

Roughing It Smoothly[®]



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- The 2020 Phaeton 40QBH
- Beautiful Bend, Oregon



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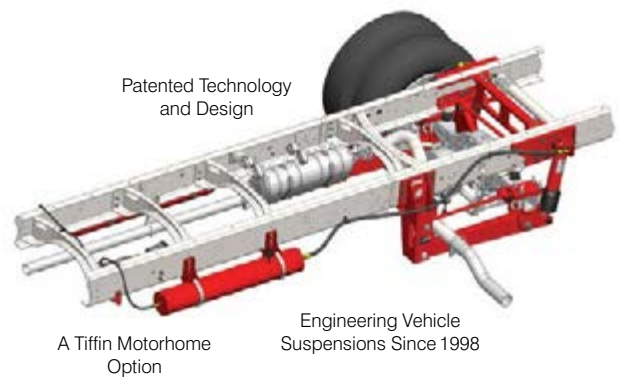
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Roughing It Smoothly®

October 2019 Volume 16, Number 4

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

In January 2019, Tiffin's owner-acclaimed quarterly magazine began its 16th year of publication. In November 2017, we launched and tested the digital magazine our readers can enjoy online the same day we upload the typesetting files to the printer.

You can read all back issues (16 years) of *Roughing It Smoothly* online at rismag.org

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

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

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

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

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

Online readers will receive the magazine three weeks ahead of the approximate date *RIS* appears in mailboxes. Check rismag.org on Jan. 15, Apr. 15, July 15, and Oct. 15 to read the Winter, Spring, Summer, and Fall editions respectively.

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

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

Magazine Continues to Grow

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

to read *RIS* online at rismag.org. Our dealers are distributing 17,000 copies in their showrooms. As *RIS* completes its 16th year, it is the largest magazine published by an RV manufacturer in number of pages and total distribution.

In each issue you will still find three cards for sending information to the editorial office in Monroe, Georgia. Using the "From the Road" card, we invite you to tell fellow Tiffin coach owners about your experiences and the special places you have discovered in your travels. If the card is not large enough, please type a whole page double-spaced, and mail it to Fred Thompson, Book Production Resources, P.O. Box 1150, Monroe, GA 30655-1150. Be sure to include your name and address, phone number, and email address in case we need to edit or ask for more information. Color prints are welcome and we will use them if we have the space. We do not return color prints or manuscript. You can also send your "From the Road" contribution by email to fredthompson1941@hotmail.com. You may attach your images to your email. Images should be at least one megabyte in size. On the subject line of the email, please write FROM THE ROAD.

Advertisers

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

New Subscribers

If you have just purchased a new Tiffin motorhome, your name will be added to our mailing list automatically. If you purchased a pre-owned Tiffin motorhome, see instructions below to add your name and your motorhome's data to the mailing list. *RIS* is not published by the Allegro Club.

New Subscription or Address Change Online

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

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count number and last name as it appears on the label of the last magazine you received.

Change of Address

If you are not online, please use the enclosed change of address card in this magazine which is pre-addressed to the publishing office in Monroe, Georgia. Tape the label from the front cover to the change of address card and carefully print your new address below it.

Serious Tech Talk

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

Have you checked our four 2020 Open Road Allegro floorplans? They comprise our most popular brand, outselling even the iconic Phaeton.

Tiffin Motorhomes Reorganizes Management Structure for Future Growth

by Bob Tiffin

For some time, Tiffin Motorhomes has been in the process of preparing for the future. In recent years, we brought into our company the Vanleigh plant in Burnsville, Mississippi, which builds fifth wheels. In 2017 we opened a new plant in Winfield, Alabama, to build Class C motorhomes. We have enjoyed great success, and built a solid reputation for quality and service over the past 47 years. In light of this tradition of excellence, and our desire for this to continue in the future, we are making some changes in the structure of our company. Sales have been great, our company has a solid foundation, and we have loyal customers like you who have supported us for many years. The changes we are implementing will ensure continued and measured growth for the company.

With the expansion and growth experienced by the Wayfarer line of coaches, we are pleased to announce that Tim Tiffin has been named the Vice President of Operations of our Class C division in Winfield, Alabama. Tim has been the driving force behind the creation and development of the Wayfarer product. We have experienced success with the Wayfarer and believe the market for these products will grow and expand in the future.

Van Tiffin will serve as Vice President of Operations of our Class A division at our Red Bay and Belmont production facilities. Van has been instrumental in the research, development, and design of our Class A line of motorhomes. Our Class A motorhomes have been the bedrock of our company since its inception and, with Van's input, that will continue as such in the future.

Lex Tiffin, our Vice President of Sup-



ply Chain, along with repair and maintenance operations, will remain in this role. Lex has a tenacious focus on researching and procuring cutting edge production technology and the materials that we use here in Red Bay every day.

My grandsons continue to accept and dispatch greater responsibilities within the company. Leigh Tiffin will remain as General Manager of Vanleigh RV in Burnsville. Trent Tiffin will continue in dealer and customer contact relations at our Winfield plant. In Red Bay, Brock Tiffin is doing a great job in production planning and bill of materials management.

I will remain in the position of President and CEO of the company and will continue to work with our customers and our warranty and service facility.

Andy Baer has been named our General Manager for the Red Bay and Belmont operations. Andy has 25 years of experience in our industry and has been at Tiffin Motorhomes for the last six years. Brad Witt, who has been with us for 17 years, is now Director of Fixed Operations in Red Bay and Belmont. For the past seven years, Brad served as the plant manager of our paint and tile facility in Belmont. Tony Riley has been our Human Resource Director and General Counsel for 13 years. Prior to joining Tiffin Motorhomes, Tony was in private law practice for 18 years. In the role of Chief Financial Officer, Brian Thompson has for the last 20 years overseen the financial

Top, from left: Van Tiffin, Vice President of Operations, Red Bay and Belmont; Lex Tiffin, Vice President of Supply Chain; Bob Tiffin, President and CEO; Trent Tiffin, Wayfarer dealer and customer relations; and Tim Tiffin, Vice President of Operations, Class C Division. *Not shown:* Leigh Tiffin, General Manager of Vanleigh RV. ♦ *Bottom, standing:* Brian Thompson, Chief Financial Officer; Tony Riley, Human Resource Director and General Counsel; Andy Baer, General Manager, Red Bay and Belmont; Greg Thorn, Purchasing Manager; Stan Posey, General Sales Manager; and Gary Harris, Manager of PowerGlide Chassis Division. *Seated:* Bob Tiffin, President and CEO; Tim Massey, Assembly Plant Manager; Brad Witt, Director of Fixed Operations, Red Bay and Belmont; and Brad Warner, Director of Engineering.

management of our private company.

Completing the management team of the Class A division in Red Bay, Greg Thorn, our Purchasing Manager, has been with Tiffin for 20 years. Tim Massey has managed our main production facility for 14 years. Gary Harris, Manager of the Powerglide Chassis Division, has been with us since the inception of the Powerglide chassis 13 years ago. Brad Warner, Director of Engineering, has been employed here 13 years. Stan Posey joined the com-

pany in 2017 as General Sales Manager.

If you take a moment and add up the years of experience of our management group, along with the members of our family who remain actively involved in our day-to-day operations, you can understand why Tiffin Motorhomes has built a reputation of service, stability, and loyalty. For the past 47 years, I have loved coming to work every day and am looking forward to serving with this group as we approach our 50th anniversary. **RIS**



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New Policies Designed to Improve and Expedite Service and Security at the Tiffin Motorhomes Service Center in Red Bay

The following policies are designed to improve traffic flow within the boundaries of the Service Center, increase safety and security, and expedite the amount of time each owner spends in a service bay with his or her coach.

First, to alleviate traffic congestion caused by new arrivals at the Registration Office, we will be creating a longer entry road. We will define clear entry & exit routes for owners to come and go easily and safely.

Second, owners' coaches left with us for service have been stored in the past in an area south of the Service Center. They will now be stored in a secured area adjacent to the Service Center.

Third, owners waiting for service will be asked not to visit with our technicians who are performing scheduled work. We respectfully ask each owner to wait for the scheduled

time his coach enters the service bays to visit with our technicians. We want to allow our technicians to focus on the owners and coaches at hand, which should improve the service techs' ability to diagnose and finish jobs in a timely manner.

Although we will be losing some of our camping spaces in order to provide secure areas, we are happy to point out that Red Bay has seen a significant increase in the number of locally owned campgrounds with full hook-ups. A list of existing and recently opened campgrounds are available in the Registration Office.

Our goal is to provide a safe, secure, and welcoming environment to our Tiffin owners who need warranty and repair service, and to improve our ability to serve you in a timely and efficient manner. We look forward to your continuing feedback to help us measure our success.

Service Policies at the Tiffin Motorhomes Service Center in Red Bay, Alabama

The Registration Office at the Service Center is open daily from 7 a.m. to 7 p.m. All motorhome owners needing service are required to register at the Registration Office upon arrival.

Campground for Coaches Within One Year from Date of Original Purchase

An owner arriving for warranty work may stay in the Service Center Campground if his coach is within one year from the original date of purchase. Proof of the purchase date may be requested. There will be no charge for staying in the campground while warranty work is being performed. After registration, owners with coaches beyond one year from date of original purchase will be directed to other area campgrounds with available space.

Scheduling Work

Service for eligible coaches is performed on a "first come, first served" basis. Owners will be assigned a service number to preserve their position in the line to receive service.

TMH service staff will assess each owner's requested repairs and, based on the coach's eligibility, schedule it for service.

Regular Service and Express Bay Service Based on Eligibility

Express Bay Service. Any Tiffin motorhome less than 10 years old from the original date of purchase may go through Express Bay Service. Repairs in an Express Bay consist of the service performed by two technicians for a time not to exceed three (3)

hours. Most non-warranty services can be accomplished in one 3-hour Express Bay visit. If the repairs are expected to exceed 3 hours, the staff will prioritize the repairs for the first Express Bay visit and any subsequent Express Bay visits. A motorhome is limited to one Express Bay visit every 60 days.

Regular Service. Tiffin motorhomes within four years of the original date of purchase are eligible for service in our general and specialized service bays. Owners may leave their coaches and retrieve them after the Service Center has completed owner's repair requests.

Excluded Repairs

Accidents. Damage due to accidents will not be repaired in the Service Center if the unit is more than one year from the original date of purchase. This exclusion does not apply to incidental damage (e.g., door dings, etc.).

Paint Repairs. The Service Center will not do paint repairs on a coach more than four years from the original date of purchase.

Coaches Over 10 Years Old. The Service Center will not do repairs of any kind on a coach more than ten years from the date of original purchase.

If you do not know the date of the first owner's original date of purchase or if you have questions regarding Tiffin Service Center policies, please contact one of our Customer Service Representatives at (256) 356-0261. You can also email your questions to service@tiffinmotorhomes.com.

RV Service & Repair Shops in the Red Bay Area

In the last three years, the Tiffin Service Center reached a critical mass in terms of being able to service in a reasonable amount of time those who arrive in Red Bay requesting service. When demand became far greater than supply, the situation resulted in Tiffin owners having to wait as long as a month to receive service. Many owners had commitments elsewhere and could not stay that long as they waited in the “first come, first served” queue. They were offered the option of leaving their coaches in a parking area south of the Tiffin campground and returning to retrieve their coaches when the service and repair orders were completed. An owner can still elect to do this if his coach is less than four years old measured from date of original purchase.

Over the last 20 years or so, many former Tiffin employees and other technicians decided to become entrepreneurs and open their own service and repair shops. While Tiffin Motorhomes, Inc. does not warrant or guarantee their work,

we know them to be reliable businessmen and skilled technicians. They have increased the supply of skilled service, taking care of the excessive demand that TMH could not take care of in a reasonable amount of time.

While the Tiffin Service Center has been refocusing on warranty work, Red Bay has become a mecca for RV service, repairs, upgrades, and aftermarket products to enhance your enjoyment of your motorhome. You will find a wide variety of service skills that can address almost any problem you might have with your coach. In addition to general service and repairs, there are shops offering aftermarket products, complete upgrades and rehabs of your interiors, as well as body and paint shops that repair accident damage. You can come to Red Bay and stay in very reasonably priced campgrounds while you have your work done.

The following entries list the shops in the area, contact information, and specialties.

Bunk House RV. 315 Hospital Road, Red Bay AL 35582
Hours: 7-3:30. M-F. Benny Johnson. 256-356-8634.

“We repair anything from the jacks up. No painting, engine service, or chassis work. Genset service, but no repairs. We do schedule appointments, and currently have a 4-to-6 week backlog,” Benny said. Interior rehabs including furniture, shelves and cabinets, floor repairs, and floor upgrades. Furniture replacement includes Villa, Flexsteel, and Lambright. Porcelain and vinyl floors. Rehab bathrooms and fixtures. Repair or replace rubber and fiberglass roofs. Fogged window replacements, replace deteriorated basement floors. Upgrade gas-elec refrigerators to residential refrigerators, with recommended pure sine inverters. 20 campground sites with full hook-ups. Coaches being serviced get priority registration for campsites. No reservations.

Custom RV. 4370 County Road 72, Red Bay, AL 35582
Hours: 7-3:30. M-F. Brannon Hutcheson. 256-668-0973.

All custom work to rehab and upgrade a motorhome. Electrical work. Flooring of all types. Winegard installations. Wiring and installation work for tow cars. Dealer for Demco, Blue Ox, and Roadmaster. Boogey lights under coach and slide-out boxes. Authorized service center for AquaHot. Accept extended warranties.

Kimbrough’s RV Repair. 75 Hwy 157, Tuscumbia, AL 35674
Hours: 6-3. M-F. Harold Kimbrough. 256-381-0797.

Full service for both the coach’s interior and exterior. *Exterior:* wheels, tires (Michelin, Firestone, Bridgestone, Continental, Goodyear), front-end alignment, full roof replacement (rubber or fiberglass), cap rails, window replacements, and light body work. No full-body paint or windshield replacement. *Interior:* appliance repair or replacement, residential refrigerator installation, slide-out floors and carpet replacement, full line of new furniture. Extended warranties accepted. 18 employees. Campground with 10 sites, full hookups.

MS RV Solutions. 4873 Fairview Banner Road, Golden, MS 38847
Hours: 7-4. M-F. Daniel Humphries. 256-324-0457. 662-676-9784. dhump03@yahoo.com

Will schedule appointments, currently 1 to 2 months out. *Interior:* Replace flooring including carpet, tile, and laminates. Upgrade all discontinued tile that is damaged. Install residential refrigerators. Replace ceiling panels with water or other damage. *Exterior:* New toppers with Sunbrella canvas, window & door awnings (replace motors), roof reseals, install skylights and antennas, replace rotted sub-floors.

Tishomingo RV Repair. 1340 Highway 25, Tishomingo, MS 38873
Hours: 7-4. M-F. Rodney Johnson. 256-460-0039.

Specializing in Liquid Spring installation and sidewall delamination repairs and repainting. No full body paint. Fifth wheel warranty repairs for Vanleigh RV. 15 employees.

Belmont Diesel Service. 144 2nd Street, Belmont, MS 38827
Hours: 7-4. M-F. Randy Johnson. 256-460-0039

Repair and improve insulation on engine compartments for noise and heat control. Install Sumo springs on L53 chassis. Oil changes and filters for Cummins diesels. No extended warranty work. 6 employees.

Lakeshore Custom RV. 399B County Road 321. Iuka, MS 38852
Hours: 8-4:30. M-F. Nathan Davidson and Bryan Robinson. 256-668-2195 and 662-279-9952.

Exterior mechanical: Authorized PowerGlide service center. Full engine service for Cummins diesels, Ford V10 engines, and Onan generators (no repairs), including oil changes (eng & trans), filters. Brake service. Sumo springs installation. Safety-T-Plus distributor. Tire sales (change, mount, and balance) for Michelin, Goodyear, Uniroyal. *Exterior coach:* Aqua-Hot service. Plumbing; electrical; wet bay repairs; AC service, repair, replacement; furnace and heating

system; wifi boosters, HD antennas; basement slide-out trays. *Interior coach:* Custom floors including laminates, carpet, tile. Custom cabinets. Repair water damage to floors and ceilings. Custom lighting including LEDs under the coach and slide-out boxes, ceilings. Radio, stereo, new GPS software, including new Triple-H Kenwood radios (see Triple-H ad in this issue) with DC player, navigation, and wireless tablet. Custom cabinets, valances, shades, and blinds. Replace fogged and broken windows (no windshields).

Freedom Mobile RV Service. On-site service for 120-mile radius from Red Bay, AL. Hours: 7-6. M-F. John Bohannon. 662-424-0792. john.bohannon@freedommobilervservice.com freedommobilervservice.com

Fifteen years of electrical engineering experience with Tiffin Motorhomes. Repair and upgrade AC & DC electrical systems including new 110v outlets and USB ports. Specialist in Spyder Multiplex Systems, repairs and upgrades (involved in the design, implementation, and troubleshooting of Spyder systems at TMH). Mfg. representative for Battleborn lithium batteries (same footprint as TMH orig. installation batteries). Repair, upgrades, new installations for solar panels, inverters, water heaters, and furnaces. Check website and Facebook page for expanding list of on-site services.

Custom Paint & Body. 200 2nd St. NW, Red Bay, AL 35582
Hours: 6-2. M-F. Bruce Deaton. 256-356-5695.

Body work for front and rear caps (2008-2020) from wrecks, and including basement doors, entrance doors, sidewalls; fiberglass repair for trim and skin on slide-outs; refiberglass for seamless slide-out boxes. Painter has 20 years of experience. Use DuPont Clear

paint. Accept insurance work but no extended warranties. Does not offer full body repainting.

Red Bay Body Shop. 209 3rd Ave. SW, Red Bay, AL 35582
Hours: 7-4:30. M-F. Jeff Pharr. 256-356-9320. After hours: 256-810-4699.

Authorized body and paint shop for TMH since 1998. RBBS does warranty painting work for Tiffin Motorhomes. Front and rear caps, sidewalls, basement and entry doors, all exterior parts and areas that require work.

Double-B RV. 905 Gates St. NW, Red Bay, AL 35582
Hours: 7-3:30. M-F. Brad McKinney. 256-412-0853. Beau Kennedy, 662-279-3181.

Body and paint work for damage to front and rear caps, compartment doors, and sidewalls. Replace toppers and awnings when they are part of accident damage repair. See Before/After pictures on Facebook. Veteran's discount. TMH contracts out warranty work to Double-B. Insurance accepted. No extended warranties. Brad had 15 years of employment with Tiffin, five of which were supervisor of the body and paint shop at the Tiffin Service Center.

Bay Diesel & AC, Inc. 1127 4th St. NE, Red Bay, AL 35582
Hours: 7-3:30. M-F. Chris Morrow. 256-356-8803.

Authorized Freightliner and PowerGlide chassis service center for warranty work and general maintenance for all RV chassis. Bay Diesel also performs diagnostics on chassis-related issues. Service and repair for front engine gas, rear engine diesels, and Onan generators. Bay Diesel does not do warranty work for Cummins or Allison. See Facebook page for reviews.

Make Your Sofa/Sleeper a Bed Fit for a King with a Mattress Topper from BedinaBox



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When an extra bed in your coach is a must, keep this mattress topper for your queen sofa bed stored in your basement and ready to use. Endorsed by Fred Thompson, editor of *Roughing It Smoothly*, it will ensure a good night's rest. Size: 3 x 59 x 71. Stores in box 17 x 17 x 46. \$259 delivered. Tiffin owners may take a 25% discount. Order at sleepdogmattress.com (the RV division for BedinaBox). Discount code: TIFFIN25. Discount applies to all products on this website. Enter code at check out.

Java & Jazz

"We just want people to come here, hang out, feel welcome, slow down or meet a new friend. We want it to be a special spot," said Lara Lee. She and husband Kenny opened the cozy coffee shop in downtown Red Bay Oct. 20, 2018. The Lees moved to Red Bay a year ago from their home on the Wisconsin-Illinois state line. "It's a social gathering place. We welcome Tiffin travelers and other visitors from near and far, but many Java & Jazz fans are from the local area," Lara said.

404 1st St W, behind Red Bay Hotel 8 - noon, M-F. Thurs, 6 p.m., live music.

PHOTOS COURTESY OF ALISON JAMES



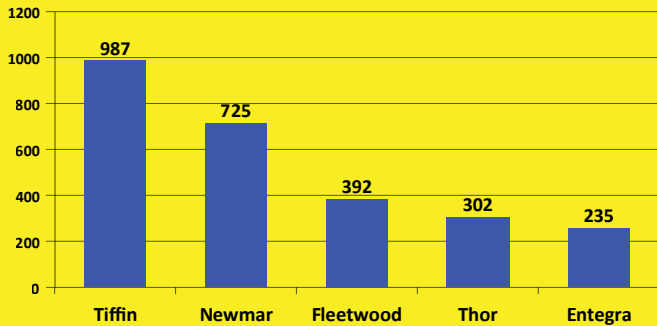
TIFFIN

MOTORHOMES

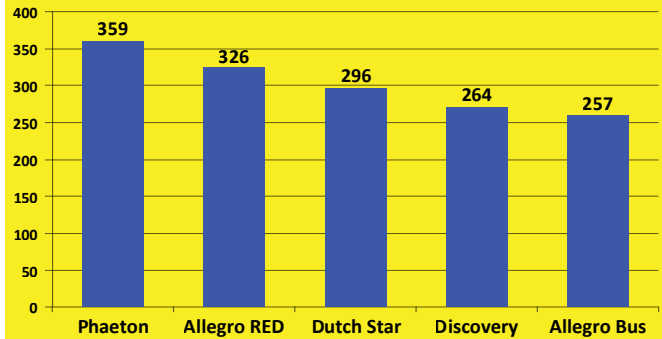
Tiffin Continues Domination Over the Competition.

