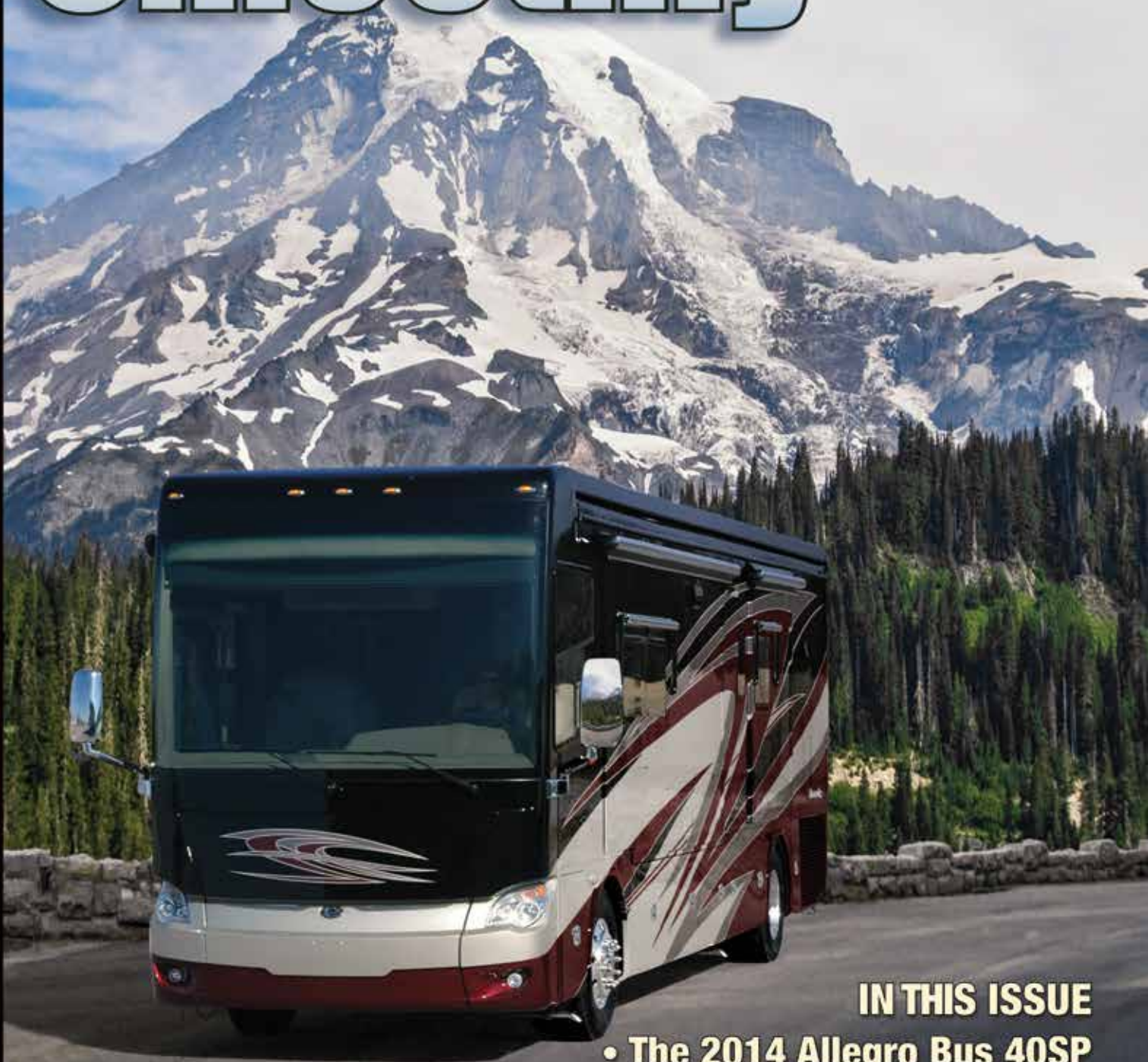


Roughing It Smoothly[®]



IN THIS ISSUE

- The 2014 Allegro Bus 40SP
- Doing Dallas Today
- Stalking the Volcanoes

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Roughing it Smoothly®

April 2014

Volume 11, Number 2

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Reading *Roughing It Smoothly* online or receiving the magazine by USPS

After spending a year making the transition, two-thirds of the subscribers to *Roughing It Smoothly* are now reading the magazine online. That fact attests to the transient lifestyle of our owners. But why should we be surprised? That's why you bought your motorhomes! At any time in the future, you are welcome to change your mind and start receiving the printed version.

In each issue you will still find two 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 ad-

dress 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. You can also send your "From the Road" contribution by email to fredthompson1941@hotmail.com And that will allow you to attach images. Images should be at least one megabyte in size. On the subject line of the email, please write FROM THE ROAD. We do not open emails without subject lines.

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dress including the zip code. **We do not accept phone calls for changes of address.**

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.**

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, send the year, brand, length & floorplan, your name and address, and VIN to *Roughing It Smoothly*, PO Box 1150, Monroe, GA 30655-1150.

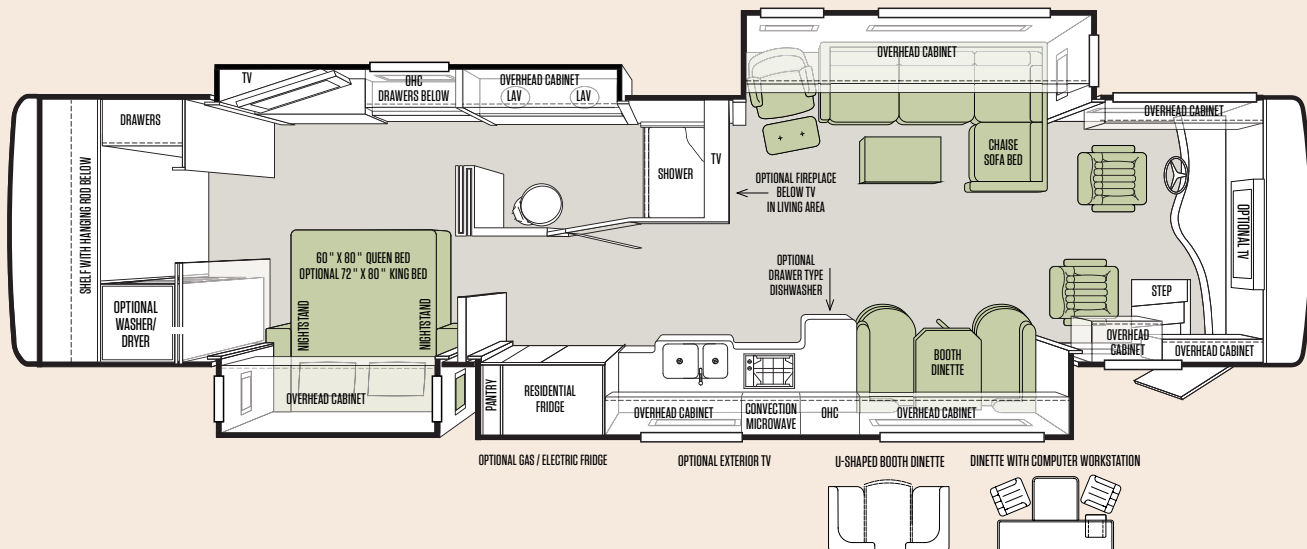
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Great Variations on a Successful Floorplan. *See page 12*
- **Doing Dallas Today**
New World-Class Attractions Explore History, Nature, Science, and Culture. *See page 24*
- **Stalking the Volcanoes in Washington**
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The 2014 Phaeton 40AH is now shipping to dealers.



