanently in place.

How Do We Order Touch-Up Paint?

We have a 2008 Allegro Open Road with a front engine Cummins diesel engine that we purchased from Vogt RV in Fort Worth, Texas. We have some places on the

motorhome that need some touch-up. We originally received touch-up paint when we bought our coach brand new, but the paint has dried out over the years. Can we order small amounts of the following Martin Senour colors? M8-77347-Sunlit Sand, M8L-81446-White Chocolate, M8-77351-Prescott Gray. Thank you for your immediate response to this request.

Martin & Cheryl Miller
Hurst, Texas

Dear Martin & Cheryl,
You can order the paint from the Tiffin Service Center: 256-356-0261.

Where Is That Ukelele?

I purchased a 2008 Allegro Open Road (FRED-300 Cummins with Allison transmission) in August of last year. I now have approximately 30,000 miles on this unit (23,000 when purchased). My problem is minor I think. There is a noise, sporadic in nature but annoying just the same, that sounds like plucking the string of a ukelele which appears to be coming from the ceiling areas in the front above the driver and passenger and in the back bedroom on each side in the ceiling area. It also sounds similar to a solenoid opening and closing. Do you have any idea what this might be and if we have a concern? We hear it when parked (at a campground for the last four months) but can't remember now if we also hear it when driving. A similar problem was reported by Ronald and Ann Sims in Tech Talk. Your reply to them referred to air conditioner relays as the possible source. We do not run our air conditioners or even have them turned on at the controllers when these noises happen.

Leo Dwyer
Redwater, Alberta, Canada

Dear Leo,
The electronics on the roof that might be causing the noise include the satellite, the AC, and the antenna. I will have to throw this one out to our readers and see if anyone has had a similar noise and solved the problem.

PRESIDENT'S CORNER *Continued from page 4*

In 1992 the next major innovation in the industry was the slide-out. Newmar started building slide-outs in 1991 and we started in the summer of 1992, showing our first slide-out model to our dealers at the Louisville Show in late November 1992.

Slide-outs were destined to totally revitalize the Class A motorhome industry. In 1997 we built the first motorhome with opposing front slides and had our first showing in January 1997 at the Ft. Worth RV

Show with Danny Vogt of Vogt Motorhomes. That first unit had two slides in front and a third slide in the rear bedroom. Of course, most of our units today have four slide-outs.

These two innovations—basements and slide-outs—have propelled our industry down the road to where it is today. Who knows what is coming next, but I think it will be hard to top what has been accomplished in the last forty years. **RIS**

OWNER PROFILE *Continued from page 39*

really wet my whistle to do more long trips that were for pleasure and sightseeing—not just getting to our winter destination.”

“Our trips became more frequent,” Cheryl said, “but I always dreaded having to unpack the motorhome and bring everything in the house, and then later have to plan and pack for the next trip.”

“Because we stored the Allegro Bus in a pole barn with a dirt floor, we had to fight the mice getting in the coach,” Richard said.

In 2007 they surveyed one acre facing the road at the far corner of the property and sold the remaining 36 acres. “The Amish here in our area do fine work and I contracted with them to construct a building that was essentially a well-insulated pole barn,” Richard explained. “As long as a building does not have a kitchen, it can be taxed as a barn. The footprint is 30 x 55 feet. On the west end, back side, I placed the 14-ft. garage door to bring the coach inside and installed the utilities to hook it up. On the front side adjacent to the Allegro Bus, I placed the garage door for the car. On the east end of the building is our guest bedroom and bath, and upstairs is our office and television room, and

a playroom for the children.”

The thirty feet of open floor in front of the car has a sitting area and a dining table. A cabinet against the front wall provides work space alongside a refrigerator and microwave oven. A covered front porch with windbreak walls on either side offers a pleasant place to read and visit. The back of the building has a large deck overlooking a sloping grass lawn with a flower garden and a large fire pit for the children to roast wieners and marshmallows.

“We really are full-timers,” Cheryl affirms. “I never have to unpack. We love this motorhome and its floorplan is just perfect for us. We are full-timers who can come home again.”

In addition to heading south for the winter in October, what is your bucket list for sights to see, I asked.

“We want to go to Niagara Falls and then on to Maine,” Richard said. “Then, after we see the colors change in September in Maine, we want to follow the Fall south down the east coast until we get to the pine trees in South Carolina where we will spend the winter.” **RIS**

TRAVELING WITH YOUR PETS *Continued from page 48*

Rolling on their back during a belly rub can be a sign for you to stop if the person started this playful action. If the dog approaches the person and initiates the belly rub then it is soliciting attention and play. Look closely at the dog. If it becomes stiff and tense, then stop playing. If it stays relaxed, then continuing to pet them should be fine.

When dogs wag their tail, it is not necessarily a friendly gesture. Dogs will wag their tail when displaying fear, stress, or arousal. When a dog wags its tail slowly and appears tense, this might be a sign of pending aggressive behavior.

Dogs do not always want to be friends with strangers but sometimes prefer to have guests ignore them while talking to the owner.

Make sure guests do not pet the dog on arrival. Once the dog has settled, wait for the dog to come to the guest to show a desire to be friendly and interact.

Let sleeping or resting dogs lie. When dogs are awakened suddenly, they may strike out and bite. Do not grab a dog by its collar or interrupt it when eating, as these are conditions that cause dogs to be aggressive.

As you can see, our pets do communicate with us but often in body language that we may not interpret accurately. Follow these tips and you could prevent bites. This is especially true in a campground setting because your pet is frequently meeting strangers, including children. Be safe and have a great summer. **RIS**

RIDING THE RAILS *Continued from page 53*

and photograph this turn-around operation from either of two decks available as you climb a stairway on your way to Frostburg's Main Street.

A 90-minute layover gives you time to explore some of Frostburg, for more than 200 years a way stop on the road over the Alleghenies and now home of Frostburg State University, a four year undergraduate and graduate institution. If you're a railroad buff, you'll want to study photos and model train displays in the depot before crossing the street to a renovated 19th century warehouse that houses the Thrasher Carriage Museum, one of the country's best collections of horse-drawn vehicles. It contains more than 50 vehicles including the inaugural coach used by Teddy Roosevelt, several Vanderbilt sleighs, funeral wagons, surreys, even milk wagons.

If you've comfortable shoes and care to brave the sometimes steep hills of Frostburg, you'll find shops, restaurants and historic sites within walking distance on Main Street, including Failinger's Hotel Gunter, a restored 19th century luxury accommodation. You probably won't have time on this layover to visit the Frostburg Museum, occupying the Hill Street School built in 1899, but may find your interest adequately stirred to visit again.

Regardless of which side of the car your seat is on as you ride up to Frostburg, it's a given that you'll see things on the return trip that you missed on the way up. If you're on the Santa Express in December, it's possible you'll see nothing but white. The train runs on schedule, snow or shine. Whenever you ride, in whatever seat, what you see is enthralling. What you learn about the past will amaze you. **RIS**



Mid-South

RV Service Center Now Open

For years we have been the trusted leader for the care of Cummins engines and Onan generators. Now we offer that same standard of excellence to meet all your recreational vehicle needs.

2200 Pinson Highway • Birmingham, AL

205-841-0421



SPECIAL OFFER
www.HearthsideGrove.com/TIFFIN

BEST SUMMER CLASS A MOTORHOME DESTINATION.



VISIT • STAY • RENT • BUY



2400 US 31 North • Petoskey, MI 49770
www.facebook.com/hearthsidegrove
1-231-347-0905
reservations@hearthsidegrove.com



YOUR LUXURY MOTORCOACH RESORT

www.HEARTHSIDEGROVE.com