Once Again The Phaeton is the #1 Selling Brand. Three of the five top-selling diesels are Tiffins.

Top-Selling Class "A" Diesel Manufacturers Through June of 2019



Top-Selling Class "A" Diesel Brands Through June 2019



SOURCE: JUNE 2019 STATISTICAL SURVEYS RECORDS & CHARTS BY MARK LANE

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Travel Far and Live Local in Fairhope, Alabama

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Fairhope Motorcoach Resort, the Southeast's newest gated Class A motorcoach resort, opened in January of 2019. This luxury facility offers both rental and privately owned RV sites.

In just eight short months, 21 of the 45 lots in Phase 1 have been sold. Currently, four cottages have been completed with six more under construction. These custom-built cottages range from 350 square feet up to 900 square feet. Custom design services are available to build the cottage of your dreams.

The amenities at Fairhope Motorcoach Resort include the Owners Lodge complete with gourmet kitchen featuring Wolf and Sub-Zero appliances. Watch your favorite sports teams on the 85-inch TV inside the lodge or the 75-inch TV located under the beautiful outdoor covered porches. The outdoor patio area includes two fireplaces, an outdoor gas grill, a Primo smoker grill, and a heated and cooled pool for your year-round pleasure. The outdoor amenities are available for both owners and guests.

The coach sites are located on 26 acres of beautiful woods including a lake that will be stocked with fish in late 2019.

This beautiful resort is in Fairhope, Alabama, recently listed among "The South's Best Small Towns of 2019" by *Southern Living* magazine. Additionally, Fairhope was voted one of "The South's Best Food Towns of 2018" by *Southern Living* magazine.

Fairhope is an idyllic town on the eastern shore of Mobile Bay. The downtown area is vibrant with upscale shopping and plenty of cultural events. The local restaurants feature cuisine from all over the world.

The developer of Fairhope Motorcoach Resort, Pat Achee, has a passion for developing and building beautiful homes and has combined this with his love of

traveling in his Class A motorcoach to bring you this luxury resort. He invites you to come stay and see why everyone

falls in love with this resort. Mention this article and receive 10% off your next week-long stay.



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Congress Passes Scenic Byways Act

Thanks to action taken by *Scenic America* (scenic.org) and the RV industry, President Trump signed the Reviving America's Scenic Byways Act of 2019 the last week of September. The bill passed the Senate unanimously and passed in the House of Representatives by a margin of 404-19 earlier this year.

The new law requires the Secretary of Transportation to start the application process for new byways within 90 days and to designate a round of new National Scenic Byways within one year. The Federal Highway Administration is tasked with developing procedures for the nomination process and publishing the process

on its website within the 90-day window.

The new law both protects America's scenic and historic places and contributes to strong local economies by facilitating the travel and tourism that leads to economic development in the nearby communities. As Scenic America notes on their website, a 2010 University of Minnesota report found the Paul Bunyan Scenic Byway and nearby Lake County Scenic Byway generated \$21.6 million in economic benefits for rural northern Minnesota communities. Similarly, Utah's Scenic Byway 12 earned \$13 million in local spending, according to a 2013 study. RVers are among those that benefit most from these

improved and protected roads, allowing them to travel to beautiful places and experience the surrounding communities.

"The RV Industry Association is proud to have supported the Reviving America's Scenic Byways Act," said RV Industry Association Vice President of Government Affairs Jay Landers. "RVers regularly drive down national scenic byways, like Historic Route 66, Skyline Drive, and the Blue Ridge Parkway. We applaud Congress and the President for reopening the National Scenic Byways Program and ensuring that millions of Americans will continue to be able to experience the magic of the open road."

Recalls for 2018–2019

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

Customers with Tiffin units from all models 2003 to early models of 2018 should immediately contact Kidde to see if your fire extinguisher is involved. If so, you can request a free replacement fire extinguisher and instructions on returning the recalled unit as it may not work properly in a fire emergency. Contact Kidde toll free at 855-262-3540. Monday–Friday, 8:30 a.m. to 5 p.m. EST; Saturday & Sunday 9 a.m. to 3 p.m. EST; or online: www.kidde.com and click on "product Safety Recall" for more information.

NHTSA Recall # 18V-328, Tiffin Recall # TIF-109 2013- 2018 Allegro Open Road Reinforcement of Frame Rail at Tow Hitch Tiffin Motorhomes has decided that a defect, which relates to motor vehicle safety, exists on the following models of motorhomes: **2013-2018 Allegro Open Roads**. Tiffin Motorhomes has become aware that the steel of the frame rail where the hitch is attached to the motorhome needs to be reinforced to strengthen the hitch attachment to the frame rail. If the steel is not reinforced the hitch may come loose from the motorhome and that may result in the loss of the tow vehicle, which could result in a crash causing injury or damage to property. Tiffin Motorhomes will provide a steel insert that will double the amount of steel at the points where the hitch is attached to the frame rail of the motorhome. Tiffin Motorhomes previously issued a recall in March of 2017 concerning an issue with the failure of the

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

NHTSA Recall # 18V-341, Tiffin Recall # TIF-110 PTL Entry Door Lock Adjustment, 2018 models Tiffin Motorhomes has decided that a defect, which relates to motor vehicle safety, exists on the following models of motorhomes: **2018 Allegro Open Roads, 2018 Allegro RED's, 2018 Allegro Breezes, 2018 Allegro Buses, 2018 Phaetons and 2018 Zephyrs built between January 2, 2018 and May 15, 2018.** These specific motorhomes have

an entry door equipped with a PTL door lock. Tiffin Motorhomes has found that under certain circumstances these doors could open in transit. These specific doors could open because they are equipped with a door lock that was over-tightened at the time it was manufactured. The over tightening of the door lock can make it more difficult for the door to close securely. If the door is not securely closed, the door could open in transit. If the entry door were to open in transit it would be possible for injury to occur to any passengers riding inside the motorhome and it could increase the possibility of a crash.

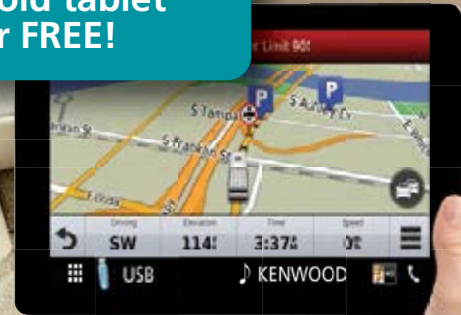
NHTSA Recall # 19V-228, Tiffin Recall # TIF-111 Energy Management Module overheating 2018 & 2019 Phaeton, Allegro Bus & Zephyr

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

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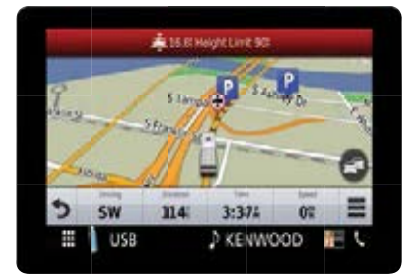
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What to Look for When Choosing a Pet Boarding Facility

by Dr. John Pilarczyk

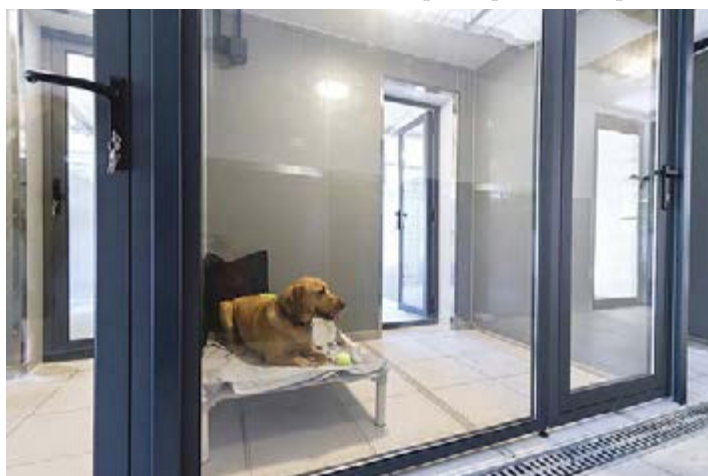
In our last article, we dealt with traveling with your pet on airlines and the issues that come with pets travelling by plane. There are times when your pet will not be able to accompany you on your trip and it becomes essential to find a place that can accommodate your pet in a safe and clean fashion while you are away.

Many of us can rely on relatives and neighbors to pet sit for us. Those of us who don't have that option must rely on a boarding facility. Touring a facility and asking the right questions can help you find the type of care that you want for your pet.

I suggest that you first ask your veterinarian if they recommend any boarding kennels in your neighborhood or make referrals. It is also possible that your veterinarian may offer boarding as a part of their practice. This would be a great convenience if your pet needed special services while you were on your trip. Another place to look for recommendations is to ask your friends who board their pets, and also ask local groomers for their suggestions.

I advise showing up unannounced to ask for a tour of the kennel you are considering. Don't show up early in the morning as the staff will be busy cleaning up and feeding the boarders and may not have time to show you around. While touring the facility, the first thing to use is your nose. Are there pungent odors or is the smell of ammonia present, indicating a not-so-clean facility?

Check to see if the facility has dirty pens, or if the building is in disrepair. There should be no odor. Check out the kennels and the condition of the dogs and cats currently being kept there. Take a look at several facilities to compare options and prices.



Many boarding facilities offer luxury spaces complete with couches and televisions. Some provide closed circuit TV so you can always check on your pet to see how they are doing. Some have staff members assigned to exercise your pet with three walks a day, pamper your pets with treats, and provide playpen activities with other dogs.

Make sure the boarding facility is licensed, insured, and bonded. If your pet should be injured or injure another dog or person during its stay, then you will not be liable for any costs involved. Boarding facilities should require that pets have up-to-date vaccinations and are healthy when they are accepted. Kennel cough influenza and parvo can travel thru a kennel in no time at all.

If your pet has never boarded before, it would be a good thing to try a short weekend at a kennel to see how your dog or cat behaves. I personally have seen a dog come down with severe bloody diarrhea due to stress while staying at a kennel. When this dog had a private caretaker at the house when my client left town, all was well. Long emotional good byes when you drop off your pet can increase their separation anxiety.

When boarding a pet, look for a fear-free environment. Visual barriers can make your pet feel less stressed, such as all pens facing in one direction, or the use of privacy curtains for cats. Most cats like to hide when in an unfamiliar place. They also like perches to climb up on. If a cat sees another cat in a kennel across from it, it may think it is being dominated or hunted by the other cat. That is why privacy curtains can be helpful. Use of pheromones can help relieve a pet's anxiety while in the boarding kennel.

Another option to boarding is to hire a pet sitter. Different agencies and individuals offer varying services. Some will stay in your house, taking care of your pet as they watch your house. Others may come two or three times a day and walk your dog, along with feeding. If you are living in your RV, this may not be that good of an option. When hiring a pet sitter, you need to get three or four references, and the person should be bonded.

As you can see, you have many options to consider when you must board your pet. I am sure the size of your wallet will be a definite consideration. When we have to leave our pets, it can be stressful to us. And unless we feel very comfortable with where we leave our pet, we will not have peace of mind while away, which can impact our trip. So choose carefully, do your research, visit the establishment, and have a nice trip.

Continued on page 57



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Tradition! (Trah-deeee'-shun!)



Text and photography by Fred Thompson

A Success Story about the 2020 Phaeton 40QBH

Sheldon Harnick's poignant lyrics brought to life Sholem Aleichem's book, *Teyve the Dairyman*, the tale of a poor, struggling Jewish milkman with five daughters who desperately want to thwart their father's efforts to maintain ancient traditions by selecting older husbands for them who might break his children's bonds in poverty. In the 1964 Broadway play, *Fiddler on the Roof*, Teyve belts out the opening number, "Tradition," setting up the major theme of the older villagers who want to continue their traditions and keep their society running as the world around them changes.

Ahhh, yes! This theme continues to play out today in our family life, society, and industry. All of us want to see fairness, kindness, morality, and honesty applied in all aspects of our lives. The Tiffin family is striving today to keep its traditions of running a company established a half century ago on rock solid values and standards. While these traditions continue, the ownership of Tiffin Motorhomes over the years has brought about amazing changes in manufacturing methods; the application and use of modern technology, tools, and equipment; the frequent introduction of new materials and suppliers; and the improvement of organizational and human resources management – all of this without sacrificing the core values instilled in eight generations over the last 250 years. Traditions can be interpreted as “commitment to high principles.”

It is easy to see how the preceding remarks apply to the 47 years of achievements at Tiffin Motorhomes, Inc. The changes that have taken place are strikingly evident when you see this 2020 Phaeton 40QBH parked next to the humble little Allegro camper nested by the Tiffin Welcome Center at the Red Bay plant. The takeaway here is that high technology and high principles have been combined to create the finest motorhomes manufactured in America on a production line. Let’s apply these ideas and take a tour of the 2020 Phaeton 40QBH.

The Daytime Living Area

It makes sense that half of the coach is devoted to daytime living and half to the night side. With the slides deployed, the living-dining area measures 12'6" by 20'6". That’s residential! Many times after I have shown our demo coach to a city dweller uninitiated to the RV lifestyle, the response is, “I can’t believe the amount of space in this motorhome.” or “This is nicer than my apartment.” or “I wish I could swap my condo for this motorhome.” And that’s why over one million RVers are full-timers, according to a recent article in *The Wall Street Journal*. The spaciousness of a Tiffin motorhome and your ability to change your scenery every day have created this phenomenon.

The 2020 Phaeton has three choices for interior decors: Art-ist Taupe, Coastal Sand, and Trend Beige. The coach reviewed in this story features the Trend Beige décor, the optional Amber Glazed cabinets (MSRP \$870), and the Blanco Navarro tile floor. The tile floor covers the entire coach. Having reviewed 60 coaches over the last 16 years, I can say these choices created an exceptionally attractive interior. If you don’t have a brochure yet, you can view all of the options at tiffinmotorhomes.com. You can also request a mailed brochure at this website.

We rarely mention it in our reviews, but there are so many things *included* in Tiffin’s base prices. For example, four televisions (three 42s and one 55-inch); more storage in high-quality cabinetry than you will find in any other Class A coach at a comparable price point; and a central vacuum cleaner. You will be surprised when you read the Specs on page 30.

THE GALLEY

With the expanding national consciousness of maintaining a healthy diet, motorhome owners are eating out less and preparing their own meals regularly. One couple featured a few years ago in an Owner’s Profile even used the word “never” when asked about eating out. A Tiffin galley will make it easy for an owner to focus on preparing healthy meals.

This Phaeton features a 21-cubic-foot Maytag refrigerator-freezer. The lower third of the unit is a slide-out compartment with two large upper trays that slide inward when you open the freezer, allowing easy access to items in the bottom section. The temperature of the freezer and the refrigerator are selectable, but automatically default to 0° and 38° respectively. You can select “Power Cold” for faster freezing of items just placed in the freezer.

The double-door refrigerator dispenses ice and water through an exterior lighted compartment in the door. Inside, the owner will find three adjustable and two fixed shelves, two large, humidity-controlled drawers (12" x 13" x 6") for fruits and vegeta-



bles, plus an enclosed, temp controlled, slide-out compartment (20" x 23" x 3") designed for poultry, meat, and cheese. The right door has a large temp-controlled beverage chiller, a retaining shelf for gallon-sized jugs, and a top shelf for butter, etc. The left door offers a large compartment where we usually stash about a dozen bottles of water. Who would have believed 20 years ago that bottled water would outsell Coke and other soda brands.

Tiffin's signature slide-out pantry is located next to the refrigerator-freezer. Behind its 65" x 9" door, the solidly built unit measures 63" high x 6.5" wide x 29" deep. It carries six shelves with rod rails to keep groceries stabilized. We loaded it with approximately 75 pounds of canned goods and other groceries and it moved in and out smoothly with only a light tug. An electronic lock prevents the pantry from sliding out while the coach is in motion. It can be released with a push button.

The galley's Broadway countertop measures 7' 7" across by 32" average depth, providing over 20 square feet of countertop workspace. The island slide-out extends 28 inches, creating an L-shaped countertop that adds another three square feet of workspace. The coordinating backsplash covers the wall from the countertop to the base of the cabinets. Six LEDs mounted in the base of the overhead (OH) cabinets operate with the brights on. A cut-out in the backsplash presents a 10.5" x 69" horizontal window to give the cook a view of the patio. Nice! Electrical requirements for appliances are satisfied with three OH 110v



outlets and one pop-up 110v with two USB ports in the Broadway countertop.

The modern design and efficiency of the three-burner propane cooktop will please the chef and the stainless steel double sink (15.5" x 18" x 6" and 10.5" x 13" x 6.5") with a chrome goose-neck faucet with sprayer will take care of quick or big clean-ups. The optional Fisher & Paykel dishwasher (MSRP \$1,378) can take care of a whole day's worth of dirty dishes. As you finish each meal during the day, put the dishes in the F&P and run a quick rinse. At night, one run will leave you with a clean set of dishes and cutlery ready for use the next morning.

Although a propane oven is available for your galley, convection baking and cooking has been the norm for RVers for many years. If convection is not your thing yet, you can find dozens of YouTube videos on the subject. Tiffin has used the Sharp Carousel microwave-convection oven in its coaches for two decades.

Galley storage design has long been a major accomplishment for TMH. While many motorhome manufacturers purchase their cabinetry from outside suppliers, Tiffin employs over 250 craftspeople in its Red Bay and Vina woodworking, cabinetry, and solid surface countertop shops. Engineers use three-dimensional CAD-CAM software to design every feature and measurement in a cabinet before a prototype is built to fit the exact location in a motorhome floorplan. The departments for sanding, staining or painting, and glazing create Williamsburg-quality finishes.



On either side of the microwave-convection oven, two large cabinets (18.5" and 31.5" wide) each offer a volume of one and two cubic feet (CF) respectively. Each has a slide-out box shelf with a vertically adjustable shelf above.

Underneath the countertop, Tiffin surprises buyers with the generous amount of storage space. In the island slide-out, you will find a stack of three long, deep drawers (25.5" long x 10.75"

wide x 3" deep). A second stack of drawers is on the north end of the galley (14" x 7.5" x 3"). The compartment under the sink is a cavernous seven cubic feet.

THE DINETTE-COMPUTER WORKSTATION

First introduced 13 years ago, the dinette-computer workstation (MSRP \$1,015) is Tiffin's most popular option. When laptops began selling like hotcakes at a Saturday fundraiser, users found it really wasn't that convenient to operate them on your lap. Since plenty of space for a separate desk was not an option, an innovative Tiffin cabinet designer combined the requirements for a computer desk and a dinette. Today, the majority of Tiffin coaches are built with a dinette-computer workstation.

The cabinetry for the workstation is 73 inches wide, 18.5 inches deep, and 31.5 inches high. Usually referred to as the credenza, the cabinet is finished with a Broadway countertop that has a handsome 1.5-inch molding. Just under the countertop, a large steel frame bolted to the coach's sidewall supports a retractable 44" x 26" Broadway table. The table extends 39 inches beyond the edge of the credenza and retracts 12 inches when stored for travel.

On the north side of the table, a cover conceals an extendable 15.5" x 19" tray for a keyboard or a thin laptop. A larger laptop or monitor can be located above the tray on the credenza. Two doors open under the keyboard tray to expose another tray for

Only found in the 2020 Phaeton 40QBH, a two-tiered hutch adds another touch of class to the north wall of the living area. The lower cabinet is 29.5" wide x 36.5" high, including two drawers above a double-door enclosure with shelves. The second tier of the hutch is 26.5" wide x 45" high including its crown molding. Its double doors also enclose several shelves. Just another example of Tiffin's efficient and attractive use of any available space.

THE LIVING & ENTERTAINMENT AREA

The weather outside may put a damper on entertaining, but inside you can seat a baseball team in your living room. Start with the 72-inch DS sofa-bed which comfortably seats three (MSRP \$1,305 incl. the Lift-TV); the captain's and passenger's chairs; and two luxurious PS theater seats (MSRP \$2,175). Add the two oversized chairs from the dinette and you've got seating for nine. Counting the theater seats and sofa, the coach provides six seatbelts.

The 72-inch sofa-bed and the captain's and passenger's chairs by Flexsteel are upholstered in Ultraleather's White Maple. The sofa's deep cushions and faux leather absorb you in comfort. The travel chairs rotate easily into the living room's conversation-entertainment circle. The passenger chair with leg lift and recliner is positioned to watch the Lift-TV.