Long-Term Employees

Their Value to TMH and to Our Owners

by Bob Tiffin

In the 12-month period beginning last Fall, we are celebrating the careers of several 40-year employees here at Tiffin Motorhomes. In October we celebrated Donald Holland's career and in this issue we are celebrating Danny Inman's career. In the coming issues we will tell you about several more who have made valuable contributions to the success of Tiffin Motorhomes.

The value that 40-year employees bring to a small company like TMH is difficult to measure when you try to determine their true worth. Most small companies just beginning their existence 42 years ago did not have the resources to purchase the expensive computer systems that IBM made for the automotive companies or for NASA. Or even much less to pay the high salaries of the engineers who were capable of using those systems to create mechanical, electrical, and architectural plans.

So the question arises: How in the world did you develop and produce a motorhome without any of those computerized skills?

We started Tiffin Motorhomes in 1972 *before* the age of CAD-CAM programs that we use today. We were able to build good, serviceable motorhomes from plans that were drawn by capable draftsmen like Horace Stepp. As I write this column, there are employees nearing their 40th anniversaries who are working in the plant today whose technical and management skills made it possible to build those simpler motorhomes in the first 20 years. Those employees and many who were close behind them laid the foundation for the ultimate success of this company.

Just to name a few, men like Donald Holland, Danny Inman, Norris Lewey, Jack Elliott, Wade Humphries, Jesse Vess, D-Ray Hester, Tim Massey, Larry Joe Hill, Pete Blanton, Brent Bullard, B. D. Stacy, Don Boyd, Roger Boyd, and Wil-




bur McKinney. They showed us how to build solid motorhomes, most of which are still in use today.

If you added up all the years of each employee's career that is between 30 and 40 years in length, the total years of experience of such highly qualified people in this company would be astronomical. And that's not to discount in any way employees who have been here less than 30 years. Their contributions are just as important. I am amazed at the number of very long-term people we have at Tiffin Motorhomes.

The 40-year folks have seen it all. They have weathered all of the financial storms, oil embargoes, and economic meltdowns we have had in this industry. Without the economic value and skilled assets of long-term employees, no company can survive and maintain adequate service for products such as the six different brands of Allegros that we build.

We have been so fortunate to have all of our long-term employees buy in to our business philosophy and stay with us all these years. They understand the necessity and the daily pressure of building a product as troublefree as possible that conforms to our standards.

The challenge we face constantly is to build motorhomes that will sell competitively, hold their value, and last for many years. The knowledge our seasoned employees bring to the building process is invaluable to our customers. And I am not only speaking of employees in their fourth decade of service whom I want to honor in this column. I am also talking about the hundreds of others who are following the same career path and are collectively making it possible for Tiffin Motorhomes to thrive and serve. *And* our loyal owners and first-time buyers who make it possible for TMH to provide 1,500 jobs to our dedicated employees here in Northwest Alabama. 



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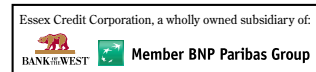
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Suzy Carter

Materials handler/Harness Department

Some of Suzy Carter's best memories as a child were spent traveling with her family across the country in her grandparent's Allegro motorhome.

"We visited all of the amusement parks and camping areas between here and California," said Carter, a California native who moved to Vina, Alabama, when she was 11 years old. She never imagined that she would one day be working in the plant where her grandparent's motorhome was built.

"When I started working here and seeing how motorhomes are put together, I was like 'wow,'" she said. Carter has been working in the wiring-harness department since October 2004 where the harnesses are prepared for all of Tiffin's six brands. She is now the materials handler.

"I have to make sure all of the materials are in the department and ready when each harness production order comes up on the schedule. Then each person can do his or her part of the job to finish each harness on time," she said. "I fill in anywhere on the line if someone is out. As part of my job, I also process the paper work for this department."

Carter, proud mother of a five-year-old daughter, McKenzie, said she enjoys what she does and is always looking for ways to improve. "This is a really interesting job and I have to be in a constant learning mode to stay ahead of the frequent changes that are made in the harnesses for each floorplan. I love to try to simplify each task and make it easier for our employees to do their jobs."

After 10 years at Tiffin Motorhomes, Carter continues to learn new things about her job and the overall impact it has on the final product. "Although we assemble the wiring harnesses

Continued on page 64



Craig Kennedy

Aluminum welding specialist/Door Plant

Craig Kennedy celebrated his ninth anniversary with Tiffin Motorhomes on February 14, 2014. But the prep work for his job at the Tiffin door plant began much earlier. "I have been welding in some form around the farm for years," Kennedy said.

Kennedy has worked on his family's Hackleburg farm since he was a child. Today he welds compartment doors for the various Tiffin product lines. "It is different from stick welding like I was used to, but working with aluminum is good because not a lot of people do that. We have a real good group of people and supervisor here at the door plant, so it makes our work very enjoyable."

His 6 a.m. to 2:30 p.m. day job provides plenty of free time to work with the 80 head of cattle on the family farm, something he still enjoys a great deal. "The hours here are great because in the summertime I can basically put in another full day's work at the farm," he said. "I have been farming since I was just a little kid, so if it's not in my blood by now, it never will be. Daddy brought me up on the farm and that's what I've always enjoyed. It's a pretty expensive hobby because there is not a lot of money in farming now, but it's still something I like even after all these years."

The work there not only trained him for his future career in welding, but it also taught him to be a mechanic. "We had to do our own mechanic work on all the equipment, so it was good for me. Tractor breaks down, you work on the engine. Baler quits working, you figure it out and make the repairs. I learned how to do a lot of things just because the work had to be done."

Kennedy and his wife, Mary, who teaches school in Bear Creek, have a seven-year-old daughter, Isabella, and a three-year-old son, Samuel.