The reclining theater seats, also upholstered in Ultraleather's



a printer. Storage space under the printer will accommodate six reams of paper. On the south side of the table, there are two drawers for office supplies and paraphernalia and a filing cabinet with rails for hanging folders. Under the table, two doors conceal another 1.5 cubic feet of storage space and the woofer for the stereo system. The three cabinets above the workstation offer eight cubic feet of storage.



White Maple, are almost beyond description. If there are more than two of you in the coach, you will have to flip a coin to see who gets the prize. The first motor extends the seat forward, lowers the back, and raises the leg lifts. That's the "take-a-nap" position. Unless you had just consumed a double latte, this recliner will put you to sleep. If your plan is to watch the 55-inch LG Smart TV, activate the second motor to raise the headrest



and back while leaving the leg lift extended. Both motors will stop at any point in their movements for you to select your most comfortable position. You won't ever lose your TV control if you stash it in the enclosed console. The forward section of the console offers two stainless steel beverage holders.

The new moldings created for the 2020 Phaeton lean toward a "less is more" design. They are often accented with concealed string lighting. The valances have a fresh appearance with clean lines that feature a large concave molding capped with a smaller crown. The vertical legs include a fabric inset.

The lighting design in the living area follows the trend TMH began last year in the Allegro Bus and Zephyr. The recessed LED center ceiling lights run from the entry through the bedroom. Lighting on each side of the coach is located in three tiers: recessed LEDs in both of the outside edges of the main ceiling; recessed LEDs in the ceilings of both slide-outs; and directional LEDs in the base of the cabinets immediately above the seating. In the living area there are 35 recessed LEDs.

The horizontal fascias attached to the top of both living room slide-outs were created with a 3-inch concave molding capped with a 1¾ inch crown. The concave molding rests in a small wood tray concealing string lights that softly illuminate the room in the absence of the recessed LEDs.

Surrounding the stainless steel AC de-

livery and return air vents, a 41" x 87" tray ceiling is defined by cherry molding that conceals string lighting. A smaller tray ceiling with cherry molding and string lights encloses five LEDs. The accent string lighting and each row of the LEDs are controlled by separate switches in the Spyder control center (See "Controlling Your Environment," *RIS*, Summer 2019, page 22. If you do not have a print copy, go to rismag.org and click on the cover for Summer 2019). All of the LED lights have dimmer switches in the Spyder control center.

An owner of a 2020 Phaeton will get four televisions as standard equipment: two in the living area, one in the bedroom, and one enclosed in the exterior wall under the patio awning. The patio television comes with a sound bar.

The surround sound stereo system for the coach has five speakers in the ceiling plus a woofer in the cabinet under the dinette table. The magnitude and definition of the sound system is terrific, especially since it is mated with the optional 55-inch Lift-TV. The video-sound experience enjoyed in the theater seats leaves nothing to be desired. Depending on your service feeds (satellite, cable, aerial, etc.), there are virtually no limits to the bounds and types of entertainment available to this coach.

THE EXTENDED USE OF THE RADIO WITH A TABLET

While traveling or just enjoying the coach's living area at a choice resort, owners will

be pleased with the radio and its sound system that features six Rockford-Fosgate speakers. After activating the radio, the operator from a sitting or standing position can select the angle from which the radio screen is viewed. With the touch of a button, the radio/nav screen drops down to expose a concealed CD player. Operation begins at a landing site featuring six selections: Navigation (optional, MSRP \$1,160); Radio; Web Link; Sirius XM; Bluetooth (link personal phones); Spotify; and Set-up. The navigation is based on Garmin's software designed for motorhomes and large vehicles. The maps are displayed on the radio's 6.95" monitor along with concurrent verbal directions. The 10-inch monitor for the exterior cameras is not involved in the radio's functionality. I will discuss the monitor in the paragraphs on the cockpit.

Navigation presents two choices: Where To? and View Map (with six options). Where To? presents four apps: ecoRoute; Trip Planner; Where I've Been; and My Data. In addition to a map, the nav software shows compass heading, elevation, time, and speed. The program configures a vehicle profile that includes weight, length, width, and height. It uses the information to select routes that take into account height through tunnels and under bridges, max weight limits on bridges, narrow roads without shoulders, and more.

Red Bay's Triple-H Electronics, a longtime supplier of televisions and other electronic equipment to Tiffin Motorhomes,

has developed an aftermarket, optional tablet that adds functionality to the in-dash radio. With the same Kenwood radio that has pre-installed Garmin navigation software, the wireless tablet takes full control of the software, including bluetooth for two cell phones, operation of the radio, and management of navigation. In addition, it offers Sirius XM, Spotify, Car Play, and Android Auto plus the streaming of music from other sites. The tablet can be used independently as a camera, radio, and for many different games. With access to WiFi, it can be used to browse the internet.

The Kenwood radio, software, and tablet come as a package that is also available for the Allegro RED and the Allegro Breeze. The system can be retrofitted into most Phaetons, Allegro Buses, Allegro REDs, and Breezes back to 2008. Call Dallas Humphries at 256-356-9005 for more information or see the Triple-H ad in this issue.

Life in the Back Forty

THE MASTER BEDROOM

I like this bedroom because it is so perfectly designed and appointed. Due to the perspective from which I made the picture, the bed appears to be a queen. It is actually a king which is standard for this coach.

The reserved selection of decorative pillows exposes the very attractive padded headboard capped with a 3-inch concave molding that is accented with a 2-inch crown. The moldings and crowns of red alder (a tree from our Pacific Northwest) are repeated in the valances over the two windows in the sidewalls of the bed slide-out. Two wall lamps add plenty of illumination for those who love reading in bed.

As noted in several recent issues of *RIS*, lighting is a critical factor in creating a pleasant experience in small rooms. The 3-inch concave molding is used again to great advantage above the overhead storage cabinets. It rests in a thin tray concealing string lights that reflect into the recession. This adds to the overall lighting of the room when you want maximum light. However, the string lights can be separately activated by your Spyder control to create soft light for TV viewing.

The bed slide-out has several features that improve the room's functionality. The compartments over the headboard offer 14.5 cubic feet of storage, augmented by another 9.5 cubic feet under the bed. Capped with Broadway countertops, the side tables have small cabinets with vertical doors. Each table has two USB ports plus a 110v outlet. There is also a 110v outlet in the rear of the OH cabinet on the right to accommodate a CPAP

machine. A Spyder control is located on both sides of the bed just above the 110v outlets. It controls nearly everything in the motorhome including a gen-start and dimmers for ceiling lights in both the bedroom and living room.

When the sliding doors to the bath and living area are closed, the bedroom has complete privacy. The ceiling has eight LEDs, three of which are over the head of the bed. A two-speed ceiling fan can be controlled by either the Spyder panel by the bed or the primary Spyder control located on the left corner as you enter the bedroom from the living area. The ceiling has three AC delivery vents and three return air vents.

Now about the bed itself. This coach has an optional king size Sleep Number bed (MSRP \$1,450). We used one several years ago in one of our demo coaches and enjoyed it very much after we got the hang of the controls. The softness-to-firmness scale on each side of the bed is separately controlled. I suggest a visit to a Sleep Number store for a thorough demonstration which will help you with your decision.

The PS slide-out adds the essential drawers and cabinets for your folding clothes, a louvered cabinet for the electronics, a wall with handsome judge's paneling, and a 42-inch Smart TV.





The PS slide-out is one place “tradition” kicks in. Frequently complimented and requested by current owners, this cabinetry design has been used in most of Tiffin’s coaches over the last decade. The Broadway cabinet tops on both chests measure 14" x 38" and 16.5" x 38". The two drawers on the left under the exit window are huge: 32" x 11.25" x 9" each. The drawers in the cabinet on the right measure 14" x 11" x 8.5" each. The clothes hamper offers nearly two cubic feet of storage. Note the judges paneling on the wall that partially separates the bedroom from the bath. On the opposing wall, an alder-framed 19" x 31" mirror gives you a final check before you head off to meet friends.

Tiffin’s designer again found two places for nice touches: accent lighting in the toe-kick under the cabinets and string lights in the fascia’s matching cove molding.

THE MASTER BATH

Occupying the full width of the motorhome, the floor plan of the master bath follows tradition. The 40QBH was introduced in 2011 and has been one of Tiffin’s major success stories, now running in its tenth iteration in 2020.

Let’s look left and right as we enter the door to the bath, and then we will move across the back wall of the coach. While the floor plan is traditional, the technology and features are very current.

The corner shower takes up 34 inches of each wall and features a 4-piece sliding enclosure. The fiberglass unit has a skid-resistant floor and a solid grab bar to ensure safe entry and exit. A seat accommodates your bathing routine. The water temperature is controlled by a large single chrome lever rotating counterclockwise.

All tradition up to this point, right? Enter Aqua-Mizer’s high tech! As you turn on the main water valve, turn on the Aqua-Mizer lever, too. Between the main valve and the Aqua-Mizer lever, a blue medallion lights up, signaling that all the cool/cold water is being diverted until the bather’s selected temp has been reached. City water is diverted into the drain (grey water). Until the right temperature is reached, water supplied from the fresh water tank is returned to that tank. If you are dry camping, this feature helps conserve your water.

The shower wand with multiple sprays is attached to a long, flexible, stainless steel supply line. The wand sits in a bi-

directional mount that twists left-to-right and then slides up-down on a vertical chrome pole to adjust to your height. The wand itself has an on/off switch you can use alternately while soaping and rinsing. A recessed soap dish with a second grab bar completes the well-designed shower that is manufactured in Tiffin’s Water-Way plant near Iuka, Mississippi. A bar inside the stall plus an Ikea rack with four bars will take care of a lot of towels. Not to be forgotten, Tiffin’s iconic skylight with an LED embedded in its sliding cover brings the sunshine into the shower to inspire wannabes to practice for an AGT audition.

Twenty-four inches of wall between the shower and the wardrobe provide the space for the macerator toilet, a device that makes it possible in a motorhome to locate a toilet 20 feet from the black tank. As your eyes move up the wall, notice the valance covering a screened window, a cabinet to store TP and cleaning supplies, and a 3-speed Fantastic exhaust fan.

Tiffin positioned the optional stacked Splendide washer/dryer (MSRP \$2,030) on the right as you enter the bath. It is just two steps from the hamper in the bedroom and adjacent to a second ham-



per under the lavatory countertop. Deep storage directly under the lavatory provides plenty of space for washing supplies.

Moving left-to-right across the back wall of the coach, the 58-inch wide wardrobe is 63 inches high and 21.25 inches deep. Two sliding doors, each with 24" x 53.5" mirrors, enclose the wardrobe and visually nearly double the space of the bath. Two motion-sensor lights are mounted in the ceiling near an AC vent placed there to reduce humidity.

The lavatory in the 40QBH is a textbook example of good design maximizing the use of a small space. Located in the NE corner of the coach, the Broadway countertop measures 34 inches across the back wall into the corner and 49 inches down the side wall. The owner walks into the opposite recessed corner of the rectangle and is surrounded in the front and both sides of the lavatory with generous counter space. The backsplash with two 110v outlets covers both walls from the countertop to the base of the above cabinets. The ceramic lavatory is served with a polished chrome single-lever faucet and a soap dispenser with a concealed reservoir.

The cabinets' mirrored doors also surround the owner. A mirror mounted on the

side wall of the washer/dryer (not shown) will provide a view of all sides while milady is coiffuring her hair. Three LEDs in the molding just above the mirrors and two more recessed in the ceiling above one's head raise the light level to match a Hollywood star's dressing room. Six more LEDs are located across the ceiling.

The cabinet on the left is 16" x 24" x 11" (width/height/depth). The center cabinet is diagonally shaped into the back corner and provides 2.5 cubic feet of storage. The third is a medicine cabinet (16" x 24" x 11"). All of the cabinets have two shelves. The three drawers on the left under the countertop are each 17" x 6" x 3.5" (length/width/depth). The single drawer on the right is 10" x 10.5" x 4". The lady's hamper is 10.5" x 11" x 14". The storage area under the lavatory offers 3.5 cubic feet.

THE HALF BATH

When two are getting ready at the same time to go out for the evening, the half bath is really handy. When guests are visiting, especially overnight, the half bath is essential.

The 11" x 13" oval lavatory is set in a Broadway countertop and serviced with

a single-lever chrome faucet and a soap dispenser with reservoir. Tiffin did not skimp on the designer backsplash. It covers the entire 35-inch length of the inside wall from the countertop to base of the corner cabinet. It turns the corner and covers 16 inches of the outside wall.

Of the three cabinets, the corner one (25" tall, 10" deep) is the largest and has a nice mirror. The two side cabinets are wide (25" and 22") and shallow (4.5"). The ceramic toilet has a foot flush and a sprayer. There are three LEDs in the molding surrounding the top edges of the cabinets. Two more LEDs are recessed into the ceiling, offering plenty of light for reading. Notice the 15" x 15" magazine-newspaper rack under the TP holder. There's one towel bar above the backsplash and three more in the door. As usual, you are blessed with a 3-speed Fantastic fan in the ceiling.

More About the 40QBH CONTROLLING YOUR ENVIRONMENT

The Spyder control center in the 2020 Phaeton is very similar to the one in the 2020 Allegro Bus featured in the Summer 2019 issue. Tiffin Motorhomes frequently sends a new coach to Spyder Controls in Lacombe, Alberta, Canada to allow Spyder's engineers to have a "live" motorhome to use in designing the best possible control systems. Following is a specific discussion of the 2020 Phaeton's Spyder control center.


Across the bottom of the pad, you will notice seven folders: Home, Lights, Power, Climate, Slides, Mechanical, and Settings. A touch to each folder will jump you quickly to the area you wish to address.

The HOME folder provides four rectangles containing an overview to four areas: Lighting, Climate, Power, and a non-folder view of your tanks (incl. diesel), water pump, and Aqua-Hot. Touching either of the first three will take you to that folder for making selections.

The HOME folder allows you to quickly turn ON/OFF lights in the ceiling, bedroom, and mid-bath, plus activate the water pump and Aqua-Hot, all time-savers



when you are in a hurry and do not wish to go through the second level screens.

By touching the rectangle labeled LIGHTING PAGE (MAIN), or the Light Bulb on the folder at the bottom of the pad, you will open the LIGHTS folder with six sub-folders. If you are not a computer person, don't let the word "folder" throw you. They are just squares and rectangles on the screen that corral functions in a given area. In the LIGHTS folder, you have sub-folders for Exterior, Main, Bedroom, Mid and Hall baths, and Light Master. When you turn the Light Master OFF, it will remember all of the lights you had ON when you touched the Master. When you touch it again, the same set of lights will come back on. Lights with this symbol  can be dimmed to about 10 percent of its total lumens at the lowest point and 100 percent full value. Hold your fingertip on the triangle and the dimming screen will appear.

The POWER folder (a battery w/ lightning symbol) gives you the option for prioritizing your electrical devices in the motorhome. If every device were ON at the same time, the system would go into overload mode and follow factory preset choices for shedding devices. On the right, the screen shows input from the generator or shore power and details voltage, amps, and hertz for each leg. The EMS (Electrical Management System) shows what is currently operating and what is OFF. As a new owner, you should ask for detailed training during dealer orientation for every option on this page including the inverter (pass thru/disabled), float charging, EMS (enabled/disabled), and AGS (auto generator start).

The CLIMATE folder is intuitive. In the 40QBH, you have three AC/heat

pumps on the roof. The screen shows FRONT, MID, and REAR. The red and blue arrows facilitate selecting the coach temperature you prefer. Heat sensors in the ceiling monitor when the desired temp is achieved. The AC should be run on the AUTO setting in most cases.

When the outside temperature is above 38 degrees, you can warm your coach with the heat pump. If it is really cold, touch FURN for furnace on the front and rear sections. This activates two propane furnaces, one 30,000 BTUs and the other 40,000 BTUs. Set the two thermostats for your desired temperature.

A buyer can order the all-electric option (MSRP \$8,129) for the 40QBH which includes the hydronic Aqua-Hot heating system and the True[®] induction cooktop. This option eliminates the propane furnaces and cooktop. Aqua-Hot provides an even, moist heat distributed from six heat exchangers placed throughout the coach. Another great option is the heated tile floor (MSRP \$5,075). To select a desirable level of heat for the floors, the occupant selects between 1 and 5 for floor heat, with 5 being the warmest. These are not temperature settings, just increments of heat, one of which you will find comfortable. Floor heat often reduces the amount of heat needed from the Aqua-Hot furnace.

The SLIDES folder addresses only the two rear slide-outs in the bedroom. Prior to using the slide-out controls pad, you must first set the parking brake and turn the ignition key to the accessory position. Do not stop in the middle of extending or retracting the rear slide-outs. Stopping can cause misalignment. The front slide-outs are operated from switches located in the top back of the driver and passenger chairs. Be sure the chair backs will clear the slide-out sidewalls before extending or retracting.

The MECHANICAL (FANS) folder (two cog wheels) controls ceiling exhaust fans in the galley, mid-bath, and rear bath, plus the bedroom ceiling fan. A sub-folder for locks remotely releases the locks in the entry and bay doors.

The SETTINGS folder allows the



owner to personalize the control center for time, temperature, screen brightness, screen settings (power saver, screen default selector, and color), and switch settings (keyless entry, doorbell, and fobs). The diagnostics settings should be used only by the technician at the dealership where you purchased your coach.

THE COCKPIT

Every four to five years, each brand undergoes a major redesign. This is the year for the Phaeton. Of course, the exterior redesign means new front and rear caps. This year the most important redesign took place in the cockpit. Tiffin created a new and more functional cockpit design and Freightliner introduced new and intuitive controls on the steering wheel and the opposing levers mounted on the steering column.

The 2020 Phaeton's new cockpit has a large amount of blank space in the dashboard. The purpose of the new design is to improve the safety of the driving experience by placing on the lighted dash a display of all the responsive instrumentation and then locating the driving controls within the scope of the steering wheel's perimeter. After becoming familiar with the touch of the controls, the driver can keep his eyes on the road, even while making changes to affect the operation of the coach. The right side of the dashboard has been pulled into a curve that places the monitor for the exterior cameras in the driver's main viewing angle. Just below the monitor, TMH placed

eight toggle switches in an easy-to-see keyboard position.

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

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

Gear selection is the primary function of the lever mounted on the right side of the steering column. The off position for the engine brake is located at the top of



the lever's arc. Sliding it down takes you through three positions of increasing the engine braking. The M and A selector allows the driver to go to manual gear selec-

tion and then return to automatic. Gear changes are made by depressing or lifting the lever.

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



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

The controls on the Freightliner's



Smart steering wheel are very intuitive. Cruise control takes up most of the display in the right pod. Two symbols for answering and terminating phone calls, plus a courtesy flasher, complete this display. The controls on the left pod address the Freightliner information system described in a preceding paragraph. For a



more definitive explanation with displays of the new Freightliner dash and controls, go to fccrv.com. Then click on Parts & Service, Downloads, and RV Chassis Operator's Manual.

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

DRIVING THE NEW 2020 PHAETON 40QBH

Now in its 10th year of production, the 40QBH can attribute a large part of its success to its comfortable ride and pleasurable driving experience. Both of these assets depend on three companies: Freightliner, Tiffin, and Flexsteel.

The engineers at Tiffin Motorhomes and Freightliner Custom Chassis Corporation work closely to assure that 40 percent of the coach's weight is on the front axle. Major components have been moved forward in the chassis to counter the enormous weight of the engine, transmission, and rear axle. With tuned shocks and tested inflation in the coach's four air bags, passengers receive a firm and very comfortable riding experience. Flexsteel supplies 8-way adjustable driver and passenger seats that address every point of contact the human body has in their product. After eight hours of driving,

owners report they look forward to a nice evening of dinner and entertainment.

As standard equipment, Freightliner delivers its chassis with the ISL 380-hp 8.9L diesel with 1,150 lbs-ft of torque. It is mated with Allison's 3000MH 6-speed automatic transmission to produce an excellent take-off on an interstate ramp from a standing start. I was never disappointed with the coach's power and handling on interstate highways as we moved in and out of commercial traffic. It cruised smoothly at 70 and handled four percent grades with downshifting that was imperceptible. The Phaeton's suspension system and its insulation do a good job of absorbing noise created by the roughness of some types of pavement.

As you will note on the bar graph on page 15, the Phaeton continues to be the #1 best selling diesel pusher in the U.S. and Tiffin Motorhomes continues to lead the RV industry as the #1 manufacturer of Class A diesel pushers. If you are not yet a Tiffin owner, go to our website, tiffinmotorhomes.com, and click on "Find a Dealer" so you can go see this 2020 Phaeton and our other five Class A brands and the Class C Wayfarer at a location convenient to you. At any price point, we are confident a close comparison to our competitors will convince a serious RVer that a Tiffin is your best choice.

THE BASEMENT

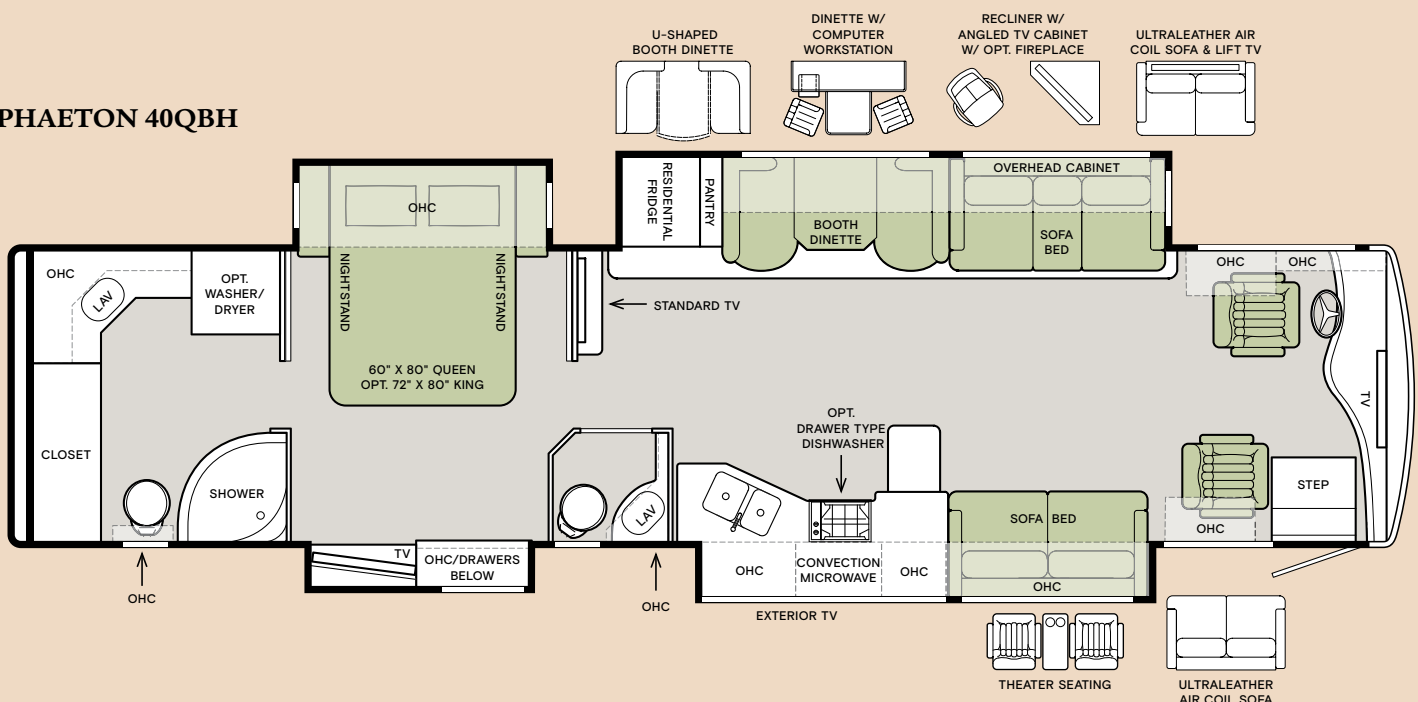
Beginning at the entrance door and moving toward the rear, following are the images of the basement doors as we opened them.

- (1) The first door conceals the HWH hydraulic system that services the forward slide-out and the jacks.
- (2) The second door to the basement storage area shows an optional slide-out tray (MSRP \$725), measuring 38.6 x 89 inches.
- (3) The third & fourth doors open to the extended storage area. The floors and side-walls of the storage compartment are built with a waterproof composite material.
- (4) The fifth door offers access to service points to the wet bay tanks: fresh water, grey, and black.
- (5) The sixth bay contains the chassis batteries and forward slide-out control modules.
- (6) A fuse box for low-amp circuits is mounted here with a small storage area.
- (7) Raising the large door in the rear cap opens to the engine compartment, exposing the radiator and check points for the engine.

Starting at the rear of the coach on the driver's side and moving forward,

- (8) This storage area is perfect for stashing four DEF containers (specifically, the container shape sold at Walmart).

PHAETON 40QBH




(9) DEF tank and 50-amp power cord.

(10) Utility bay.

(11) All three doors opening to the storage bays from the driver's side.

(12) Slide-out tray for six house batteries.

(13) Forward DS compartment contains breakers, air supply, and the release handle for the front cap slide-out.

(14) Mounted on twin slide-out rails attached to its concealed cover, the 10kw Onan generator has an easily viewed start switch, hours meter, and dip stick. 



SPECIFICATIONS: Model tested 2020 Phaeton 40QBH, Quad Slide Base MSRP* – \$332,117 MSRP as tested with options – \$347,053

STANDARD FEATURES

Structural

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

Automotive

Freightliner raised rail chassis frame
Allison 3000 MH six-speed automatic transmission with lock-up (torque converter)
Cummins 380hp, ISL 8.9L, electronic/turbo-charged diesel with 1,150 lbs.-ft. torque
Air ride (4 air bags)
Aluminum wheels
55° wheel cut
Air brakes with automatic slack adjusters and ABS disc in front
Exhaust brake
Adjustable accelerator and brake pedals
18-inch Smart steering wheel
Cruise control
Fog lights
Daytime running lights
Emergency start switch

General Exterior

Fiberglass front & rear caps
Dual fuel fills
Large tinted one-piece windshield
10Kw Onan® manual slide-out generator
Hydraulic automatic leveling jacks
Heated power mirrors with integrated cameras
Three power roof vents with 3-speed fans
Single motor intermittent wipers
Gel-coat fiberglass walls
BASF full-body paint with protective film on front cap
Foil wrap insulation barrier
Deadbolt front entrance door
Double electric step
Dual pane windows
Exterior patio LED light
Automatic door awning
Metal wrapped automatic patio awning
Window awning package (3 windows)
Slide-out covers
Aluminum wheels
Custom mud flap
Lockable swing-out storage doors with gas shocks
Motion sensor lighting for exterior storage
Remote locking system for entry door
Chrome handles on compartment doors
Flush mounted & painted frame dual pane windows
Roof ladder
Electric hose reel
Electric power cord reel
Docking lights
Back-up camera
42" exterior Smart TV with soundbar
Side-view cameras activated by turn signals
Heated water and holding tank compartments
Six 6v auxiliary batteries
2000 watt sine wave inverter with 100 amp converter & transfer switching

Black tank flush system

Water filter

Gravity water fill

Undercoating

110v exterior receptacle

110v / 12v converter

Digital TV antenna

Pre-wired for in-motion or automatic satellite dish

Cable TV ready hookup

Three 15,000 BTU low profile roof A/C systems with heat pumps

A/C condensation drains

Driver's Compartment

Power UltraLeather™ driver and passenger seats with passenger footrest
Contemporary wraparound dash

Courtesy drawer in step well
Courtesy lights in step well
Dual dash fans
One drawer in dash with compartment and sliding cup holder

AM/FM stereo, XM satellite radio prep (requires subscription) includes receiver and antenna
Three USB dash receptacles
Power solar & privacy windshield shades
Driver & passenger solar & privacy shades for side windows
Solid non-opening PS window
Custom infrared repeater system on all TVs
Solar / privacy shades for driver & passenger side windows
Color rear vision monitor system with side-view cameras activated by turn signals
Seatbelts integrated into driver & passenger chairs
Fire extinguisher

Living Area / Dinette

UltraLeather™ booth dinette/sleeper with solid surface countertop
12v, 110v, & USB receptacles at dinette
Mid-section 38" Smart TV
Front OH 42" Smart TV
UltraLeather DE Sofa/Bed-PS
UltraLeather Air Coil Sofa/Bed-DS

Kitchen

Solid surface counter top with residential stainless steel sink
Solid surface sink covers
Sink cover storage rack at side of cabinet
Expand-an-Island
Permanently mounted folding solid surface cooktop cover
Single lever sink faucet with sprayer
Built-in soap dispenser
3-burner stainless steel cooktop
Stainless steel convection/microwave oven
Exterior vent for convention/microwave oven
Galley backsplash guards
Stainless steel residential refrigerator (6 batteries) with ice & water dispenser in door
Built-in soap dispenser
Power roof vent with 3-speed fan

Full Bath

Three cabinets with large mirrors over vanity in full bath
Solid surface vanity top with molded ceramic lavatory
One cabinet over toilet
Macerator toilet with sprayer
Skylight in shower with LED light in sliding solar cover
Truma on-demand water heater
Curved molded fiberglass shower surround
Hand-held shower head with on-off switch
36" radius shower surround
Power roof vent with 3-speed fan in full bath
Closet with double sliding mirrored doors
Storage cabinet wired & plumbed for washer/dryer

Half Bath

One cabinet in corner over lavatory with two side medicine cabinets
Six vanity lights
Solid surface vanity top with molded lavatory
Toilet with sprayer
Power roof vent with 3-speed fan in full bath

Bedroom

Ceiling fan
Four OH storage cabinets in bed slide-out
Bed comforter with designer pillows
Sleeping pillows with shams
Queen-size bed with pillow top mattress
Under bed storage
Night stands with 110v outlets and USB ports

110v outlet for CPAP in OH cabinet
UltraLeather upholstered headboard framed with curved wood molding
Two chests of drawers with solid surface countertops
Entertainment system concealed with louvered doors in chest
Pre-wired for DVD & satellite receiver
42-inch Smart TV
Dish Wally® receiver (subscription required)
DVD player with surround sound for living room
Carbon monoxide detector
LPG leak detector

General Interior

7-ft. ceilings
Soft touch vinyl ceilings with trey ceiling in living area
Porcelain tile floor throughout the coach
Scotchgard® treated carpet in slide-outs
High gloss hardwood cabinet doors and drawers
Two ducted furnaces
Extraordinaire™ AC system
Solid wood cabinet fascias & doors with concealed hinges
Medium alderwood cabinetry
12v disconnect switch
LED lights
Complete cable wiring (interfacing with surround sound & satellite system)
Home theater surround sound system
Electric step well cover
Solar & privacy shades
Tank level monitor system
Smoke detector
Power roof vent with 3-speed fan
Central vacuum cleaner

OPTIONAL FEATURES ON THIS COACH

Amber glazed cabinets
In-motion satellite dish
Winegard Connect
One basement slide-out tray
In-dash navigation system
Stacked washer/dryer
Dishwasher, drawer type
UltraLeather air coil sofa bed with Lift-TV, DS
Dinette-computer workstation
Theater seating-PS
Safe located in wardrobe
Select Number mattress, king

OPTIONAL FEATURES AVAILABLE

All electric coach (incl. AquaHot & induction cooktop)
Heated tile floor
Extended cycle batteries
Prep for solar panel
Three solar panels
Sterling cabinets (req. Luster Sheen)
Luster Sheen cabinet finish
Winter Spruce seasoned wood floor
Pre-wire for Trav'ler satellite dish
Second basement slide-out tray
Egress rear exit
Mobileye Collision Avoidance System
UltraLeather U-shaped dinette (non-sleeper)
Recliner and Lift TV-PS
UltraLeather air coil sofa bed-PS
Luxury recliner w/angled TV cabinet-DS
Fireplace
Memory foam mattress-queen
Memory foam mattress-king

MEASUREMENTS

Wheelbase – 266"
Overall length – 41' 4"
Overall height w/roof air – 12'7"
Interior height – 83"
Overall width – 101"
Interior width – 96"

WEIGHTS & CAPACITIES

GVWR – 38,320 lb.
Front GAWR – 14,320 lb.
Rear GAWR – 24,000 lb.
GCWR – 48,320 lb.
UVW – 31,770 lb.
CCC – 5,379 lb.
Trailer hitch capacity – 10,000 lb.

POWER TRAIN

Engine – Cummins 380hp, ISL 8.9 liter, electronic, turbocharged diesel
Torque – 1,150 lb.-ft. at 1,400 rpm
Transmission – Allison 3000MH electronic six speed with two overdrives
Tire Size – 275/80R22.5 Michelin
Alternator – 160 amps

CHASSIS

Frame – Freightliner chassis
Frame Design – Raised rail
Anti-locking Braking System – Full air brakes with Anti-locking Braking System (ABS)
Air Suspension (front) – Detroit I-beam with air suspension
Air Suspension (rear) – Detroit with air suspension
Shock Absorbers – Sachs tuned
Leveling Jacks – HWH hydraulic automatic

CONSTRUCTION

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

ACCOMMODATIONS

Sleeps – 4 adults
Fuel tank – 100 gallons
Freshwater – 90 gallons
Black water – 50 gallons
Grey water – 66 gallons
LPG tank – (35.7 gallons; can be filled to 80% capacity) – 28 gallons

MSRP

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

UVW

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

DEALERS

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

PLEASE NOTE

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

LIFELINE

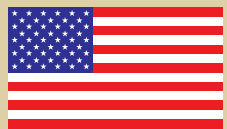
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Don and Diane Ward

FROM FLYING & SAILING AROUND THE WORLD TO RVING THE U.S.A.

Text by June Foster

Don and Diane Ward are perhaps one of the most fascinating couples I've ever met. They shared so many incredible life events with me that I could barely take notes on one adventure before they talked about another.

Don Ward can describe what it's like to fly a military plane and a commercial jet airliner, and Diane can talk about what happens when you're in your own sailboat in the middle of the ocean and run out of fresh water. They've experienced the total destruction of their home by a hurricane and have run a B&B in Mexico. Buckle up. Their adventures follow!

I first met up with the Wards at Camp Murray, Washington Army National Guard military base, where they'd parked their Phaeton 36GH in the RV park on American Lake. They told me they'd owned three Tiffins in four years and joked that they might just trade the Phaeton in for an Allegro Bus soon.

I knocked at the door of their Phaeton and was greeted by Diane and their black, curly-haired mixed poodle which they rescued fourteen years before when they ran a B&B. But that's another story I'll tell you about in a moment.

Don and Diane both grew up in the glorious Pacific northwest. They met in college at the University of Washington in Seattle where Don pursued a fine arts degree and Diane studied economics. Diane told me a story that touched my heart. "When we decided to get married, we set our wedding date forward so my father, who suffered from cancer, could walk me down the aisle," Diane related.

After marrying and finishing his degree, Don was accepted into the Naval Air Program and began his two years of training, receiving his "wings." He served several unaccompanied tours in the Far East and Vietnam as a naval aviator. Wives, of course, were expected to stay behind, but with her two- and four-year-old children, Diane decided to see the Far East for herself. She traveled for four months, beginning in Singapore, then up the Malay peninsula to Thailand and Hong Kong. Eventually she settled in the civilian village of Cavite City in the Philippines. She and the children thrived among this tropical backdrop of dirt roads and jitney taxis. Now that must've taken persistence and courage!

In 1970 after just moving into their base housing in Corpus Christi, Texas, Hurricane Celia hit the city head-on, flattening



Having flown and sailed all over the world, Diane and Don are looking forward to criss-crossing the North American continent. ♦ Don continues to enjoy sailing, seen here on his boat in Puget Sound. ♦ Driving a motorhome did not intimidate Diane. "Having navigated a sailboat across the Atlantic, I knew I could drive a motorhome." ♦ Diane and Don with their poodle, Carlos.

most of it. It took out power and contaminated the water. The base housing wasn't spared. However, the Ward's home was left with a part of one wall standing. The amazing story is that they had a phone on that wall and for reasons no one could explain, it worked. Even before Don and Diane returned to check their property, some of the survivors found it and used it to call family and friends to let them know they were okay.

When Don and Diane arrived to investigate the remains, they heard a ringing sound. They rummaged through the debris until they found the source. Their phone was buried under a pile

of plastic bags and still worked! Soon, other former neighbors who'd congregated in the area asked to use the phone to call their relatives and friends. Later, the Wards got a \$1000 telephone bill. Diane's words exemplified her tenacious, adventurous spirit. "These kind of experiences make for a richer life and draw our family closer," she recounted. No doubt, she sees life as a great adventure. The good news was the telephone company decided to write off the bill given the circumstances.

After the storm, the Wards took up residence in a tiny BOQ

back to the United States when a flying opportunity opened up with U.S. Airways where he finished his career.

I asked why he'd chosen to become a pilot. "When I was five, my father bought an airplane. I grew up with planes. My childhood dream was to learn to fly and soar above the clouds," Don replied. He thrived on operating the equipment that enabled a 170,000 pound machine to lift off the earth and remain airborne. I gasped when he said he crash-landed his J-4 Piper Cub on I-90 in Washington when he was nineteen years old. Other



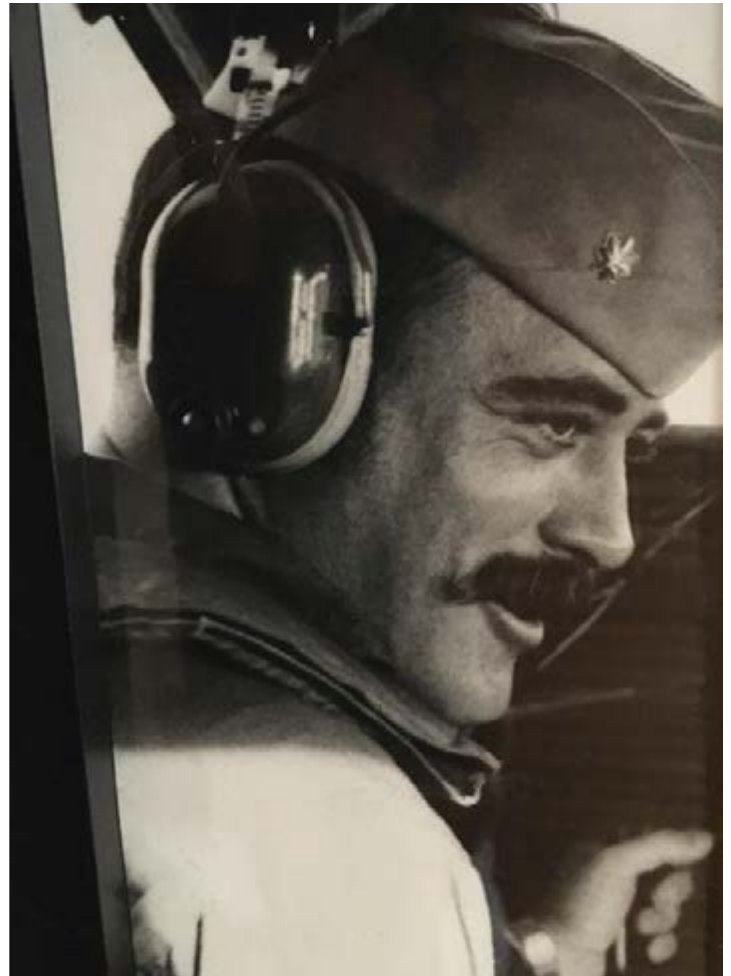
(bachelor officers quarters) for a short while until the government provided them with a temporary trailer where Diane made a home for her husband and two kids.

Don finished eleven years in the regular navy and then completed his career in the reserves while flying for Braniff International until the federal government's decision to deregulate the airlines caused Braniff to file for chapter 7 bankruptcy. Don scrambled for another flying job which first took him to a contract position flying 747s for Egypt Air out of Cairo. He even flew Nigerian pilgrims to their Hajj in Saudi Arabia. He came

than causing a massive traffic jam of skiers coming home to Seattle after a day on the slopes, it all ended well.

Diane also has a fascinating work history. She went back to school after the hurricane and earned an additional degree in dental hygiene, worked in private practices, taught at the University of Texas at San Antonio Dental School, sold real estate, was a mortgage advisor, and owned her own import business out of Seoul, Korea for ten years. "There was a need to be flexible when Don's work required so many moves," she told me.

Eventually they sold their home of 27 years on Vashon Island



Clockwise: From their scrapbook: Diane making dinner on a transatlantic sailing trip. ♦ Don flying in southeast Asia. He completed his aviation career flying for U.S. Airways. ♦ Long before RVing entered the picture, Diane enjoyed racing her sailboat.

in Washington and bought a house in Green Valley, south of Tucson in Arizona. I asked Diane if she'd considered living in her RV full time. "I need a home to return to—a place where I feel grounded," she responded. So these days, they spend part of their time in Washington visiting their newlywed son and their daughter who also lives in the northwest. The rest of the time, they enjoy their home in Arizona.

Don and Diane's adventures didn't end after retirement. They related one event after another that would have made a good, hang-onto-your-seats movie. The tale they told about the time they sailed 2600 miles from Hawaii in a 42-foot racing boat probably fascinated me the most. They found themselves in the middle of the ocean about halfway through the journey with a big problem. Their drinking water had become contaminated with salt water, and they had to use a hand-operated water pump to convert salt water into fresh. "We really built up our arm muscles with that pump!" Diane said. Oh, and did I mention that early in their trip Don was napping in the cockpit and got thrown across the boat, hitting the winch and breaking four ribs? Diane wrapped his ribs with a sail tie. "Of course, we didn't realize

that he had broken four ribs. We thought maybe just one."