Ronnie Payne

Insulation specialist/Sidewall Department

Ronnie Payne has worked in the sidewall department at Tiffin Motorhomes for three years. "Once they weld the floors, I am the first person to touch them. I insert insulation into the floor before the OSB is put down, so I think I have a pretty important job."

But Ronnie is well known for his infectious personality and his knowledge of computers. "I just love people and like to make people laugh," Payne said. "I don't cut up to where it keeps us from doing our job, but I like to have a good time and keep everybody in a good mood."

The Birmingham native moved to Hamilton several years ago and worked in the computer industry as a technician for Dell Computers. His work at Dell led to a hobby that he continues to enjoy in his spare time. "I build, repair, and troubleshoot computers. I work on computers all the time. People here at Tiffin frequently ask me to work on their equipment. I enjoy tearing them apart and building them back. During my high school years, I started working on computers with a neighbor in Birmingham. Most of the time my network at the house has five to eight computers running."

When he's not working on computers, Payne likes to watch cartoons and the sci-fi channel on television. "I am 44 years old, but I still like cartoons more than most kids do," he said. "When I get home from work I can sit down and start watching Sponge Bob and before I know it, the night is gone. I love watching the Cartoon Network."

Payne has two sons, Michael and Matthew, who are students at Red Bay Elementary School. "They are both good kids. I am proud of them. I

Continued on page 64

Editor's Note: Jonathan Willis joined Tiffin Motorhomes earlier this year. He is the former editor-publisher of The Franklin County Times. Jonathan and his wife, Mandi, are natives of Russellville, Alabama, and have twin boys, Ty and Cade. He will be a regular contributor to *Roughing It Smoothly*.

The Life and Times of Tiffin Motorhome Owners

The Fall Cover of RIS

Has anybody noticed that the cover picture of the Fall issue of *Roughing It Smoothly* was taken from almost the exact same spot as the cover on the 2013 Wal-Mart Rand McNally Road Atlas?

Frank Newby
Plano, Texas

Editor's Note: The picture is the Linn Cove Viaduct that encircles the side of Grandfather Mountain. A hiking trail starts from the Viaduct's Visitor Center and traces under the viaduct and up the side of the mountain. The picture was taken along the trail overlooking the Blue Ridge Parkway. Hugh Morton, the developer of Grandfather Mountain, took the picture.

Where I've Been This Winter

Becoming a "Winter Texan" has always been of interest to me, so 2014 was my time to do it. I left Little Rock on January 4 and returned on January 27. My route took me through Houston on I-59. I had forgotten about the rather sharp curve in the heart of the city which I took a little fast and caused a crashing sound somewhere back in the coach. Since I travel alone, I thought how nice it would be if the dogs could check on the problem. That didn't happen, and I immediately noticed the fresh scent of red wine! I had to wait until I arrived at the Advanced RV Resort in Houston where I discovered that my most expensive bottle of cabernet had fallen out of a cabinet onto the porcelain floor and drained down through the slide-out room. No carpet was involved and it cleaned up well.

We settled into a great resort and enjoyed visiting friends from Houston. Then it was on to Corpus Christi and the Colonia del Rey RV Resort. My time in Corpus was most enjoyable and included seeing old friends and meeting new ones, Gulf fishing, and sightseeing.

I planned the trip home through San

Antonio where I enjoyed visiting and shopping. We stayed at the Travelers World RV Resort which I recommend. An ice storm hit while I was there so the city shut down, causing me to extend my stay for two days. We finally made it to Waco and then on to Little Rock with grand memories of my winter travels.

Richard Knoll
Little Rock, Arkansas

Recumbent Trikes Are Great Exercise Machines

We have used regular bikes for many years, but when we tried recumbent bikes at a shop in Greenville, South Carolina, we made the change. You still get the cardio while eliminating the stress on your back and butt. We were riding our bikes in the Tiffin campground when the *RIS* editor took this picture.

Michael and I have been married five years. When we met through e-Harmony, he had a Dolphin and I had a Pace Arrow. He remembered a visit to Red Bay in the late seventies. After finding tiffinrvnetwork.com, we did our homework. We saw the 2009 Phaeton 40QSH in *Roughing It Smoothly*, and especially liked the dinette with the computer business center. After we toured the Tiffin factory and met Bob



Tiffin, we picked our décor, paint, and sealed the deal.

Barbara O'Cull
Lake Havasu City, Arizona

Loved the Story on Key West and Made the Trip

JAN 18, LOUISVILLE, KY – Happy New Year to everyone at Tiffin Motorhomes. I loved reading about the Allegro Bus 45LP mansion you guys created, and the story about Key West. We took our humble Allegro there, parked at Geiger Key, and had a super time.

Stella Heimann
Bailey, Mississippi

42 Yrs of Family RVing & Full-Timing

We started RVing in 1972. Starting from Arizona, we took our three kids to the Bicentennial Celebrations on the east coast, all five of us in an 8-foot slide-in truck camper! We have owned three Allegros: a 1981 bought used with 8,000 miles; traded it in for a 1995 Allegro Bus that we drove 116,000 miles; we now travel in a 2001 Allegro Bay.

After retiring in 1997, we were full-timers for 9½ years and volunteered frequently with FMCA and Habitat for Humanity. We are travelers. Our journeys have taken us to all 50 states, including Alaska twice. Our front license plate says: "We are CN - USA"

In 2006 we decided to go half-time and build a home in Lampasas, Texas. So when it's cold, we go south, and when it's hot, we go north.

Wayne & Carrol Harris
Lampasas, Texas

Twin 25th Anniversary 1998 Allegros

Being Newbies, we bought our first motorhome a little over a year ago. Guzzie is an immaculate, one owner, 25th anniversary 1998 Allegro. We found her in Vancouver, Washington, flew up there,



bought her, and drove her home to St. Charles, Missouri over the following weekend. Since then we've logged a bit over 10,000 miles. During those drives, I've often wondered if I would ever see another 25th anniversary Allegro.



On our final trip of the year this past November, while on our way to Gulf Shores State Park, we happened to stop for the night at Clarkco State Park in Mississippi. As luck would have it, they only had two spots open. We took one and finished setting up just at dusk, then took a walk around the campground. To our surprise, exactly 10 spaces from our site was a twin sister to our Guzzie!

Guzzie's sister appeared to be locked up tight with no one home, so we weren't able to meet the owners. We often wonder how many more 25th anniversary Allegros are out there, still on the road, and where they are.

John & Carol Mangles
St. Charles, Missouri

Prettiest Camping Facility We Have Seen!!

1000 Islands/Association Island KOA Campground in Henderson, New York, is truly a beautiful facility. It is located on an island with over 300 sites. On one side is Henderson Bay and on the other side is Lake Ontario. No doubt the prettiest setting we've seen in our travels.

Frank J. Stefan
Bluffton, South Carolina

Preparing Your RV for an Approaching Storm

We have been RV'ing for a few years and bad weather seems to find us wherever we go. So, just a reminder to bring all of your slides in before a storm. When I contacted them, Tiffin was undecided as to whether to leave your unit on its jacks or get it on the tires. Of course, we had to learn all of this the hard way during multiple bad storms.

Eddie Hedin
Ruidoso, New Mexico

Didn't Want to Leave This Campground!!

At Moonshine Creek Campground in Sylva, North Carolina, almost all of the campsites are next to a rushing water creek. The campground is at the bottom of a mountain valley (awesome) with a waterfall at the back of the grounds. The location is only one mile from the Blue Ridge Parkway, and is also close to Cherokee, Maggie Valley, and Asheville in North Carolina, and the Smoky Mountain National Park. The campground has full hook-ups and a \$20/day fee. 828-586-6666.

Vic Reinwald
Troy, Missouri

Love Our 40QBH Phaeton!

We have traveled from Red Bay, Alabama to Pahrump, Nevada to Havre, Montana to Branson, Missouri, to Avery, Texas to San Antonio, Texas. There have been many stops along the way. We have seen things we've never heard of before. Our adventures have been wonderful so far, and we plan on seeing much, much more. Our 40QBH Phaeton has been wonderful, too. We love it and brag about it all the time.

Ron Thompson
San Antonio, Texas

Camping on the Mississippi River

We left North Carolina heading west toward the Grand Canyon. Our favorite

place we camped along the way was at Tom Sawyer's RV Resort in West Memphis, Arkansas! We were right beside the Mississippi River and could watch the river traffic (barges) going by. Beautiful place and very nice camp resort.

Connie Choplin
Wake Forest, North Carolina

Riding into the Sunset in Our 2000 Zephyr

I look forward to reading every issue of *Roughing It Smoothly*, especially Mr. Tiffin's President's Corner. I have been a Tiffin owner for 25 years. I particularly enjoyed the "Ride into the Sunset on a Zephyr" article which is what I have been doing since 2004 in my 2000 42 1/2 foot Zephyr with the 450 hp, 1550 lb-ft torque, no loafer. Still does a fine job, very comfortable for two 80-year-olds.



Here I am with our current coach, the 2000 Zephyr, at our small farm near Bowling Green, Kentucky. I knew when I saw the new Zephyr in 2000 that one day I would own one, however, it wasn't until 2004 during the Kentucky Derby that Tim Stinnett traded for this one. He called me immediately, and we bought (traded) the next day. Just what we were looking for, walnut cabinets and all. Our Zephyr now has 60,000 miles on it, and is kept indoors.

Willis H. Eadens
Somerset, Kentucky

Just Do It!

Janice and I just returned from Alaska, 48 days with Fantasy RV. The best company



to travel with and the best RV to travel in, a Tiffin motorhome. We were gone for three months, logging over 13,000 miles, more than worth it. Don't talk about Alaska, do it!! Fantasy RV and Tiffin, it doesn't get any better.

Paul & Janice Greiser
Rock Hill, South Carolina

A "Not to be Missed" National Treasure in Oklahoma

We just received and read the latest issue of *Roughing It Smoothly*. As usual, it was packed with great articles and tips. We enjoyed the article on Oklahoma, but were dismayed to see that the author did not get to Southwest Oklahoma. About 100 miles southwest of Oklahoma City, and right off of I-44, is the Wichita Mountains Wildlife Refuge. The refuge surrounds the 550 million year old Wichita Mountains, the rocky remnants

of an undersea mountain range. The refuge is one of the oldest managed nature preserves in the nation, and the site that President Teddy Roosevelt chose for his efforts to save the American bison. Today there is a large herd of buffalo, elk, and longhorn cattle. The refuge also holds the largest remnant block of original prairie and cross-timber forests. Adjacent to the refuge is Lake Latonka and Lake Elmer Thomas offering boating and fishing opportunities. The refuge also holds a number of smaller lakes providing anglers a great opportunity to fish surrounded by a dramatic landscape. The rocky terrain provides lots of opportunities for hiking and rock climbing. An added benefit is the fact that the refuge sits in the North American flyway providing sightings of eagles and other birds. Capping off the refuge is a wonderful visitor center which offers special tours of the refuge and

the remote Special Use Area. There are campgrounds within the refuge and on the east shore of Lake Latonka. Leading north from the refuge is the new Wichita Mountains National Scenic Byway. If visiting, you should not miss the Meers Store, a remnant of an old gold camp. Make sure you order a Meers burger for lunch. Also make sure you visit Medicine Park, a resort started in the early 1900's and reborn today as an artist colony. To the south of the refuge is Fort Sill, with historical Fort Sill and both the Field Artillery and Air Defense Artillery museums. Just south and adjacent to Fort Sill is Lawton with the Museum of the Great Plains and other museums. While the article in *Roughing it Smoothly* was wonderful, you surely missed one of the real gems in Oklahoma and in the nation.

John & Darla Pereira
Lawton, Oklahoma

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Danny Inman Celebrates 40 Years at Tiffin Motorhomes



PHOTO BY JONATHAN WILLIS

FORTY YEARS AGO DANNY INMAN was a young man just looking for a job when a family connection led him to a small manufacturing company known as Tiffin Motorhomes.

On March 26, 1974, the Red Bay native began working for the Tiffin family, following in his father's footsteps who worked for many years at nearby Tiffin Supply Co.

"I had no idea Tiffin Motorhomes would turn out to be a leading Class A builder," said Inman, who now serves as the southeastern regional sales representative for the company.

"When I first started working here there were probably 50 people. The first job I had was doing electrical work and setting dashes." Inman said the early units produced in Red Bay were more like a "box on wheels," especially compared to today's luxury models complete with all their amenities.

"Our motorhomes were very functional back then. But it's like everything else, they changed so much through the years

it's almost unbelievable. The biggest difference is with all the electronics. Today our owners want their motorhomes to be as nice as their homes and that's the way we are building them."

In 1983, Inman accepted a position with the sales department where he has remained for more than 30 years. "Our sales were more regional in the 1970s. In the early 1980s, we really grew and developed successful dealerships throughout the country. California became a big market and it has been ever since."

Inman works with 15 dealers across the southeast. "We are pretty conservative and selective about where our dealerships are located. We want them in the best locations in markets that need to be served most."

Inman's role requires him to be on the road working with dealers frequently at certain times of the year. "I enjoy my job because I know how important it is to maintain good communications between the company and its dealerships," he said.