Another adventure took place when they traveled through the interior of Mexico and stayed at the high-mountain village of Ajijic on Lake Chapala near Guadalajara. They frequently stayed at B&B's, and made friends with the managers at La Paloma B&B. During their visit, they mentioned that they'd always wanted to run a B&B "just for the fun of it." That's where their raggedy, bilingual, mixed poodle named Carlos came to live with them.

A year later, the managers called and asked if Don and Diane could take over and manage La Paloma for a while. They had nine bedrooms which filled up with from ten to seventeen guests most of the time. Of course, they said yes, and returned to Mexico. Though there was a staff, they enjoyed preparing and serving breakfast for their guests.

"I was preparing a skillet of potatoes," Don related. "Somehow the gas line on the stove had become pinched, and the flame died out. When I tried to relight the gas, it blew the iron skillet out of the oven and scattered potatoes all over the kitchen—on counter tops, on the walls, and over the floors. I had to laugh as I informed the guests that breakfast would be delayed for a while." What an incredible sense of humor!

An appreciative expression drifted over Diane's face as she talked further about her love for journaling. For thirty-five

years, she has recorded her thoughts and feelings every morning in her journal. She describes her practice as a way “to connect my feelings and emotions into words. Writing is an opportunity to recognize what my heart and soul want me to see.” She even kept a journal on her trip from Hawaii in their sailboat. “I enjoy painting pictures with words,” Diane explained. Don bragged on her, describing her writing, “Her sentences flow with meaning and vibrancy.” In recent years, her children have encouraged her to publish her memoirs.

I love traveling in our Open Road, but so far haven’t found the confidence that Diane has in driving the vehicle. At 78, Diane deftly maneuvers their RV down the interstate. “If a man can do it, why not a woman?” Diane asked. “If I can pilot a sailboat, I can drive an RV!” Another indication of her bold spirit! I believe I’m becoming inspired and may give it a try.


Diane and Don say this time in their lives is the most fun. They’re grateful for good health and love to volunteer while in Arizona. The Wards attend St. Francis of the Valley Episcopal Church in Green Valley and are part of a network of volunteers who prepare food and serve up to 300 refugees a day in Nogales, Mexico, a short 40 miles south of Green Valley. “The outreach at St. Francis is an opportunity to serve our community and others. What a blessing it is to be able to serve,” they reported. I could see the sense of accomplishment in their faces as they talked about it.

Later, I followed Don out to the dock on American Lake to see their eighteen-foot SeaRay. They enjoy taking it out on the

lake where the RV park is nestled. Frequently, Diane enjoys a swim in the lake and in nearby Puget Sound. When not boating or swimming, they can be found reading their Kindles.

When I asked the Wards what they liked most about their Tiffin, Don replied, “Design, reliability, and Tiffin quality, including communication with the company and their personal service to Tiffin owners. Tiffin uses top-grade materials for the interior as well as the outside of their coaches.” Don said once when he wrote the owner of the company, Bob Tiffin, a letter with a concern, Mr. Tiffin called Don on the phone and resolved the problem. Though the coach was out of warranty, he determined it was an unusual event and charged the Ward’s nothing for the repair.

When asked what she considered the best part of living in a Tiffin, Diane said, “Being with friends and family and having a wonderful second home. We can travel with Carlos and spend the summer months in the Northwest with our two adult children, their families, and our four adult grandchildren. Besides, the RV community is a place to meet new people, share our experiences, and receive advice from more experienced owners who have a wealth of knowledge they can share.”

I asked Diane if she had any final words. “Don has flown the world at 35,000 feet, we have traveled oceans on sail and power boats, and now we have our much-loved Tiffin ‘land yacht’ for the back roads of North America. I highly recommend this chapter of life. Thanks, Tiffin.” 



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First Place
Author data corrupted on web
Location unknown
This image optimizes the use of cross lighting. Sunlight and shadows create dimensionality on each object from the foreground weeds and the donkey's body to the building's chimney. The composition also progresses through tactile planes from the weeds to the fence wire, to the donkey's fur, the weathered siding, and the dry background grasses. The donkey invites eye contact. Every inch of the composition adds interest, and nothing detracts.
Fuji X-T2, 93mm, 200 ISO, f/11 @ 1/125 sec.

Editor's note: Please contact us at fred1902@gmail.com if you submitted this picture.



Second Place
Debbie Payne
Pumpkins and Hay Bales
Leelanau Peninsula, Michigan
This inviting scene checked off all the requirements: a cross-lit farm, well-composed and cropped judiciously. The extended roofline, elongated clouds, and placement of the pumpkins and hay bales create a sweep that gives visual movement to the scene. Note how the lighting accents the warts on the pumpkins and individual strands of the hay.
Canon EOS 5D Mark IV, 28-300 Tamron lens at 33mm, 400 ISO, f/6.7 @ 1/90th sec



Third Place
Phillip Welty
Grape Harvest
Napa Valley, California
These clusters of grapes are a rich kaleidoscope of colors, and the wonderful cross-lighting makes them so rounded you can pinch them. Cropping out most of the red leaf, or using a smaller aperture to sharpen it, would enhance the photo.
Nikon D810, 14-124mm lens at 16mm

Fall and Winter 2019 photo contest

We're learning along with you about the RIS photo contest. The Fall issue's topic was cross-lighting, and you were requested to submit a cross-lit farm scene. Our lessons: Don't restrict the subject matter in contests illustrating an important principle like lighting. Also, you needed input on other types of lighting, to learn the distinctions. We'll give you another chance if you'll return the favor! The photos on page 38 illustrate Cathedral Rock in Sedona, Arizona, with cross-lighting, edge-lighting, and back-lighting. In any type of lighting, there should be *discernible detail in the shaded areas*. A photo editing program can help with that. Some submitted photos had top lighting, which tends to have short, black shadows with no detail, but it can work on tall subjects like skyscrapers and tall plants and some rock formations. The objective of any lighting is to create a feeling of three dimensions or of drama.

For the Winter 2019 photo contest, submit photos with any of these types of lighting:

Cross-lighting: The light comes from one side, the shadows are on the opposite side. The longer the shadows (earlier or later in the day) the more separation objects in the photo have from each other.

Edge-lighting: One slender side of the object is lit, but the side facing you is mostly shaded, with some highlights. This can let foreground objects steal the scene, as with the fall color in the photo below.

Back-lighting: You are facing the sun, shielding your lens to limit flare, and take a dramatic silhouette with little or no detail. Best with foreground materials that contrast in lighting or shape, like Oak Creek in the example on the next page.

Top-lighting: Mid-day sunlight casts harsh, featureless shadows in scenic photos, but works for some edifices or tall-stalked plants. *Soft-lighting* will be the topic of a separate contest.

With your submission, indicate which type of lighting your photo illustrates. Email entries by November 20 to fred1902@gmail.com. Submit jpeg images of at least 1 MB. Crop away dominant out-of-focus items around the edges. Straighten the horizon or central vertical objects. Include your name, address, cell phone number, email address, camera model and lens, a title and the locale of the image. Prizes are \$100 for first, \$50 for second, and \$25 for third place. Submit only one entry.

See examples next page.

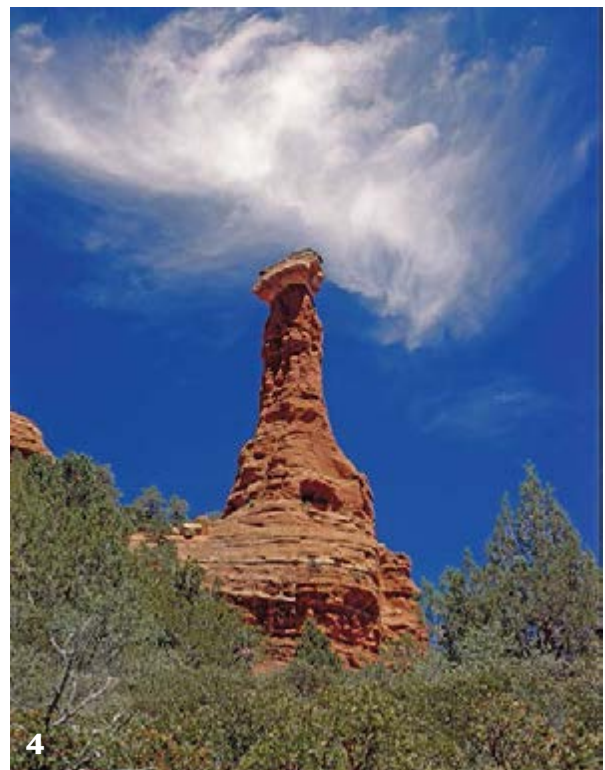


1 Cross-lighting: Shadows on Cathedral Rock separate three rock columns from the left dome, and create a sense of depth on the right-hand butte.

2 Edge-lighting: Only Cathedral Rock's right edges and protruding left base are sunlit, letting the bursts of fall color in an old orchard share the drama. Shadows have visible detail.

3 Back-lighting: The sun flares around Cathedral Rock's central spire and back-lights fall color and Oak Creek's ripples.

4 Top-lighting: This sandstone hoodoo formation in Boynton Canyon has reflected light and protuberances that create shadows and a 3-D effect. Note how flat the top-lit trees look.



Tiffin Owners from Arizona, California, and Pennsylvania



Mark & Jean Morgan

Hometown: Saddlebrook Ranch, Arizona
Interviewed: Dolores, Colorado

Mark and Jean Morgan travel part of the time in their Tiffin Allegro Open Road and live at Saddlebrook Ranch north of Tucson during the remaining months. In 2002, one of Jean's good friends and Mark's sister got together and decided to introduce Jean and Mark online. Two years later they were married. Both love the western United States, so naturally they bought a Tiffin and set out to see the country.

Jean loves photography so "off-roading" in their Jeep tow car comes naturally. She takes photos of places most people don't go, and since Mark is a history buff, he enjoys delving into the areas' origins and past. Jean said her passion is photographing landscapes from mountain passes that tower a thousand feet above the valleys below. She loves blue skies and puffy clouds. My mouth dropped open when she told me she has 87,000 photos on her computer. "Looking through my photographs brings to life wonderful memories of places we've visited," Jean said. A recent adventure led them to see as many presidential libraries as they could.

When not on the road, Mark and Jean keep busy with intriguing hobbies. Jean enjoys creating fused glass objects including plates and other decorative items. Mark crafts

Continued on page 57



Colleen & Jay McReynolds

Hometown: Modesto, California
Interviewed: Lakewood, Washington

I ran into the McReynolds when another camper told me Colleen had repaired a plumbing problem on their coach. Hmm. A lady RV repair person. I had to find out more.

Colleen and Jay McReynolds have RVed full time since 2005 and now travel in their 2015 Allegro Red Open Road. Colleen explained once she had a job as a camp host, and a lady came to her with a toilet problem. Mechanically minded, she found the leak and fixed it.

After serving in the navy for twenty-one years, Jay accepted a position with the Simmons Beautyrest Mattress factory in San Leandro, California. He later took a job with the Coast Guard. The long commute prompted him and Colleen to purchase an RV so he could move closer to work. And of course, they chose a Tiffin.

As a navy wife, Colleen followed her husband to locations near his assignments. She took different jobs along the way, including one at Bayside Medical Group in Alameda County, California.

I enjoyed meeting their giant of a dog, Spice, a Rhodesian Ridgeback. "When Spice was a puppy," Colleen explained, "she was quite active as all puppies are. Spice and their daughter's puppy spent a lot of time together. Before long, the other dog disciplined Spice

Continued on page 57



Duane & Donna Campbell

Hometown: Butler, Pennsylvania
Interviewed: Stonewall Resort Park, WV

Duane and Donna Campbell live in Butler, Pennsylvania where Duane has been in business for 39 years, engaged in the bulk hauling of construction materials. Now retired, Donna had a 17-year career at Walmart. Butler was named the 7th Best Small Town in America by *Smithsonian Magazine* in 2012.

I had the pleasure of visiting with the Campbells at Stonewall Resort in West Virginia, a beautiful park with lakes and a championship golf course they have been visiting regularly for 15 years.

Although Duane and Donna began RVing in much smaller units, they have explored many of the parks and campgrounds within a 300-mile radius of Butler in their 2008 36-ft Allegro Bay FRED. They have been camping in motorhomes for 25 years, the last nine in their Allegro Bay.

The Campbells enjoy camping with their two "children," Peaches and Torie. Peaches, a 15-year-old Cockatoo, keeps everyone entertained with her imitation of the crows that regularly visit the Campbell's farm. While we were visiting around the evening campfire, Peaches perched on my shoulder and later on my arm, giving me a unique experience. "She loves French fries," Duane related. "And when

Continued on page 57



Editor's Note: June Foster is a retired teacher turned author. She and her husband enjoy sailing down the interstates in their Tiffin Allegro Open Road. She speaks of visiting a location before it becomes the setting in her next inspirational romance novel. To date, June has written 20 novels and one devotional and is working on number 21. You can find June on junefoster.com.



Many Wonderful Years

After many years in our several Allegro motorhomes, I had to sell it. My husband, Arthur, passed and I chose not to drive it. Many, many wonderful years traveling all over the United States. The Tiffin Allegro is the best! Several times we enjoyed the company of Bob and Judy Tiffin at Allegro Club rallies. I treasure our travels and I am sorry we never made it to Red Bay. As much as I love your magazine, I request you remove my address from the mailing list.

Carol Stein
Happy Valley, Oregon

Great Magazine

As much as I enjoy the magazine, I must tell you we have sold our Allegro. So you can discontinue sending the magazine. Great motorhome and great magazine. Best of both all around!

Earl McKinstry
Summerset, South Dakota

14 Years and Counting

We are the original owners of a 2006 Phaeton 40QDH and have been receiving *Roughing It Smoothly* since that year. We would like to stop the print edition and start the digital, but there is no option anywhere to do that. I am betting there are lots of Tiffin owners who would choose digital over print—and that saves Tiffin money!

Just for the record, our Phaeton hit

100,089 miles after our last trip. We have also logged 95,591 miles in our 2007 Saturn Aura XR. Our travel diary shows we have camped 1,088 nights in 394 separate visits to campgrounds (over 200 different campgrounds). We have driven through 46 states plus D.C. and camped in 44 of them. Our 12-year-old Havanese dog, Molly, has traveled 102,801 miles with us.

During our 14 years, we have used 15,010 gallons of diesel including the generator. Total dollars spent on diesel fuel: you don't want to know! Number of visits to Red Bay: four. We have had the pleasure of visiting with Bob Tiffin twice. Along the way, I am betting we have sold over two dozen Tiffin motorhome through our recommendations!

Tammy and Jim Lieber
Bartonville, Texas

Dear Tammy and Jim,

To go digital, please visit tiffin.dragon-forms.com/RISMAG and click on "Cancel my subscription." To do this, you will need your 10-digit subscription code on the mailing label (the line above your name).

To read *Roughing It Smoothly* online, go to rismag.org. Open the last edition by clicking on the cover and read the bottom half of page 4 (Contents) for navigation instructions. We usually post each quarterly edition on the following dates: Winter: Jan. 15; Spring: Apr. 15; Summer: July 15; Fall: Oct. 15. During 2020, we will attempt

to publish a week earlier than the 15th.

In January 2020, we will change to a new program and the navigation instructions will again be published on page 4. If the magazine is not posted by the 15th, keep checking back.

Excited to Be Traveling in Retirement

Dear Bob and the Tiffin family:
To say we love our home on wheels would be an understatement! We completed our long awaited retirement vacation and returned to Huntington Beach, California, at peace and very grateful to your company and your high standard of integrity.

On our trip home, we got to see so many of God's miracles in people and nature as we journeyed back from Alabama. We experienced our beautiful country looking through that great big windshield from our comfortable chairs. With no rattles to distract us, the trip was pure pleasure. Sleeping well in our wonderful bed kept our driver rested and in great spirits.

We spent the Fourth of July in Sparks, Nevada, watching President Trump on our patio television as he paid tribute to the courageous service of the men and women in our military. It made us proud to be patriots. That American pride is alive and well in the Tiffin family and we are blessed to be a part of it. May God continue to bless you, your family, and Tiffin Motorhomes.

Ward and Jill Dennis
Huntington Beach, California

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

Postscript: Our survey is attached evaluating the TMG technicians in the Allegro Service Center. The techs who worked on our coach included Pete's Team: Adam, Matt, Shane, and Mike. Carpet Team: Mark, Dennis, and Zack. LD's Team: BJ and Josh. Furniture: Brent and Alan. They all took on what could have been a disappointing situation and through their humility, compassion for us, expertise, and desire to "make things right,"



they turned it into a blessed time. Every encounter we had with each technician was more than satisfactory. The level of service we received was highly commendable. Please let our guys know we miss them and thank them for their service. God bless all of you.

Our First Slide-Out

I can't remember how many coaches we owned, but I remember our first slide-out. After walking through the assembly building, my husband, Truett, noticed a whole side cut out of a coach. We walked back to Bob's office and asked Bob, "Are you about to finish a slide-out?" The answer was, "Yes, I'm going to drive it down the road and check it out." Truett said, "Okay, if it works, just cancel the order I gave you and sign me up for my first coach with a slide-out." It worked, and

that's the story of our first slide-out! Truett died seven years ago, and I sold our Phaeton because I didn't drive it. I have continued to receive issues of *Roughing It Smoothly* and have enjoyed reading it. Since I sold our last coach and no longer have a motorhome, I'm not supposed to get the magazine. So I'm writing to ask you to cancel my subscription.

Louise Putnam
Woodstock, Georgia

Dear Louise,

I am glad to hear you continued to read and enjoy *RIS* over the past seven years. Please continue to do so as long as you like.

Fred Thompson
Editor

Outstanding Service and Quality

I want to thank Bob Tiffin and Chris Sexton for the outstanding customer service

provided on our new 2019 Phaeton 40IH, which included taking it back to Red Bay to totally repaint the coach and addressing other smaller issues that Chris corrected.

When I was stranded during the Thanksgiving holiday waiting on a new windshield to replace the broken one, Bob offered to ship a new one immediately. It turned out that was not necessary but it was nice to know that he was there for me, even during a holiday. We have now owned three Tiffin coaches because of your customer service and quality.

I am a retired 30-year U.S. Marine, Regimental Sergeant Major. It's my honor to give you and Chris my Personal Challenge Coin of Unit O that I led in Operation Enduring Freedom a month after 9/11. Thank you.

Gary Darden
Inverness, Florida

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Tiffin Allegro Club Rally, Sarasota, Florida

FEBRUARY 24–28, 2020

By Sally Moore

We hope you are joining us in sunny Florida in February for our first Tiffin Allegro Club rally in 2020! We will gather at the Sarasota County Fairgrounds/Robarts Arena in beautiful Sarasota, Florida on Monday, February 24th and depart on Friday, February 28th. Lazydays RV Supercenter will be on hand with a display of beautiful new Tiffin motorhomes!

While in Sarasota, be sure to take the opportunity to explore the area and visit the beautiful beaches along Siesta Key and Longboat Key. The John and Mable Ringling Museum of Art is the state art museum of Florida. It was established in 1927 as the legacy of Mable and John Ringling for the people of Florida. It is now operated by Florida State University. The 66-acre winter estate of the Ringlings is a premier attraction. Be sure to visit their lavish Venetian home as well as the Ringling Circus Museum. For more information, go to ringling.org. Also visit the Mote Marine Aquarium to explore more than 100 species of marine life including sharks, manatees, and sea turtles. Sarasota is home to an Old Florida attraction since 1939, the Sarasota Jungle Gardens, where one can feed free-roaming pink flamingos, catch lemurs at play, or pet a skunk! There is much to see and experi-

ence so come to the Sarasota area early or plan to stay late!

We are hosting 300 coaches at the rally. Coaches will arrive on Monday, Feb. 24, but closer to rally date, we will open registration for a limited amount of coaches who wish to arrive on Sunday, Feb. 23. The fairgrounds will have **water and 30-amp electrical service, but no sewer hook-ups**. Bring a 50- to 30- amp adapter and a power cord extension in case it's needed. Bring extra water hose and a Y-connector, as the water supply will be daisy chained between coaches. There are dump stations available and one pump out will be done on Wednesday. Arrive with a full tank of water and empty holding tanks. Clean shower facilities are available on site.

The rally fee includes multiple meals, ice cream socials, live entertainment, four nights of camping, seminars, shopping with RV suppliers and local vendors, and other fun activities. The rally fee also includes our terrific Tiffin and Lazydays service technicians performing three minor repairs on each coach. These trained technicians are a wealth of information for you to tap into! You have made a sizable investment in purchasing a beautiful motor coach. Take this valuable opportunity to learn all you can about it. The rally cost for one coach and two adults is only \$499 or \$399 for one adult and a coach. Safe travels and great adventures!

2020 Tiffin Allegro Club Rally Schedule

Mark your calendars now and make plans to join us at one of the following 2020 Tiffin Allegro Club rallies! Our rallies provide you the opportunity for comradery with other Tiffin owners, minor repairs/service by Tiffin Service Techs and factory representatives, meals, entertainment, seminars, and other fun activities. The newest and latest Tiffin coaches will be on display! Each year our rallies sell out within minutes, so don't delay in registering. Give us a call at 256-356-8522 if you have any questions about the rallies. Registration forms will be available online at tiffinmotorhomes.com at 11:00 AM Central Time on the day the rally opens for sale. Complete the form and pay online. No registrations are accepted by email, fax, telephone, or in person—register online at tiffinmotorhomes.com only.

Sarasota County Fairgrounds & Robarts Arena, Sarasota, Florida

Arrive: Monday, February 24, 2020

Depart: Friday, February 28, 2020

On sale: Oct. 8, 2019 at 11:00 AM CDT

For Tiffin Class A and Wayfarer coaches

Amana RV Park and Event Center

Amana, Iowa

Arrive: Monday June 8, 2020

Depart: Friday June 12, 2020

On sale: Feb. 11, 2020 at 11:00 AM CST

For Tiffin Class A and Wayfarer coaches

Palm Creek Golf & RV Resort

Casa Grande, Arizona

Arrive Monday October 26, 2020

Depart Friday October 30, 2020

On sale: June 23, 2020 at 11:00 AM CDT

For Tiffin Class A coaches only

Palm Creek Golf & RV Resort

Casa Grande, Arizona

Arrive: Monday November 2, 2020

Depart: Thursday November 5, 2020

On sale: June 25, 2020 at 11:00 AM CDT

For Tiffin Wayfarer coaches only



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Beautiful Bend

THE RIVER! THE MOUNTAINS! THE TOWN!

TEXT AND PHOTOGRAPHY BY SUZANNE CLEMENZ

BEND, OREGON, IS A SPARKLING PLACE where urban amenities walk hand in hand with natural wonders. Ride along as this article explores Bend's dynamic history, how it transformed itself from a logging town to a tourism magnet, and the outdoor diversity that brought about Bend's transformation. Then we'll visit Bend itself, its cultural amenities, the craft beer scene, restaurant and shopping highlights, and in-town activities on the Deschutes River (deh-shoots.) Learn about special places to visit north, west, and south of this hospitable city of 100,000 people.

LOVE THE OUTDOORS? Bend offers almost everything: boating, kayaking, whitewater running, paddle boarding and tubing, bicycling and mountain biking, 800 miles of hiking trails, 88 downhill ski runs, a big cross-country ski scene, lakes, rivers and waterfalls, challenging rock climbing, two dozen golf courses, excellent fishing, diverse birding habitats, geology hikes, and lake-side camping in a five-mile wide volcanic caldera. Downtown the three-mile Deschutes River Loop Trail has paths on both banks. Bend's 65 miles of urban trail system is also yours to explore.

WANT FOOD, ENTERTAINMENT, & CRAFT BEERS? Bend has 23 brewpubs, each with unique beers, intriguing menus, and live music. Try distillery, wine, and hard cider tasting rooms as well. You'll find many innovative American, casual, ethnic, and truly fine dining restaurants at the river's edge, downtown, in neighborhoods and neighboring towns, and on Mount Bachelor via the chair lift. Enjoy performances by stars

such as Josh Groban, Gary Clark Jr., and Robert Plant at Bend's Les Schwab Amphitheater by the river. Visit downtown Bend's shops, and linger in the Old Mill District shopping plaza on the Deschutes. Pick up the Bend galleries map and much more at the Bend Visitor Center one block east of Wall Street at the corner of Oregon and Lava.

HANKER FOR NEW EXPERIENCES? Attend the annual folk music festival, rodeo, and quilt show in nearby Sisters. Photograph or paint the sweeping views of seven Cascade peaks from atop two drivable and hikable lava domes. Savor the panoramic vistas along the Cascades Lakes Scenic Byway, mere minutes from downtown. Explore the High Desert Museum and chilly, other-worldly lava tube tours. Attractions are seldom more than a 20-minute drive. Dramatic Smith Rock State Park to the north and Newberry National Volcanic Monument's outdoorsy playgrounds to the south are easy 40-minute drives.

THE CASCADES DICTATE BEND'S CLIMATE. Clouds flowing inland from the Pacific Ocean bump up against the Cascades' western flanks, 7,700 to 11,000 feet in elevation. The clouds' copious moisture falls as rain or snow on those peaks. Although only half an hour east of the Cascades, Bend averages only 11 inches of rainfall per year. Snowfall averages from 3.9" in November, to 8" in December, to 0.9" in April. In hard winters, the snow comes early and stays late. Check long-term forecasts before heading to Bend. Normally May through October delivers sunshine, mild temps, and that delicious, spicy scent of conifer forests.

Archeological Evidence Scarce in the Bend Area

Natural resources drew people to the Bend area for some 9500 years before American scouts arrived. Tribes from the north, south, and east travelled the area seasonally, camping, hunting and probably fishing. During Newberry Crater's 640 AD eruption, a flow of obsidian was ejected. Evidence of prehistoric summer camps has been found in the Bend area, but no evidence of permanent residency. However, what may be the most ancient dwelling ever unearthed in the U.S. was found by a highway construction crew in 1998 in Newberry Crater. The dwelling and its artifacts were carbon dated to 9,500 or more years ago. It has a 14 x 18 foot oval footprint with remnants of roof posts, a hearth, tools, and additional nearby hearths. The highway construction crew found obsidian tools for hunting, daily tasks, and weapons. Artifacts included a stone pestle that broke bones and ground pulp from roots. Blood samples from artifacts indicate that the tribes hunted, ate, and no doubt made clothing from animal hides. Their diet included local berries, fruits, and nuts, although edible plants are not abundant in the area's forests. Tribes created roofs, floor mats, baskets, and clothing from local rushes and barks. Seventy ancient pairs of well-worn sagebrush sandals of all sizes were found in Fort Rock Cave, 75 miles south of Newberry. They carbon date from 9 to 13 thousand years old—the earliest evidence of humankind in Oregon. The cold winters dictated returning to the lower, warmer, more fruitful lands along the Columbia River, the Klamath Basin, and elsewhere.

"A Thoroughfare for Freedom Beat, Across the Wilderness"

—*America the Beautiful*

The first evidence of Euro-Americans near Bend is the date 1813 inscribed on a rock by a Hudson's Bay Company fur trapper. John C. Fremont's expedition passed through in 1842. American pioneers started toiling across the Oregon Trail in 1843. In 1845 Stephen Meek led immigrants through the Bend area, searching fruitlessly for a shortcut to the Willamette Valley west of the Cascades. One year later the Oregon Treaty settled the land dispute between Great Britain and the United States. What is now Washington and Oregon became the Oregon Territory. The construction of a Willamette Valley shortcut northeast of Sisters, over 4,817-ft. Santiam Pass, began in 1846.

John Todd took over an existing homestead claim in Bend in 1877. Since the property was near a noticeable curve in the Deschutes as it flows north to the Columbia River, Todd named his claim Farewell Bend Ranch. The post office changed that to Bend. Developers came to Bend in the late 1800s, buying up land to sell to Oregon Trail settlers. A.M. Drake, one of the developers, is the namesake for beautiful Drake Park along Riverside Drive. Drake, Bend's founding father, created the first water supply for Bend. Irrigation canals were extended north and east for 40 miles, making agriculture, cattle and sheep ranching possible. Bend became a trade hub for those operations.

Clyde McKay was the settler who consolidated area timber holdings, establishing Bend's timber industry. Bend's 500 citizens incorporated in 1905—also the founding year of the U.S. Forest Service (USFS.) Bend was between the Cascade Range Forest Reserve to the west and the Blue Mountain Forest Reserve to the east. Those Reserves became the Deschutes National Forest. The timber industry readily took root in Bend, with horse teams hauling wagon loads of tree trunks from surrounding forests to the Deschutes River's mill pond. The three 200-ft. high steel smoke stacks at today's Old Mill District mall are remnants of the mill buildings. Oregon Trail immigrants worked as loggers, sawyers, and freight handlers, or with in-town businesses.

Bend's Boomtown Years

Urling C. Coe, a prominent Bend doctor, real estate dealer, bank president, and its second mayor, described early 1900's Bend this way in his 1939 book, *Frontier Doctor: Observations on Central Oregon and the Changing West*:

"New business buildings were being rushed to completion and many new residences were under construction. Nearly half of the residents were still living in tents. There were eight saloons with open gambling and a lusty red-light district.... There was hurry and bustle on all sides and a tang of romance and excitement in the air."

The Bend Water, Light & Power Company dammed the Deschutes to bring electricity to Bend by 1910. Mercantile companies, stage and freight lines, horse stables and a smithy, a brick-making plant, hardware stores, banks, automobile deal-



Three 200-ft. tall smokestacks and original brick buildings below them were the power plant of an historic Bend logging mill for seven decades.

ers, a hospital, churches, schools, hotels, and *The Bend Bulletin* newspaper sprang to life. So did civic organizations and events. Housing demand outpaced supply.

Bend was ready for opportunities. In 1911 the Oregon Trunk Line Railroad built an extension to Bend from the Columbia River. People, merchandise, and businesses could flow to and from the area. Two Minnesota lumber companies, Shelvin-Hixon and Brooks-Scanlon, built sawmills on opposite banks

of the Deschutes River, sharing a mill pond divided by a long log boom. A trestle bridge for logging wagons, and later, logging trucks, served the east bank mill. Lumber mills extended tracks into the forest to bring trainloads of logs into the millpond. The population reached 5,000 by 1920. Full production in 1916 meant that Bend's mills produced one million board feet of lumber daily. Lumber was shipped to U.S. states and foreign countries. The mills employed over 2,000 people and operated 24/7. Worker's portable log cabins were moved by train to the next logging site, as were company stores. When the U.S. entered World War I, lumber was an essential commodity. When loggers enlisted for military service, some wives took over jobs at logging sites and in town, pre-dating Rosie the Riveter.

Bend suffered business district fires several times, and local brick gradually replaced wooden buildings. Streets were paved, automobiles arrived, and the electrification of businesses and homes brought about greater productivity. Telegraph stations, radios, and airplanes improved communications, commerce, and travel. The world was at Bend's doorstep.

When World War I ended, the '20s roared, and progress seemed unstoppable—until the Great Reality Check of 1929. Bend was not immune. Lumber markets plummeted. Bend's mills cut hours, rather than jobs, so that many workers retained at least some wages. Cash-strapped families created social clubs, local sports teams, music, hiking, camping, and other home-grown recreation. Franklin D. Roosevelt's Civilian Conservation Corps (CCC) built projects in the Deschutes National Forest, and his Works Progress Administration built the county courthouse and a post office. The National Recovery Administration stabilized the lumber industry so that by 1940 Bend mills were producing well when the war engine fired up again. Soon local mills were at pre-Depression levels. The new army training facility at Camp Abbot (today's Sunriver) boosted retail coffers as soldiers came to town for dances, movies, and restaurants.

Bend's logging industry led the nation from 1938 through the early 1950s. Then, unsustainable practices depleted the forest. This started a chain of consolidations and turnovers of mill ownership. Brooks-Scanlon Mill soldiered on until 1983, with its Mill B producing small amounts of lumber until its 1993 closure.



The Chrysalis Becomes a Butterfly

From the 1940s to the 1990s, Bend grew from 10,000 to 22,500 people. The Tower Theater opened in downtown in 1940, adding live entertainment in 1948. The 1950s saw Mt. Bachelor add new ski facilities. The first destination resort developed in Sunriver where Camp Abbot had been. The lumber industry found new purposes using sawmill byproducts to manufacture windows, door frames, and moldings. In 1977 the Pole, Pedal & Paddle race from Mount Bachelor to the Deschutes was initiated, involving downhill and cross-country skiing, bicycling, running, and paddling relay legs. Over 3,000 athletes now compete in the May event. Today the huge Bend Summer Music Festival



Below left: The Tower Theater, built in 1940, flourished, declined, and reopened in 2004 after major modernization. Check out its offerings when you're in town. *Above:* Once the site of lumber mills, The Old Mill District now has shops, restaurants, and galleries. Rings in the pond are for an on-site fly-casting course. ♦ Bikes, baby strollers, Adam's Express, kayaks, and tubes—whether you're beside the Deschutes or on it, you're well amused.

in July, the Cascade Cycling Classic, the Bend Brewfest in August, BendFilm 2019 indie film festival, and other events welcome visitors (search *Bend Festivals 2019*.)

Bend seems to attract the right person at the right time to move things forward. During the 1973 strike of mill workers at the Brooks-Scanlon Mill, Bill Smith, an executive who was subbing as night watchman, started envisioning a post-sawmills use of the Deschutes. The industry was running out of loggable trees. Fourteen thousand linear feet of the Deschutes had been closed to public use for decades. Riverbanks were eroded and un-

sightly. In 1973 Smith became president of Brooks-Scanlon's real estate subsidiary. Then he started a development company, and serendipitously visited San Antonio, Texas. Its famous River Walk fired his imagination for the Deschutes. Over time he enticed bidders to buy up land holdings near the dying mills. He urged them to transform the Deschutes from an industrial graveyard to Oregon's version of the San Antonio River Walk. Once properties were acquired, Smith spent five years piloting his master plan for 270 riverfront acres through Oregon's land use laws and Bend's zoning department. The plans involved cleaning up 2.5 miles of the riverbank, preserving three 206-ft. tall smokestacks and their brick powerhouse, and remodeling old buildings and constructing new ones with space for 60 businesses. Stores started opening in 2000. Bend High School grad Les Schwab founded his Fortune 500 western tire store chain in 1952, and eventually donated the funds

for Bend Hospital's expansion. The Old Mill District's amphitheater, completed in 2003, was named after Schwab. Asphalt paths were built on both sides of the river to link parks, neighborhoods, businesses, parking lots, and downtown Bend. Smith's vision is fully realized in today's inviting Old Mill District.

Bill Smith helped create destination resorts such as Black Butte Ranch in Sisters, Awbrey Butte Resort in northwest Bend, and Mount Bachelor Village in southwest Bend. Other resorts followed. Smith and his wife Trish still work tirelessly for area philanthropic causes. That couple on the Deschutes River Trail stopping to pick up trash or pull a weed may be them.

Tourism now keeps Bend prospering and attracting businesses. Some businesses include Sunlight Solar Energy; Western Communications, a publisher of newspapers; and Windward Performance, which designs, manufactures, and consults on aircraft. Cascade Business News lists almost 60 "Central Oregon Companies to Watch" on their website. And, according to the website beermebend.com there are 22 Bend breweries. California has their wine country. In Oregon, beer rules, and they are as nuanced and diverse as wines.

Should you need service, repairs, or a new coach, there's a major Tiffin dealer in northern Bend. Beaver Coach Sales and Service is located at 62955 Boyd Acres Road, Bend, OR 97701. They know Tiffin rigs inside out. For more information, see rismag.org, October 2018, 15:4.

Bend's Recreational Evolution

The Mount Bachelor Ski Area opened in October 1958 with a tow rope and a 3,100-ft. lift. Nearby at Smith Rock State Park, rock climbers were creating scores of climbing routes up the volcanic tuff and basalt cliffs--now a premier rock-climbing destination. In the '70s, new cross-country skiing courses and white-water rafting tours nudged an avalanche of expansions toward Bend's recreational reputation. In 1976 Minnesotan Bob Mathews moved to Bend and soon started teaching cross-country skiing at



Mount Bachelor. He wrote a one-page visionary proposal to expand cross-country skiing trails, which management approved and funded. Mathews' sheet of paper became today's 30 miles of cross-country skiing trails. Bob Woodward, a journalist, mountain biker, and outdoor enthusiast, moved to Bend and met Bob Mathews. Together they ran a summer ski camp and races for 15 years. While cross-country skiing was starting up, whitewater rafting tours started with companies like Sun Country Tours and Seventh Mountain River Company. They still guide rafting tours through The Big Eddy Thriller--three Class III rapids in three miles on the churning Deschutes River upstream (south) from town. Back then, Bob Woodward's sports magazine articles shined a spotlight on Bend's growing outdoors diversity, which continually improves. Make your choices:

Whitewater raft tours: Between Sun Country Tours, Seventh Mountain River Company, and others, you can book half-day Big Eddy Thriller class III whitewater raft trips, all day whitewater trips, smoothwater paddling trips, mountain bike rentals, and more. You can scout the Big Eddy by trail, viewing nearby Dillon Falls and Lava Island Falls enroute. Rafting season is late spring to early fall.

Smoothwater fun: Doves of people bring or rent kayaks, canoes, paddleboards, tubes and other inflatables to enjoy the placid Deschutes through downtown Bend. Rent equipment from Tumelo Kayak & Canoe at water's edge in Riverbend Park on the east bank. Downstream a bit is a dog park for throwing float-sticks over the river and watching happy pooches retrieve them.

Bicycling: Bend is cycling heaven. Choices include: the Sisters to Smith Rock Scenic Bikeway (SB,) 37 miles (one-way); Bachelor to Bend SB, a 45-mile round trip with 3,500 feet of elevation gain; Bend to Sisters via Twin Bridges SB; and the Bend to Sunriver SB. Mountain bikers revel in 300 miles of single track, Mt. Bachelor's dozen plus miles of downhill trails, and the new Redline Black Diamond jump trail. Google Bend's extensive cycling scene at *mountain biking*-Mt. Bachelor. Nearby Sisters' Peterson Ridge Trail System, and the whole Sisters area, is another biking extravaganza.

Downhill and cross-country skiing: Mount Bachelor has continually expanded downhill skiing facilities. It is the sixth largest ski resort in North America. Enjoy 101 runs, 3,365 feet of vertical drops, and over 4300 acres of lift-accessible terrain. It is the highest skiable elevation in Oregon and Washington. Google *Winter Trails Mount Bachelor* for an overview. The cross-country ski season here is exceptionally long. The U.S. Ski Team

Whitewater Park in the Deschutes River lets kayakers tackle small rapids before moving on to bigger ones upstream and down. ♦ On any warm day Bend's neighborhoods, parks and shops have views of every type of paddling conveyance gliding happily by. ♦ Century Drive south of town becomes Routes 46/372, the Cascade Lakes Highway. Bicyclists love it. Bend and Sisters are bicycling meccas, for mountain biking, too. ♦ Mount Bachelor's reflection is mirrored here in Hosmer Lake, where fisherfolk in inflatable float tubes watch a kayaker returning to shore.

arrives frequently for spring training. You can learn both skate and classic style cross-country. Ski on over 30 miles of trails with easy, moderate, or a tough workout with a 600-ft. gain.

Mt. Bachelor for non-skiers: Take a scenic chair lift ride from 6,300 feet at Bachelor's West Village base to Pine Marten Lodge at 7,775 feet, then hike to the summit. Stay for a fixed-price sunset dinner, with entrees such as hazelnut smoked pork chops or tender, juicy braised lamb. Try the 18-hole disc golf course that starts from the Pine Marten Express chair lift. And, in spring 2020, a three-stage zip line will open with drops of 255, 263, and then 866 feet. All sports combined, there are options galore on this 9,068-ft. mountain.

Golf: *Golf Advisor* ranks Bend among the top 50 golf destinations in the world, mentioning Pronghorn, Tetherow, Eagle Creek, Widgi Creek, and River's Edge among ten area courses rated 4- to 5-stars. Search *golflink*—18 golf courses near Bend, Oregon, which lists all courses. Stunning Cascade peaks loom over many fairways.

Birding: On East Cascades Audubon Society's website, choose *Oregon's birding locations*. Choose Deschutes or Jefferson County to find area birding hotspots. The website lists interesting resident species, rarities, geographic coordinates, and directions. The Deschutes River's riparian habitat, a migration and resident species corridor, flows south to north through both counties, and lakes on the Cascade Lakes Highway offer great birding as well. Elevations from mountain slopes to lower eastern high deserts provide habitats for diverse species. Sapsuckers, pileated, white-headed, and black-backed woodpeckers are among a high number of Central Oregon woodpecker species.

Fishing: Bring your fishing gear. The Deschutes River and numerous area lakes have rainbow, brown, Mackinaw, and brook trout, kokanee salmon, largemouth bass, and other species. The website BestFishingInAmerica.com lists a number of area lakes and whether bait fishing, trolling, and/or fly fishing are effective and permitted. It tells which species and sizes to expect. Deschutes County waters are well known for huge fish. Crane Prairie Reservoir's giant rainbows are nicknamed "cranebows." Paulina Lake in Newberry Crater boasts a state-record 28-pound brown trout.

Geology: Bend is sited on ancient volcanic flows from eruptions of Newberry Crater 40 miles south. Newberry is a shield volcano, i.e., low and very wide. Its flows cover 1200 square miles. When Newberry's empty magma chamber collapsed, it left a five mile wide depression that contains Paulina and East lakes. You can drive in and camp there. Hot springs and geologically young lava flows are signs that Newberry is still active. Newberry Volcano National Monument runs northeast almost to Bend's city limits. Wanderlust Tours has 4-hour, family friendly, professionally led hikes to 6,300 feet on Newberry caldera's rim, plus chilly 3-hour tours elsewhere inside area lava caves. Watch Wanderlust's mind-blowing Newberry Volcano video at wanderlusttours.com. You can drive up Lava Butte, a cinder cone near the High Desert Museum on US 97. Up top, look south to the forested, gently curved horizon. That's Newberry. Walk around Lava Butte's steep red



This model at Lava Lands Visitor Center shows the two lakes inside Newberry Volcano's caldera. In front of them in brown is a huge obsidian flow. ♦ A spiral road leads to Lava Butte Fire Lookout in Newberry National Volcanic Monument. A good trail encircles the 160 foot deep crater of the cinder cone.