Tiffin's sales reps assure that a dealership's management, sales, and service personnel are informed about product development and service policies. Reps also encourage and arrange plant visits and training for each dealership's staff.

"We get good feedback from owners and dealers about product issues and that helps us with problem solving and finding good solutions," Inman continued. Problem solving is something that's long been a part of Inman's job. "I answer service questions every day on the phone, especially on the older units. I had more hands-on experience with those units when I worked in production, so sometimes I can answer those questions better than the ones about new models."

Inman's expertise and knowledge is called upon in the "Serious Tech Talk" column that he writes for the company's quarterly publication, *Roughing It Smoothly*. "I get questions that cover the whole spectrum and I may not always know the answer, but I am able to talk to people throughout the plant who can help answer the customers' questions," he said.

TMH founder Bob Tiffin said Danny, and the entire Inman family, have been crucial to the company's success through the years. "Three generations of the Inman family have worked with us, including Danny's father, brother and now his son," Tiffin said while recalling the early years of the company's production.

"We had six stations and I can remember Danny working there at the end of Station 4 putting tail lights on the motorhomes. Back then, everyone had several jobs and Danny always did everything that was asked of him. I think he can do anything in the world. He never once backed up on a job that we asked him to do," Tiffin said.

In his current role, Inman interacts with countless customers

by Jonathan Willis

and dealers on a daily basis and Tiffin said each call is as important as another. “Danny will average 30-40 calls a day, taking care of the customers and dealers that need problems solved. He probably understands the motorhomes as well as anyone that we have. He also can’t say no to anyone and that’s the sign of a good sales person.”

When he’s not working with dealers or answering questions from owners across the country, Inman likes to make time to just take a ride – whether it be on the back of a Harley-Davidson or on one of his three horses.

“I really enjoy riding my bike,” he said. “I try to ride whenever I can. It’s great R&R. But, I also like to take the horses on trail rides. There are some good ones in this area. The one they’ve built right here at Hodges is as nice as you will find anywhere. There are many scenic spots along the trail and they’ve done a really good job with it. It’s close to home and it covers several miles of pretty countryside. I am sure it will get wider use as more riders learn about it.”

Any spare time to ride is a precious commodity for this 40-year veteran employee who has seen tremendous changes through the years. “It’s been fun watching the plant grow to its current productive capacity,” Inman said. “There have been a lot of changes. So many people have contributed to the company’s development and the quality coaches we are building today. Through the years I have had the opportunity to work with some really talented fellow employees and I’ve enjoyed meeting owners and dealers from all across the country.”

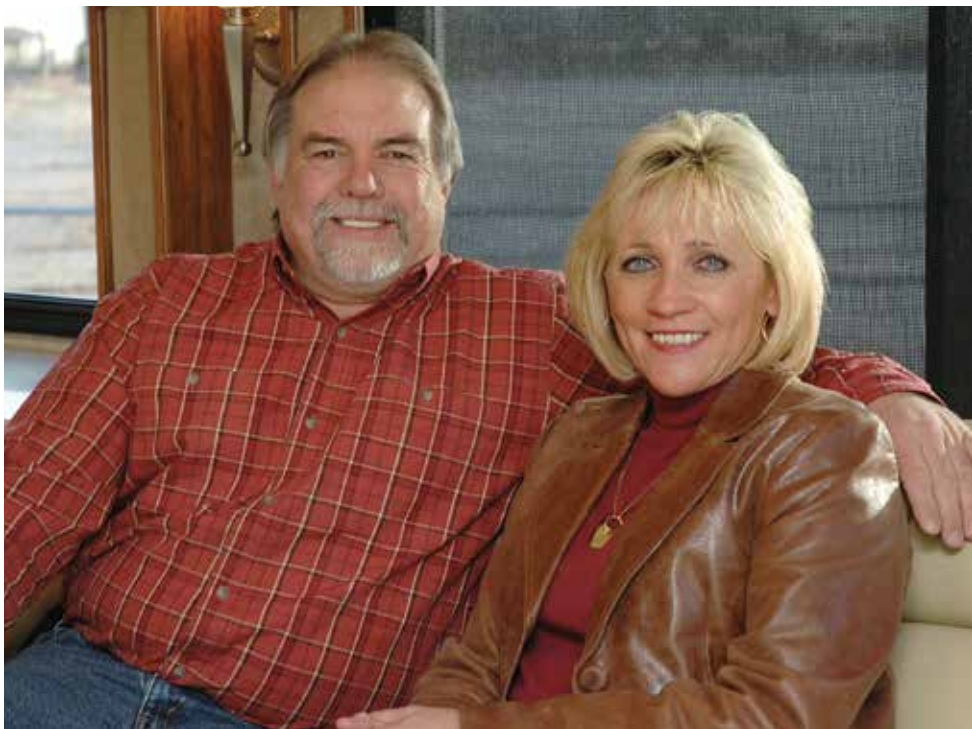
TMH has also provided a good experience for Danny’s family. He and his wife, Rita, have one son, Josh, who works in the engineering department at Tiffin. “This company has done so much for the many families who work here, just as it has for mine. Forty years have gone by quickly. It’s been a great place to work,” Danny said.

But Rita doesn’t expect to see him slow down anytime soon. “He really loves his job and the Tiffins have been so good to us. I don’t know that he could be out of it completely. He loves working with the public and I think everyone really loves Danny.”



PHOTO BY FRED THOMPSON

Commemorating his 40th anniversary with Tiffin Motorhomes, Lex, Bob, Tim, and Van honored Danny with an engraved plaque and a collector’s set of Case pocket knives. ♦ Danny’s wife Rita and son Josh attended the midday luncheon at the Fourth Street Grill to celebrate the anniversary. ♦ Both Red Bay natives, Danny and Rita are well known and appreciated by the Tiffin family and the community.



Great Variations on a Successful Floorplan

THE ALLEGRO BUS 40SP

In July 2011 we ran a review of the 2011 Allegro Bus 40QBP. It was the first 40-foot coach in the Bus brand to get the bath-and-a-half treatment, and it became a very popular floorplan over the next two years. The mid-ship entertainment center was mounted on the wall dividing the galley and the bedroom.

Two years later, a sister coach to the 40QBP was on the drawing board. Suggestions from current owners led to a flip-flop of the floorplan, creating the Allegro Bus 40SP with the placement of the dining table and the standard built-in computer business center on the passenger side. You can also select the optional (MSRP \$ 2,520) Ultraleather™ U-shaped dinette. Diners can now take advantage of the view across the patio. And that view is usually quite nice in resorts that feature handsome planters and outdoor seating arrangements. The residential refrigerator

moved with the dinette and was relocated to the north end of the PS slide-out. On the north side of the fridge, the designers added two slide-out pantries, each with three shelves, all standard equipment.