Hikers and equestrians circumnavigate Smith Rock on trails that hug Crooked River, except for the trail behind this rocky palisade where rock climbers test their skills.

is Smith Rock State Park, 40 minutes northeast of Bend via US 97. It has no RV camping. Its golden volcanic palisades rise dramatically from the surrounding grasslands. Smith Rock's numerous rock-climbing routes, steep hiking trails and a level riverside trail along Crooked River provide choices from easy to strenuous. River Trail is an easy 1.6-mile hiking, biking and equestrian trail with canyon wall reflections. Misery Ridge gains 1,778 feet in 5.5 miles and has dramatic views up top. Monkey Face is a rock pillar with sheer climbing routes. Bring binoculars for watching rock climbers. After your visit, stop at nearby Redmond's Seventh Street Brew House for a cool one, or dine at Red Martini Kitchen & Cocktails, where their French Pot Roast (beef bourguignon) will tickle your tastebuds and revive your energy.

Today's Bend

Although outdoor recreation is the tail that wags the dog in Central Oregon, Bend is definitely the area's hub. Downtown Bend is lovely, level, and tree-lined, as is the nearby Deschutes River waterfront. The eight blocks of downtown contain many great discoveries. Bend has two

main streets, southbound Wall Street and northbound Bond Street. Highway 97 parallels downtown to the east. Further out on all sides are neighborhoods, parks, and retail and service businesses. Central Oregon Community College in northwestern Bend has over 7,000 students. Oregon State University-Cascades' new and constantly expanding campus west of Riverbend Park, has about 1,300 students. The Deschutes Historical Society Museum, housed in the old Reid School, has exhibits about area forests, American tribes, 19th century exploration, pioneer life, a classroom replica, Bend's early days, and special exhibits.

In a day downtown, you can visit art galleries such as Peterson Roth, with its basement-level display of regional and national contemporary art; Red Chair, with fine art and some dazzling contemporary crafts; Jeffrey Murray fine photography; Mockingbird, with artists working in paint, bronze, alabaster, and wood furniture; and Wooden Jewel, with dynamic wood sculptures and bas reliefs, contemporary abstract paintings, and custom jewelry. Other galleries are equally absorbing. There are three additional galleries in or near the Old Mill District. Bendgalleries.com has a map and links to all galleries. Another delight is the 24 sculptures on the drivable *Roundabout Art Tour Route map*. The sculptures range from whimsical to to elegant.

And oh, the shopping! Birkenstock shoes has a downtown store, as does Cascade Cottons (apparel), Cowgirl Cash (boots, estate finds, dresses), Crow's Feet ski and bike shop, Dudley's Bookshop Café, Kitchen Complements, many boutiques, REI, lingerie, antiques, jewelries, and more that you'll enjoy. Jewelers like Pave's carry custom pieces made from Oregon's unique state gemstone, the Oregon sunstone. This transparent crystal feldspar (heliotite) has copper content that creates hues from colorless to pink, yellow, green, blue, or red.

Downtown's riverfront is public and accessible by foot. You'll find a string of expansive parks, especially lovely with fall foliage, between beautifully kept

cinders crater. You can also drive or hike Pilot Butte, a 500-ft. lava dome within Bend's city limits. It is east of Hwy. 97 off Greenwood Avenue. When Greenwood curves southeast, look instantly for the inconspicuous summit road sign, then circle to the top of Pilot Butte. On clear days identify many Cascade peaks: Adams, Jefferson, Hood, Three-fingered Jack, all Three Sisters, Black Butte, Broken Top, and Bachelor. Pilot Butte is a great place to photograph sunsets.

Rock hound alert: Purchase a guide at the Chamber of Commerce about places to look for jasper, agates, obsidian, and even thundereggs.

Another geologic wonder to visit



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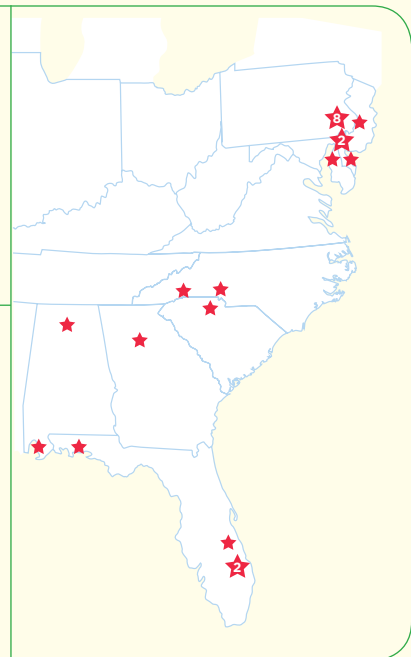


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Downtown Bend: brick, baskets, a bicycle rental rack, brewpubs, restaurants, and entertainment are within easy walking distance of each other. ♦ Red Chair Gallery's collection includes this stunning fused glass and beaded tropical fish by Bend artist Joanie Callen. Painters, jewelers, fiber artists and potters are also represented.

Craftsman-era neighborhoods. For leisurely fun, the downtown stretch of the Deschutes River is gentle, wide, and exhibits every possible floating conveyance for river merriment. People in canoes, kayaks, inflatables and stand-up paddleboards use the wider river expanses. Body boards, short surf boards, and short inflatable kayaks challenge riders to stay upright at the Whitewater Park training course. Watercraft are for rent at Tumalo Creek Kayak & Canoe's shop, as are special bicycles and bike-surries. Watching or joining the merry-makers on the river feels like childhood's endless days.

Thirsty? Wow, did you ever come to the right place! Bend is the brewpub capi-

tal of the universe—or at least, the West. It started with Gary Fish, who opened the Deschutes Brewery & Public House in 1988. In spite of public skepticism, Fish sold 310 barrels of beer that first year. In 1992 they sold almost 4,000 barrels, so a 16,000 square foot plant was built. In 2008 they opened a brewpub and production plant in Portland. Soon 105,000 barrels annually wasn't enough. They expanded in 2012 and 2013, and a plant in Virginia comes on line in 2021. Deschutes won the Pacific Northwest Entrepreneur of the Year Award in 2013. Their Swivelhead Red IRA won first place on Cold Cans podcast's 100 best beers of all time. Deschutes' Black Butte Porter is the top-

selling craft porter in America. They have some 20 types of beer. Deschutes donates a dollar per barrel to national charities, and has won numerous sustainability awards. Their food menu is big on choices and flavors. Try their coffee-rubbed elk burger with veggies, smoked bacon, and spicy mayo, for example.

According to a snowbrains.com post, Bend has the U.S. highest per capita number of brewpubs, at 23. Other entrepreneurs, recognizing success, hopped (pardon the pun) on the brewpub bandwagon in Bend and elsewhere. Such intense competition dictates that the beer, food, and entertainment must be top-notch. It's hard to choose only one favorite place. Try Worthy Brewing Company & Hopservatory, a large, friendly brewpub worth the short drive just beyond Pilot Butte on Greenwood Ave./Hwy. 20. Their complex Strata IPA won Silver at six regional or national competitions, and their extra-fresh food has a secret: out back is their experimental hop-growing house, plus an herb and veggie garden (talk about farm to table!). Worthy's vibe is enhanced by live music, their red astronomical observatory with regular viewing ops, and sustainable solar and recycling systems. People even get married in the observatory.

Vox Media's eater.com chose their favorite brewpubs in Bend in their article "Ten Killer Brewpubs in Bend, Oregon." If you'd enjoy a behind-the-scenes Bend beer tour, book the Bend Brew Bus or the Bend Pour Tour. The latter also includes a local artisan distillery, and hard cidery.

Foodies won't be disappointed when venturing beyond lip-smackin' brewpubs. The Victorian Café in its tiny red house has been voted Best Breakfast in Bend 15 times for their generous, tantalizing breakfasts. One example: Earth Harvest Benedict includes fresh shiitake mush-





It's hard to beat Worthy Brewing Company's food and beer, with onsite veggie gardens, and an observatory with frequently scheduled star parties. Truly stellar all around! ♦ This onsite veggie and herb garden and experimental hops breeding house account for Worthy Brewing Company's in-depth flavors in both beer and food. ♦ The Victoria Café on NW Galveston Ave. in Bend has been voted best breakfast in Bend 15 times. The menu is very original and the servings are immense!

rooms, butternut squash, kale, asparagus, onions, red bell peppers, roasted garlic, and their pesto hollandaise sauce—plus eggs, of course. Choosing a favorite restaurant in Bend is challenging. However, in June's weekend-long Bite of Bend competition on downtown streets, eight local chefs competed in a TV Food Network type of elimination challenge. In the finals, Worthy Brewing Company's executive chef Juan Infante won over executive chefs from Loyaute Pop-up Restaurant, the historic Oxford Hotel's 10 Below restaurant (AAA's only 4-Diamond restaurant in Bend), Boxwood Kitchen & Supper Club, and . . . Monkless Belgian Ales! Deschutes Brewery, The Porch, and Riff Craft Food & Beverage Taproom also competed. Bend's top-rated restaurants include Ariana, Zydeco, Spork, Kayo's Dinner House & Lounge, and Citizen Bar & Kitchen.

The Old Mill District's red brick historic/contemporary shopping plaza is south of downtown a few blocks. Chico's, REI, American Eagle, Desparado Botique, a multiplex and Imax Regal theater, and three local galleries, are among 40 tenants. Tumalo Kayak & Canoe has a store at the plaza's north end. At Confluence Fly Shop you'll find fly fishing needs plus clinics, private casting lessons, and a folder with instructions and score sheet for the unique casting course at Old Mill's pond and adjacent riverbank. Hungry? Enjoy 16 eateries from an ice cream shop and pizzeria to ethnic, American, and Pacific Northwest seafood at Anthony's. Old Mill District's attractions include the WreckTangle, right across the river. Described as an outdoor ninja obstacle challenge built for kids and adults, it will test your stability, speed, strength, and endurance over ten innovative courses.



Sixty Miles of Spectacular Scenery

Cascade Lakes Scenic Highway (Hwy. 46) west from Bend is a visual and recreational banquet. Even a 45-foot Tiffin can handle the road easily, as it is broad and gently curved. This route into the Deschutes National Forest features wall-to-wall views of Mount Bachelor, Broken Top Mountain, and South Sisters Mountain, as well as dozens of forested foothills. Lakes include Todd, Sparks, Devil's, Elk, Hosmer, Lava, Cultus, Crane Prairie, Twin, Wickiup, and Davis. Activities permitted at each lake vary, from hiking, biking, boating, canoeing, fishing, birding, picnicking, sailing, swimming, water skiing, and windsurfing. For a colorful map with descriptions and activities at each lake, Google [cascade-lakes-byway-map.pdf](#) Camping can be reserved from May through October. Crane Prairie Reservoir Resort has full hookups and sites up to 45 feet, plus dry camping RV sites at the adjacent Crane Reservoir Campground.

Cascades Lake Highway (Hwy. 46-372) runs in the foothills below Brokentop and South Sisters mountains. The scenery is truly splendid. ♦ Mount Bachelor is the backdrop for Elk Lake. The peak has an observatory and ski lift terminus at the summit. Elk Lake Lodge's RV sites are 31-ft. maximum. ♦ Sisters firefighters hang quilts for the annual Sisters' Outdoor Quilt Show, held on the second Saturday in July.



The High Desert Museum has pioneer displays including log homes, a barn and a wattle corral, a lumber mill, buckboards and buggies. The docents dress like pioneers.

Lava Lake Resort has full hookups, a dump station, power fishing boat rentals, gas and propane, and a store. Wickiup Lake has RV sites and a dump station, and is particularly good for observing nesting and migrating birds and catching large brown trout. Many of Central Oregon's 800 miles of trails are in surrounding forests. Pick up the *Bend – Three Sisters Trails Illustrated* map by National Geographic for dizzying choices. You can take Cascade Lakes Hwy. down to Hwy. 97 at Crescent, or make a shorter loop back to Hwy. 97 via Hwy. 42 (turn north of Wickiup Lake).

Sisters – Small Town, Big Events

Sisters, northwest of Bend, has a Western-themed downtown. Its five-day June rodeo is the town's biggest event, drawing 10,000 attendees. There's a four-day Folk Festival in September with big name musicians. Their annual quilt show festoons building exteriors with finely-crafted needlework the second Saturday of July. October's Harvest Festival crafts fair draws thousands. Besides great bicycling, Sisters has hiking, trails to waterfalls, golf, Black Butte Resort, and restaurants. The Bend-Sisters RV Resort on Hwy. 20 may be Central Oregon's loveliest RV resort. And, Sisters has three brew pubs, of course. This small town really thinks big!

The High Desert Museum

Spend at least three hours at this top-rated indoor-outdoor museum 15 minutes south of Bend on Hwy. 97. Enjoy exhibits about art, Plateau Indian Nations, plants, wildlife, an extensive pioneer log farm, and several daily presentations. Watch otters play above and below water, see live owls and raptors, and enjoy a healthy, yummy lunch or a snack at the Museum's Rimrock Café.

Sunriver—Yet More Outdoor Fun

This tiny resort town has several golf courses, restaurants, and Sunriver Pub. Sunriver's Nature Center includes birding and field walks, Oregon Observatory's multiple telescopes, and an inflatable planetarium! Visitor days vary by season.


There's much more to Bend than any article can cover. Hope-

fully this is enough to pique your curiosity. Stay for at least a week. Warning: Bend's visitors often pack up and move here—it's that alluring!


Where to Roost Your Rig

Allstays Camp & RV and *RV Parks & Campgrounds* are two of many helpful apps available. They furnish current data about RV parks, grocery stores, gas stations, rest areas, and low clearance locations. For a few of the Bend area's nicer RV parks, look up **Bend/Sisters Garden RV Resort**, 67667 Hwy. 20, Sisters, OR (888) 503-3588 - About 25 minutes northwest of Bend. **Crown Villa RV Resort**, 60801 Brosterhous Rd, Bend, (541) 388-1131 - About 12 minutes from downtown in Bend's southeastern area. **Scandia RV Park**, 61415 So. Hwy. 97 #59, Bend - (541) 382-6206 - About 10 minutes from downtown.

(Also note RV campgrounds mentioned in the *Cascades Lake Highway* section of this article.) 




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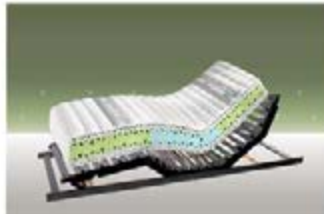
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TRAVELING WITH YOUR PETS *Continued from page 16*

Update on New Vaccine for Heartworms

I want to change directions at this time and update you on a new product called Pro Heart 12 produced by Zoetis, a pet care subsidiary of Pfizer. The Pro Heart 12 injection prevents heartworms and hookworms, and is good for twelve months.

This injection is for dogs 12 months old or older who are in good health. The shot must be given by a veterinarian or trained veterinary technician. Ask your veterinarian to explain in detail the various side effects that can occur. This drug is convenient if you have trouble remem-

bering to give the monthly medication. Pro Heart 6 has been on the market for some time and offers a six-month duration. Either would be a good choice if you want to stop those monthly doses.

Happy traveling,
John and Kay

ON THE ROAD WITH JUNE AND JOE *Continued from page 39*

Mark & Jean Morgan (cont)

tables and wood pieces they use in their home. He showed me a picture of a beautiful inlaid wood table located in their foyer.

When I asked why they chose a Tiffin, Mark said they both were impressed with their many accommodating selections and floorplans. Their friends owned a Tiffin when the Morgans first went RV shopping and encouraged them to visit a Tiffin dealer. "Our friends had experienced very few problems with their coach," Jean said. Mark reported that he drives their RV the majority of the time.

The Morgan's belong to a Tiffin owners' group online. "These people are like family," Jean said.

As I prepared to say good-bye, Mark shared a parting thought. "We love our Allegro because it affords us the chance to enjoy the 'roughing it smoothly' lifestyle," he said.

Colleen & Jay McReynolds (cont)

and taught her some manners. She soon settled down."

When parked at their daughter's home in Modesto, they enjoy gardening. Jay grows vegetables using aquaponics. I admitted I had no idea what that was. "Along the floor of the the greenhouse," Jay explained, "there's a tank with bass and catfish. The water in the tank is pumped to the plants, and replaced with fresh water. Celery, peppers, tomato plants, and other vegetables thrive in this environment."

Jay complimented the quality of Tiffin coaches and the company's quick response in dealing with owners' questions/problems.

Just as I was getting ready to say good-bye, a huge bird literally flew by outside the front window. An eagle! But then, Jay and Colleen frequently enjoy these sights, thanks to the mobility of living full time in their Tiffin.

Duane & Donna Campbell (cont)

Donna is making mashed potatoes for dinner, Peaches hears the beaters and she hurries over to demand her share."

Torie, a Ragdoll cat, has a color point coat and blue eyes, characteristics of the breed.

"Ragdolls are known for their placid temperament and affectionate nature," Donna said. "They just go limp and relaxed when picked up. Her fur is luxurious."

Duane has made a hobby out of attracting turkeys to their 17-acre farm with strategically placed feeders. "It is a lot of fun to watch them with their young," he said. "They are a very unusual creature."

Both Duane and Donna are fans of dirt track racing. "Small block Chevy engines are designed and tuned to put out 900 horsepower," he explained. "The minimum weight for a dirt track

racer is 1,250 pounds." The Campbells enjoy day trips on their Harley-Davidson that they haul in an enclosed trailer to camping destinations.

In addition to several dirt racing tracks in Central Pennsylvania, the Campbells also like spending long weekends at Country Acres near Paradise, Pennsylvania. It is certain they will not run out of their favorite things to do while living in the Keystone state.

Don't miss a copy of RIS when you are on the road. Go to rismag.org Read p. 4 of last issue for navigation/search instructions.

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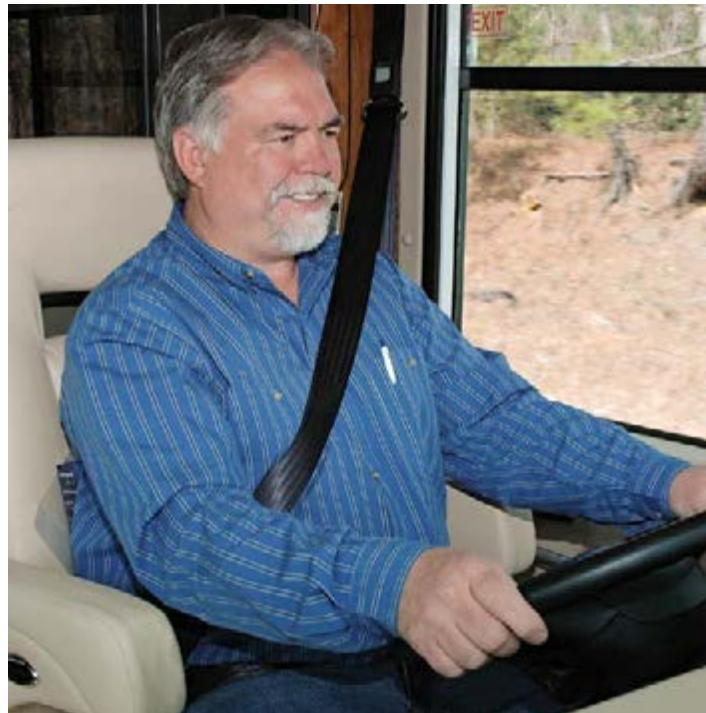
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Inman's Answers

As the editor of "Serious Tech Talk," Danny Inman, a 44-year veteran with Tiffin Motorhomes, invites your questions.

Please use the enclosed postcard and send Danny your questions about your motorhome and its operation, especially those questions that may be useful to all of our readers. If you need more space, address your letter to:

Danny Inman
 Roughing It Smoothly
 PO Box 1150
 Monroe, GA 30656-1150

Danny would also like to hear your ideas, suggestions, and innovations that would make our motorhomes more useful and functional. If you have a photograph to send, please put the postcard and photo in an envelope and send it to the same address. Please send a SASE if you would like for us to return your photographs, disk files, or manuscript.

For answers to urgent questions and problems, call the Parts and Service number at 256-356-0261.

In the Q&A text, we abbreviate "passenger side" as PS, and "driver side" as DS.

Dear Danny . . .

Camera Fogging Again

I have a 2019 Allegro 36LA. The driver's side camera fogged up while the unit was still under warranty. Tiffin replaced it, and two months later the new one started to cloud up. This happened in June, but I have not had a chance to take it back to Red

Bay. Question: Is this problem common with this unit? Since the fogging began again in June and that was the last month under warranty, is it covered? Or does the extended warranty cover it?

Dan Gottschalk, Columbus, Mississippi

Dear Dan,

While the failure rate for the cameras in the Allegro is very low, it does happen occasionally. Within the time frame of the second unit failing, we should be able to take care of its replacement.