The forward end of the slide now houses a standard 42-inch mid-level television situated on a triangular cherry cabinet with a solid surface countertop. The cabinet can be ordered with an optional electric fireplace (MSRP \$700) that does a great job of knocking the chill off a cool spring morning. A European recliner is standard with the new configuration which features a writing table that folds into the wall when not in use.

In the north end of the DS slide-out, the architects relocated the newly designed galley with more functional storage capacity (see page 16) than any Class A motorhome on the market today. It should take its rightful place in the Guinness Book of World Records! You can give up the slide-out storage immediately under the cooktop and opt for the deep drawer-style Fisher & Paykel dishwasher. It's optional (MSRP \$1,330), but it's worth it. It is designed to wash everything from fine glasses to pots and pans.



Text by Fred Thompson

For the ultimate in comfortable seating, owners may choose between a Villa L-shaped chaise lounge with one leg lift or an optional 92-inch sofa with two leg lifts. Both will seat four and offer a full queen Air Comfort mattress with built-in pump. The Villa driver and passenger chairs easily rotate to become part of the living room seating. Counting the standard European recliner, your living room has comfortable seating for seven.

The amazing thing about the living room and dining area is its overall spaciousness. But when you put a tape on it, it's not surprising at all. The length of the living/dining area is over 21 feet. With the slides deployed, the room is almost 13 feet wide. The spaciousness is complemented by Tiffin's extraordinary glazed finishes and fabric selections. Two finishes are standard: Cherry Wood and Natural Cherry. Glazed Cherry Wood and Glazed Natural Cherry are optional (MSRP \$2,800).

For 2014, Tiffin's interior designer, Margaret Mia, presented Tiffin's clients with four décor choices: Ambrosia Fabric Suite; Aspen Fabric Suite with fabrics by Ralph Lauren®; Ritz Fabric Suite; and Rocky Point Fabric Suite. The coach we reviewed in this story has the optional Aspen Fabric Suite with fabrics by Ralph Lauren® (MSRP \$1,680), sure to please the most discriminating tastes.

Three years also made a significant difference in the technology offered. The icemaker was in the lower pull-out freezer drawer. Today water and ice are dispensed at eye level through a door panel that also provides temp control for the freezer and fridge, humidity control, and fast cool, plus door and temp

alarms. The 20 cu. ft. unit is standard. Also new for the 40SP's galley, and located adjacent to the fridge, are two slide-outs for dry and canned food storage, each with three shelves (21.5" wide × 4" deep × 27" high). You may also want to opt for the freezer/refrigerator located in the basement compartment adjacent to the entry door (MSRP \$1,549). It can be used as an auxiliary freezer or you can operate it as a drink cooler when you are entertaining outside.

The 40SP is an all-electric coach (standard) and that means a two-burner induction cooktop. This technology has eliminated the RVer's dependence on propane, a welcome advance in the operation of motorhomes. Induction cooking requires special cookware which is provided with the cooktop as standard equipment.

In Tiffin's 2014 coaches, owners are saying goodbye to cold floors. Heated floors are an option (MSRP \$4,900), bringing a new level of luxury to those who travel throughout the year and embrace cold weather on a regular basis. You can now experience warmth from your feet up. With Aqua-Hot and heated floors, you will always have an even warmth throughout your coach.

If you expect to spend time in hot climates, Tiffin recommends the optional third 15,000 BTU air conditioner. All of the air conditioners on this coach have heat pumps. With three units, you should be able to warm the coach to your satisfaction when the outside temperature is above 40° F. The standard 10K generator will handle all three units simultaneously. Of course, the Aqua-Hot is your primary heating system.

Continued on page 16



If You Plan to Compare a 2014 Allegro Bus to the Competition. . . .

Be sure to make two columns and write down the base price at the top of each column. Then, in the Allegro Bus column, write down all of the features that are *standard equipment*. You may have to pry this information out of the salesman who shows you the competing coach. But don't give up. It's the only way you can make an "apples and apples" comparison.

Solid Cherry. In the Allegro Bus, Tiffin uses cherry for all of its fine cabinetry. It is standard. All of the cherry lumber is cut, milled, sanded, stained, finished, and glazed by talented crafts people. Cabinets and sliding doors, fascias, judge's paneling, valances, crown molding — all solid cherry! The crown molding is designed and milled in the Tiffin woodworking shop just for the Allegro Bus. You can choose from several standard finishes. Glazes are extra. The coach in this story has Glazed Honey Natural Cherry.

Exterior Window Frames. The exterior window frames visually disappear into the full body paint system, causing the tinted glass to "float" in the frames. The manufacturing method does not expose the tracks in which the windows slide. With a light flick of the wrist, one glass panel slides over the other as you open the window — a feature usually found on million-dollar coaches.

Recessed LED Lighting. Throughout the coach, Tiffin has incorporated recessed LED barrel lights. While you can control all of the lights with one master switch, sets of lights can be selected to brighten specific areas of activity. For example, the galley has recessed lights under the wall-mounted cabinets to brightly illuminate the solid surface countertops. Lights for the dinette? Recessed lights over the chaise lounge for reading plus directional lights mounted under the overhead cabinets? You got it.

Dinette with Computer Business Center. Tiffin's cabinet designers pioneered this much-copied design eight years ago. An 18" × 73" credenza with a solid surface countertop houses a cabinet designed for your laptop on one side of the dinette table. A slide-out tray can conceal your laptop or a keyboard. Many owners place their laptop on top of the credenza. Under the tray is another slide-out for a printer. On the opposite side of the dinette table, two drawers will store all of your office paraphernalia. A filing cabinet with rails for hanging folders is positioned under the drawers. A large cabinet is directly under the dinette table. The firmly mounted slide-out dining table measures 40" × 25½" when extended.

Exterior Paint. Is eight coats of paint excessive? Only to a manufacturer that uses two coats. Tiffin's state-of-the-art paint plant in Belmont, Mississippi, has set the benchmark in the Class A motorhome industry for outstanding full-body paint. Beautiful finishes require multiple sanding passes. Base coats, up to four colors, and multiple clearcoats are applied in 70-foot downdraft paint booths with filtered air systems to create outstanding automotive finishes. The front cap is protected by Diamond Shield and comes with its own warranty on the Allegro Bus.

Power Control System w/Central Monitor Panel. Most resorts and campgrounds offer a maximum of 50-amps electrical service. With all of the electrical equipment in an Allegro Bus, you can easily exceed 50 amps of simultaneous demand. The PCS allows you to set up two 50-amp plans and then prioritize specific items to drop off when you exceed the amperage available.

SeeLevel II Tank Monitor (BATT, FRESH, GREY, BLACK, LPG). This display shows how full the wet tanks are in percentages, plus a reading on the house batteries. There are two display panels, one in the cockpit area and one in the utility bay.

Magnum Energy Inverter. This system is very important to the operation of the residential refrigerator if you are dry camping. It monitors the reserves in the six house batteries and auto-starts the generator when it is too low to keep the fridge operating on converted 110v house current. It also serves two of the televisions and several 110v outlets. It is very programmable to the owner's lifestyle.

Aqua-Hot (electric or diesel) with engine preheat. Aqua-Hot provides continuous hot water on demand in the galley and bathroom — electric if you are connected to shore power and diesel if not. Aqua-Hot heats a special coolant that is circulated to several heat exchangers to evenly warm the coach. During very cold weather, running the "engine pre-heat" option circulates the engine's anti-freeze through the Aqua-Hot to warm up the engine for a quick start. And vice versa, if you are in transit, the system passes the engine's anti-freeze through the heat exchangers to warm the entire coach. How's that for efficiency!

Winegard Roadtrip Mission/ InMotion Satellite. Standard equipment on the 40SP, this automatic in-motion and stationary roof-mounted satellite receiver makes it possible for passengers to watch live HD television while traveling. Of course, you have to purchase a subscription. The unit is factory set for DirecTV programming. It has a small footprint on the roof of only 20 inches in diameter and a low profile height of 12.9 inches.

Thermal Wrap. This is another feature you cannot see. Added this year for the first time, Tiffin is using Thermofoil™ in the construction of the walls of all of its brands. Thermal engineers estimate Thermofoil will reduce summer temperatures in a coach by 10 degrees. Of course, this helps reduce the load on the air conditioners. Conversely, the Thermofoil will help contain the warmth inside the coach during cold weather.

Central Vacuum System. Connecting at the vacuum outlet near the center of the coach, one vacuum hose will reach all points from the rear closet to the entrance door. All of the usual attachments come with the system. One special feature for quick cleanup is a "vacuum dustpan" conveniently mounted in the baseboard wall just opposite the cooktop. Keep a small broom handy, flip open the VacPan, and away goes the small debris.

Outdoor Entertainment. A 20-foot Paramount awning (PS) by Carefree of Colorado is encased in a raised housing that connects the front and rear caps on both sides of the coach. The design adds

a new dimension of elegance to the 2014 Allegro Bus. Viewed from ground level, the housing completely hides all of the roof-mounted equipment. Adding to the enjoyment of the covered patio, a 42-inch Panasonic LED television in the sidewall brings full television programming outside.

Indoor Entertainment. With three inside Panasonic LED televisions, there is no shortage of TV viewing locations. The 42-inch TV in the entertainment center fits into a recessed area in the south corner of the PS slide-out. A second 42-inch unit is located over the dash. A third 42-inch unit is mounted in the bedroom's DS slide-out. The bedroom and entertainment center TVs are served by the in-motion satellite receiver.

The electronics for the entertainment center are located in the louvered cabinet under the bedroom television. Powered by a Panasonic 1000-watt system with "Wi-Fi Built-in," it provides a wide variety of web content, including Bloomberg TV, Netflix, Twitter, Cinema Now, Pandora Internet Radio, Vudu, Fox Sports, Picasa Web Albums, and YouTube videos. Your Wi-Fi connection can be supplied by Verizon's 4G network MiFi Jet Pack air card. Verizon expects to have approximately 98 percent coverage in the U.S. in 2014.

With its Blu-ray™/DVD Home Theater System feature, the Panasonic unit can support 3D/full HD content and playback. In addition to the standard Winegard Roadtrip Mission/InMotion Satellite, TMH has also included as standard equipment the receiver which is pre-programmed for DirecTV, but does require a subscription. As an option (\$245 MSRP), this coach was prewired for the Winegard Trav'ler Satellite to bring in HD programming from satellites that are located just above the horizon.

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

In-Dash Systems. The in-dash radio and CD player are top-of-the-line units easily operated from a touch screen to set up your personal listening preferences. The radio is also prepped for XM reception that offers uninterrupted programming in categories you select (subscription required after six months). This year in-dash navigation with software designed for RV travel is standard. Its functions are very easy to use.

Porcelain Tile Throughout the Coach is offered again this year as standard equipment. After you select your interior décor (Ambrosia, Ritz, Rocky Point, or Aspen by Ralph Lauren), you can choose between a herringbone design with a light gray patterned background or a staggered brickwork design with a soft beige background. The advantage, of course, is that you have the same floor throughout the coach, including the bedroom and bath. Many owners add accent rugs that blend with their chosen décor.

In the galley you will notice three features that are standard equipment and included in the base price:

All Electric. In the 2014 Allegro Bus, "all electric" is standard. This means the galley features an induction cooktop. *Induction cooking* uses induction heating to directly heat a cooking vessel, as contrasted with heat transfer from electrical coils or burning gas in a traditional stove. Induction cooktops require the use of a cooking vessel made of ferromagnetic metal. A complete set of induction

cookware is provided with the coach. Induction cooktops are faster and more energy-efficient than traditional electric cooking surfaces. Induction allows instant control of cooking energy similar to gas burners. "All electric" also means there is no need for a propane tank.

The **Microwave-Convection Oven** has been a standard feature for so long in the Allegro Bus brand that I sometimes (and I am sure our owners do, too) forget that it is included in Tiffin's base price. TMH uses a residential size unit for the galley which makes it easy to enjoy baking desserts, casseroles, roasts, cakes, and whatever may be on your menu.

The **Residential Refrigerator.** Also included in the base price for several years, Tiffin upgraded this year to a 20-cubic-foot double-door refrigerator with a slide-out freezer in the lower third of the unit. It dispenses water and ice through the door and provides a display for monitoring and adjusting temperature in both the freezer and the fridge.

Electronic Controls for Lighting, Shades, and Security. Five lighting control panels are placed in strategic locations throughout the coach. Each functional switch is backlit, labeled, and touch activated—blue when OFF and white when ON. Keep in mind that all of these convenient controls are *standard*.

The largest panel at the coach's entrance controls ten functions: lights for entry, steps, porch, door, assist handle, and cargo bays; the night shade for the door; compartment locks for the storage bays; and a light master to turn ON or OFF all of the lights in the coach as you enter and leave. The other panels control lighting specific to the areas where they are mounted.

The solar and privacy shades in the cockpit and living area are motorized and controlled by touch switches, which are especially useful in the cockpit. The one-piece shades for the entire windshield are one of the best features ever invented for safe driving. The shades for windows in the living-dining area are controlled from a touch panel mounted on the side of the galley cabinet nearest the front window. The shades can be controlled individually or collectively.