Converter Failure

I have a 2011 Allegro Breeze. The converter has failed for the third time—replaced once and repaired once. The problem (failure) is that it no longer provides charging to the coach batteries either on shore power or by generator power. Is there a procedure I have been failing to do?

Gerry Hoffer, Lantzville, British Columbia

Dear Gerry,

There are several factors that can cause a converter to fail. However, I don't know anything you could have done or did not do that caused the problem. Ask your technician to verify that all connections and grounds have been made properly.

Tow Car Signal Lights Not Working Properly

I have a 2008 36-ft. Phaeton. The tow receptacle, when hooked to the car, does not operate the tow car's PS signal lights, only the DS signal lights. The running lights on the car do not work either when hooked to the motorhome. I have replaced the original seven-pin tow plug with an identical new unit, but still have the same problem. I hooked the tow car to my truck and all the lights on the truck and the car work properly. Do you or anyone at Tiffin have any suggestions on this issue?

James M. Copeland, Moss Point, Mississippi

Dear James,

On the Freightliner chassis, the 7-pin receptacle for the tow connection has its own set of fuses, not a part of the fuse panel for the motorhome's exterior lights. These fuses are located in the rear PS compartment. Next, check the receptacle pins to see if they are all getting power.

Need Info on Remodeling & Updating Older Unit

We own a 2004 Allegro Bus and have been reading *Roughing It Smoothly* for many years. Now that our Bus is no longer new, I would like to see articles on remodeling and updating older units. Thank you.

George & Gloria Burns, Saugus, California

Dear George & Gloria,

Since the Tiffin Service Center primarily focuses on warranty

work, the company no longer schedules remodeling and updating older coaches. Ironically, we are running a story in this issue about several good service shops operating in the Red Bay area who have many specialties that address most of our owners' needs.

Toilet Needs to be Repaired or Replaced

I own a 1984 Allegro. It has 96,000 miles on it and is still going strong. My grandkids want to keep it another year. I need to repair or replace the toilet. How do I take it loose from the floor? I enjoy your tech column. Thank you.

Gerald Roush, Dillon, Colorado

Dear Gerald,

Before you start, turn off the water and drain the toilet. Disconnect the water line from the back of the toilet. Close to the water line connection is one of the 1/2-inch nuts that holds the toilet in place. You have to press down on the flush lever to get to the front nut. Once you remove the nuts the toilet should be free to lift off of the bolts. When you re-install the new toilet, be sure to use a new seal.

Our Thermostat is Haunted!

Our new-to-us 2010 Phaeton 40QTH's heating and cooling RVComfort thermostat is haunted! It seems to have a mind of its own. I can set the thermostat at 74 degrees and it will often default to 66 or 68 degrees in the middle and/or the bedroom zone. And, the system has difficulty reaching 74 in the front zone with that big windshield, in spite of lowering both windshield blinds. The former owners had the thermostat replaced at Red Bay, and I have had the sensors replaced at Red Bay this year. I have also held the up and down arrow to reset the thermostat. Nothing has helped. Please tell me there is a "fix" for this! Seriously freezing!

Mary and Larry Shifflett, Massanutten, Virginia

Dear Mary and Larry,

Since the thermostat has already been changed once, the next step is to change the static noise filter in the wall behind the thermostat. Static noise interferes with its operation. If the filter has never been changed, you should go ahead and replace it. This should prevent the thermostat settings from fluctuating. To correct the warmer temperature in the forward cabin, you should add an AC vent and close off a vent in the bedroom.

Starting the Engine is Unpredictable

I have a 2010 Tiffin Phaeton 40QTH with a 360 Cummins engine. I bought the unit used and have had this problem since shortly after the purchase a little over a year ago. The problem is when I hesitate between turning the key to the ON position and engaging the starter, nothing happens. The starter does not

engage. However, if I turn the switch on and quickly engage the starter, it will turn the engine over.

About half the time it will turn the engine over twice and then stop. Other times it will start quickly. I have had the unit in the shop at Red Bay where I believe they checked all connections. They could not fix the problem. However, they did discover that when hesitating between turning the key on and engaging the starter, the voltage to the solenoid (or the starter) drops from the initial 12 volts to about one volt. I really would like to get this problem resolved. Thanks.

Alden H. Ose, Hot Springs Village, Arkansas

Dear Alden,

Even though the connections were checked at Red Bay, I sug-

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gest you double check the battery connections on the front firewall. First, turn off the disconnect on the chassis batteries. You should look for terminals that go through the firewall that supply the power to the ignition and all of the dash components. The terminals are located above the generator, slightly to the right of center. Look for a hot and a ground. If you can move the wires at all, you should remove them, clean them thoroughly, then reattach and tighten them.

**Night Shade on Windshield Not
Extending Properly**

I have a 2012 Allegro Breeze. A few months ago, my front windshield night shade would not extend or retract properly. Sometimes it would move a half inch, and other times when the switch was pressed, it would do nothing. After leaving it alone for a day or so, the switch went back to working fine. The shade started working as normal.

Recently, the same problem is re-occurring, the shade will only extend or retract in quarter inch increments. The privacy/sun shade works with no issues.

What do you recommend? I hope this is an easy fix and not a costly repair.

Kim Robinson
Port Angeles, Washington

Dear Kim,
I am afraid the solution will be a new motor for the shades. But first, check the connections at the shade itself and also the switch.

**Outside TV Turns On When Using
DirecTV Receiver**

We have a 2013 Phaeton 36GH. When we turn on the DirecTV receiver, the outside TV turns on as well. How do we rectify this problem? Thank you.

Jim Mitchell
Salt Lake City, Utah

Dear Jim,
Apparently, the DirecTV remote control is paired up with the exterior television.

You can go through your TV menu and remove the remote that is paired with it. If you do not wish to do that, you can cover the signal receiving eye for the outside TV with black tape. That will also disable your remote when you are viewing the TV outside. Instead of the black tape, you can tape a piece of black paper on the inside metal door directly opposite the eye. That will cancel the radio signal from the DirecTV's remote but not the infrared remote used to change channels and program your TV.

Toilet Gauges Won't Read Correctly

I have a 2012 Allegro Open Road 34TGA. I am having trouble with the toilet gauges reading properly. Both the black water and the grey water gauges fail. I have tried all types of degreasers, ice cubes, flushed for hours, changed the board, and checked the sensors, all to no avail. I've had it in the shop, called service, and nobody knew how to repair them. Is there a hidden fuse? Is there a print-out on how the system works that I can purchase to understand it?

Tom Meacham
Corona del Mar, California

Dear Tom,
If the gauges are reading, but not accurately, replacing the original sensors on the tank and the monitors on the inside wall may be the quickest fix. You can upgrade to Garnet's SeeLevel system for approximately \$600.

Mice in Our Allegro Breeze

For the first several years that we owned our 2012 Allegro Breeze 32-ft., we never had problems with mice getting into it while it was stored in our barn. Our right-side slide-out was replaced in 2016 (by the factory) and we have had problems with mice invading since then. What should be done to prevent the entry of mice while the unit is stored in the barn during the winter?

Sally L. Lusk
Ypsilanti, Michigan

Dear Sally,
If you had no problems before the new slide-out installation, turn on all the lights in the coach on a dark night and search for light escaping around the entire slide-out box. Read several Q&As about repelling mice by searching for the word "peppermint" in the digital magazine rismag.org. We ran several responses in "Serious Tech Talk" about getting rid of mice.

Coach Turn Signals Work Intermittently

I have a 2007 Allegro Open Road 32BA. The turn signals work intermittently. I replaced the blinker relay with no results. I put the old blinker relay back, and the turn signals again worked intermittently. The auto shop soldered something broken inside of the blinker relay. The turn signals now work, but will not work with the new blinker relay. An RV shop says the blinker relay must be securely screwed to the mounting bracket. The turn signals seem to work with the old/original blinker relay. I'm scared to try the new one again.

Ulysses Jenkins
Leland, North Carolina

Dear Ulysses,
If it is working properly, I would not change the old relay either. But I would definitely carry a spare relay in the motor-home with me. But be sure to double check the part number on the old relay to verify it matches the one in the new relay. One digit difference will change the internal workings in the relay.

**Cleaning the Return Air Ceiling Vent
Filters**

We have a new 2019 Allegro Bus and love it!! What is an easy way to clean the return air ceiling vent filters without removing the covers, which can be very difficult!

Steve and B.J. Hansen
The Villages, Florida

Dear Steve and B.J.,
There is no way to clean the foam filters without removing them. The covers pop

off with a little jerk. You can wash the filters with water or add a drop or two of Dawn detergent and rinse.

Black Tank Flush Problem

I am the proud owner of a 2014 Phaeton 36GH. I have a problem with the black

tank flush. The vacuum breaker leaks from the top. It has been replaced twice, but still leaks when water is put into the system. It is located under the sink and is in the upright position. Thanks,

Tim Peltz
Fairfield, California

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OUR COMMITMENT

Since 1998, Diamond Shield has steadily earned the trust of more manufacturers, dealerships, and individuals than any other paint protection company in outdoor recreation. The principal that has guided our company is our commitment to delivering superior quality products and services to our customers. We are devoted to ensuring that every customer feels valued and pleased with their paint protection purchase.

REQUIRED REGISTRATION

Registration of your Diamond Shield Paint Protection Film is required in order to activate your warranty. Please visit us on the web at www.diamond-shield.com and submit the warranty registration contact form.

3 STEP EASY CARE PLAN

STEP 1 // WIPE REGULARLY

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

STEP 2 // WASH MONTHLY

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

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

STEP 3 // WAX QUARTERLY

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



ADVANCED RV & AUTO WASH

Washing your film on a per trip or monthly basis will ensure it remains crystal clear and free of bugs, dirt, and road grime. **Advanced RV & Auto Wash** is specifically designed and recommended for use on Diamond Shield, graphics, and other automotive surfaces.

ADVANCED RV & AUTO WAX

Waxing the film regularly will ensure long lasting shine and continued performance. We specifically recommend **Advanced RV & Auto Wax** for Diamond Shield and other automotive surfaces. Make sure to use a soft applicator pad or mitt.

GENERAL CARE PRECAUTIONS

Several cleaning techniques and products that should **NEVER** be used on areas protected by Diamond Shield:

DO NOT: Pressure Wash

DO NOT: Use Rain-X Products

DO NOT: Use Any Abrasive Brushes, Rags, Cloths or Compounds

This general care list is not comprehensive. Please call **Diamond Shield** at **1-888-806-5862** before using any products not specifically listed on our website. Using unapproved sprays, cloths, or waxes may cause damage to the film, which may not be covered under warranty.

Recommended products are available online at www.Diamond-Shield.com

Dear Tim,
Having one go bad is not unusual, but two is rare that close together. When you exchange this one, be sure to check the connect points on your water line for split ends on the hose or a rubbed place on the water line

Too Much Heat in the Half Bath

I have a 2017 Phaeton 40IH. The Aqua-Hot sends too much heat into the half bath. If I could turn off the blower at that location, I think it would benefit other areas with heat going to them. There must be a spot that I can disconnect the wires. I assume that I could do this without affecting the heat in the wet bay or the basement storage area. I am in Minnesota and need the heat in those areas in winter.

Bob Perry
Deland, Minnesota

Dear Bob,
Disconnect the fan wires at the heat exchanger serving the half bath. To get to it, remove the bottom panel on the sink cabinet.

Improving an Allegro's Roll, Ride, and Handling

We have a 2014 Tiffin Allegro 36LA, bought recently from LazyDays in Tampa. Is the Sumo suspension system worth the money? Are there any other add-ons you know of that will stop some roll and improve the ride and handling? Thanks,

Wayne and Elaine Parrish
Wewahitchka, Florida

Dear Wayne and Elaine,
The Sumo springs are the best bang for the buck, but there are many more options. Go to rismag.org (April 2017, page 17-19) and review the system that was being installed in 2017 by Henderson's Lineup Brake & RV in Grants Pass, Oregon. John and Robert Henderson are specialists in improving the ride and handling of the F53 chassis. The Liquid Spring is an excellent system that was reviewed in the August 2019 edition of *Mo-*

torhome magazine. We also reviewed the Liquid Spring in *Roughing It Smoothly*. Go to rismag.org. Click on 2018 and open the January magazine; see page 22. Also see liquidspring.com.

Can the Driver's Seat be Moved Forward?

We have a 2019 Allegro RED 34PA. My wife is 5'3" tall and can reach the accelerator and brake with just her toes and the ball of her foot, even with the seat all the way forward. Outside of seat pads and cushions, is there a way to move the seat closer to the pedals?

Dr. Cedric F. Harring
Acton, Massachusetts

Dear Dr. Harring,
The seat bolts are welded to the motorhome's chassis rails and cannot be changed. Any modifications would have to be made to the seat stand itself which will have to be performed by an aftermarket company. The modification should be approved by your state's DOT and approved by your insurance company to guarantee continued coverage.

Checking Out a Coach Before It Is Shipped

As a relatively new owner who purchased a 2019 Phaeton 40AH last September, I would like to know the procedures that Tiffin uses to check out all of the systems in each motorhome before it is shipped. How much of the really thorough checking is left to the dealer? All of the problems with my new coach should have been caught and corrected by good quality control and post-production checking.

I know it is all warranty work and Tiffin does a good job of getting the things repaired. I live in California and cannot go to the factory for the repairs. Tiffin approved a shop that I selected for repairs. That is the wonderful thing about Tiffin. All of the problems were eventually corrected, but it took a lot of my time going back and forth to the repair shop. I have noticed complaints on the owners' website about similar problems. Tiffin could save

a bundle of money if there were a better quality-control system prior to delivery.

I have owned my Phaeton for one year, but have already decided to trade it in for a 2020 Allegro Bus 40IP. The order has been placed through Lazydays in Tampa.

Guido Drogemuller
Yucaipa, California

Dear Guido,
Thanks for your observations. Our manufacturing systems and our dealers have allowed too many defects to be discovered by the end user. We have recently implemented improved quality control procedures during the assembly line process to supplement our regular end-of-line checking in "Final Finish."

Question Regarding Replacement of 50-Amp Breaker

I have a 2009 Allegro Bus and love it. I'm trying to understand what happened while I was changing a breaker in the box inside. I previously had a problem with the 30/20 breaker powering the inverter and front AC unit tripping on the AC side. The breaker ran warmer than I liked when the temp outside was over 80.

Never having been a fan of these double breakers and having a spare opening in the box, I split the circuits into two breakers, a 30 and a 20 full-size breaker, and haven't had a problem since. That said, after a winter hosting a campground in New Mexico, I had something happen on the other side of the box on the 30/20 double breaker. The 30 amp is the inverter and the 20 powers up the rear outlets. The 20-amp side tripped a couple times over a three day period, the last time smoking when I tried to reset it. I thought we had just maybe worn it out as we use electric heaters as much as possible trying to stay well under the 20-amp limit.

I separated these two circuits into separate breakers as I had a last spare opening in the box. I was connected to shore power with the inverter running. I shut off the 50-amp breaker in the breaker box

inside the coach but not at the pedestal, hooked up the two new breakers, turned them on, then turned on the 50-amp breaker in the box. I did notice that when turning on the 30-amp breaker, the inverter leg, my interior lights came on. The ceiling lights surged twice, then went out. Found I had blown the 300-amp fuse in the house battery compartment.

I made two separate calls to the parts department to order two new 300-amp fuses and a new double 30/20 breaker. I spoke to two different service techs and neither could explain what happened. I have the new parts and will have all electrical disconnected with inverter disabled and coach power disconnected when I install the new breaker and fuse this time. What happened? I am pretty sure I should have shut down the inverter and shore power before changing the breakers, but that's hindsight. I disabled the inverter,

as we were on the road going back home. But now we have no interior lights or toilet flushing. With a suggestion from the tech guys, I ran a light jumper across the terminals where the fuse was blown, minimized the load to lights and toilet from the house batteries and got home. I'm a retired mobile home repair guy and try to do as much service work myself as possible and this is the first time I caused more trouble than I fixed. Just would like to know what happened, never too old to learn.

Jim Maggi
Pine City, Minnesota

Dear Jim,
We had several people in the engineering department review your letter and we cannot come up with a definitive answer of what may have caused the fuse to blow. Normally, problems with the 300-amp fuse relate back to the inverter or the battery system.

Questions Regarding Coach Batteries and Solar Panels

I have enjoyed reading your responses to owners for a while now. My wife and I made the leap and purchased a 2015 Allegro Bus 37AP. Other than the inevitable aches and pains of a new coach, we are very happy with it.

I do have some questions about batteries. We enjoy dry camping as much or maybe even more than staying in a park with all the conveniences. Even though the Bus is an all-electric coach, we are blessed with the built-in technology to make this not only possible but quite easy. With the auto-start function for the generator we can set the battery voltage where we want the generator to start. I have read your advice in previous responses to not let the battery voltage drop below 11.5v. This would seem to solve the issue of what voltage to set

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the controls at, but maybe not. Reading the statistics published by the battery manufacturers (all seem to be similar), they give figures based upon the depth of discharge. If batteries are never allowed to drop below 50% depth of discharge, the life expectancy will be X, but if that is raised to 40% depth of discharge, life expectancy is greatly increased. My question is this: What voltages correspond to 40% and 50% depth of discharge?

When our original batteries have run their course and need replacement, we would like to increase our battery storage capacity by increasing the size to L16 batteries. With each battery roughly equally 1.8 of the original batteries, we would have the equivalent of 10 batteries. **Question:** The installed battery tray is not large enough to fit these larger batteries but I believe there is enough room behind it to allow it to be increased in size to handle them. What is the weight capacity of the sliding tray and the compartment it sets in? These batteries weigh approximately 40% more. Also, will the existing inverter/charger handle the increased load?

Last, but not least, we would like to increase the number of solar panels on the roof. I have been told the solar controller is capable of handling up to 30 amps. **Question:** With the inherent losses due to heat and wire losses, what size panels would you suggest we add? The manufacturer of the solar system offers a three-panel system consisting of three 180-watt panels for a total of 540 watts. Our Bus came with one 125-watt panel. Should we shoot to add 415 watts or possibly two

225-watt panels to reach the maximum capacity of the controller?

George and Kay Gardner
Coarsegold, California

Dear George and Kay,

(1) If you examine the recommendations from the battery supplier, they don't want to see their batteries under 12 volts, which is sometimes hard to do when dry camping. To find your voltage corresponding to the percentage of discharge, google "battery state of charge chart." Find your battery type, e.g. AGM, and it will give you the percentage reading at selected voltage.

(2) With regard to changing to the L16 batteries, we do not recommend using the slide-out tray because of the extra weight. The compartment will carry the weight, but I suggest you add a piece of ¾-inch plywood to the base of the battery storage box for extra support.

(3) The inverter will handle the charging of the stronger batteries, but you will need to set the charge rate at 100%. It came from the factory at 80%.

(4) The controller will handle up to three 180-watt panels.

Regulating Kitchen Faucet Water Flow

I own a 2004 like-new 40-ft Tiffin Phaeton that I purchased in early 2015. All is great on the unit except for one thing, the kitchen faucet. With city water at some 60 pounds of pressure, I hardly get any flow unless I have the pump on and in city mode.

My observation is that the faucet has a ¾-inch supply hose that terminates in the Hot and Cold supply, it then termi-

nates in a ¼-inch hose that came with the faucet, and at the end it terminates into a 3/16-inch solid piece that allows the head to swivel when needed.

Any idea what is going on? How much pressure can one safely put onto your plumbing system?

Paul DeGroot
Lincoln, California

Dear Paul,

As far as the pressure, I will not recommend more than 60 pounds. The unit is tested for 100 pounds, but we do not suggest or recommend that amount. Fifty pounds should be adequate pressure to operate everything in the motorhome. There might be a kinked or collapsed plumbing line. It could also be a problem in the mixing head, which would have to be solved by trial and error.

Freightliner Problem with Valve Stems

Just wanted to let you know that we, and others, have had a problem with the rear inner tire valve extenders. The rubber gromet in the rim comes out and the valve stem "rubs" on the rim hole until the stem gets a pinhole, causing the tire to go flat.

There were three coaches in the campground in Red Bay that had the same issue. One had both inner tires go flat! This seems to be on the Freightliner chassis. Freightliner knows about it.

Klaus T. Dahl, Fulltimers
Huntsville, Alabama

Dear Klaus,

Thank you for letting us and fellow owners know about the problem. I am sure Freightliner will correct it.

LET US HEAR FROM YOU

A separate postcard is enclosed for "From the Road," a fun part of the magazine for readers to share their motorhoming experiences. If you choose to email us at: fredthompson1941@hotmail.com, be sure to put "Roughing It Smoothly" in the subject line of your email. If your communication requires an entire letter, mail it to us at: PO Box 1150, Monroe, GA 30656-1150. Tell us about the interesting places you've been, an unusual experience, a great destination, or

just a good place to camp and hang out. We welcome your pictures. Please attach high resolution images if you email. "From the Road" contributors will receive a free tee shirt while supplies last.

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

—Fred Thompson, editor

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