A small fob for your pocket or purse automatically activates the secondary sliding lock on the entry door and all of the locks on the exterior storage compartments. The primary deadbolt lock for the entry door is activated by keyless entry buttons mounted in the assist handle. The camera monitor in the dash, primarily designed for driving, can also be used to check the outside perimeters of the coach (sight and sound).

Hadley Air Horns. When talking about the features of a luxury Class A motorhome, one might assume that the booming Hadley horns and a roof-mounted spotlight would be optional equipment. Well, this year Tiffin made them standard. You get them without asking.

Hidden Safe. Rounding out what is standard on the 40SP, you may be surprised to learn that a safe is installed in the rear wall of the coach. Since it will usually be hidden by your clothes hanging in the closet, a thief will probably not see it. But if he does, he will have a tough time getting it open since access requires both a key and a combination.



The storage design of the Tiffin galley epitomizes the “Store It All” trademarked assurance that Tiffin coaches will surpass the storage capacity of competing brands.



THE TIFFIN STORE-IT-ALL™ ASSURANCE

Rest assured, a Tiffin coach will surpass a competitor’s model of equivalent size in the quantity and quality of storage.



In the above picture, the compartments under the cooktop include a slide-out for the trash container and two slides that are perfect for storing non-refrigerated vegetables, kitchen utensils, or other bulky items. These compartments will be the location of the Fisher & Paykel drawer-style dishwasher if you select that option. The large bottom drawer was designed for cookware storage. The storage compartment under the double sink has a top drawer that slides back to give access to an equal amount of space under it. The front section has a compartment for the trash container if you choose the dishwasher. The galley top has 17 sq. ft. of work surface when the sink covers are in place. Three drawers along the back of the counter top offer convenient storage for spices and small frequently-used kitchen items. Three overhead cabinets offer Tiffin’s signature slide-out shelves.



We should have taken these pictures with at least four people in the room socializing and waiting for the cook to put dinner on the table. With the open design and 21' x 12'9" of floor space, you will never feel crowded when you have guests. With the Euro recliner and the driver and passenger chairs in the mix, seven can visit comfortably as refreshments are served on the cherry coffee table. The Euro recliner is a sleeper, and that means you may have a difficult time staying awake if you are feeling the warmth from the fireplace and catching its flicker in the corner of your eye. If you are in a summer climate, the automatically controlled solar shades will screen the midday glare and heat while you enjoy the pleasing coolness enhanced by Tiffin's Thermofoil™ wrap used in the construction of the walls and floor. The recessed LED lights use less power and produce less heat while providing an even lighting throughout the coach. The amount of storage in the upper compartments of each slide-out is unmatched by competitors – over 31 cu. ft. shown

in the above picture. If you have overnight guests, the queen Air Comfort hide-a-bed in either the L-shaped chaise lounge or the 92-inch sofa offers comfortable accommodations. Comfort and functional design are at the forefront of every decision made by Tiffin's architects and interior designer.



It's all here in the master bedroom! An optional king size Air Comfort mattress (MSRP \$1,129) with perfect lighting for reading in bed. A 42-inch Panasonic television for taking in the latest movie or late night entertainment using your standard DirecTV receiver (subscription required), an overhead fan controlled with a bedside switch, and the master controls for the rest of the systems in your coach. Did I mention storage? Lest we forget, 13+ cu. ft. in the cabinets above your pillows and another 3 cu. ft. above the window. Five huge drawers plus a clothes hamper are in the two chests built into the east slide-out. In the taller chest you will find the nerve center for the entertainment system, all

at eye level with easy access. Another 10 cu. ft. of storage is hidden under the bed which pops up easily on air struts. Two small windows on opposite sides of the bed slide-out bring in light mountain breezes or the sounds of that gurgling creek just a few feet away. In the opposite slide-out, a larger window facilitates cross ventilation and provides the required emergency exit. All of the windows have solar and privacy shades that move up and down with the flick of your wrist. You will enjoy additional privacy with the 1½-inch thick solid cherry pocket doors that slide easily with a gentle push. Each door has translucent panels that bring in a soft light for restful sleep. Have we missed anything?

MASTER BATH VANITY AND CABINETS



WASHER/DRYER IN MASTER BATH



SOLID SURFACE SHOWER WITH GLASS SURROUND



HALF BATH





The Cockpit

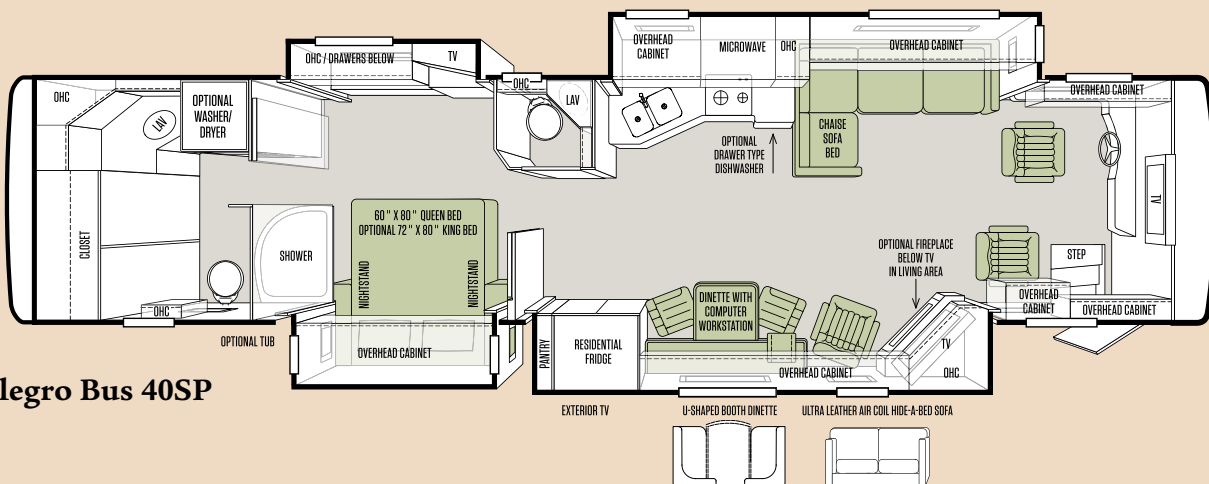
The new cab-forward design in the 2014 Allegro Bus floorplans created an additional 10 inches of linear floor space that is used in the living areas. Three new equipment features add safety and convenience to the operation and functionality of the Bus lineup.

The convenience feature is the optional *Valid Trueline Air Leveling* (\$3,500 MSRP), an automatic one-step air leveling system designed specifically for RV applications. Valid uses a leading-edge technology to measure along three separate axes of the chassis (across front and rear axles, and then longitudinally) to check for both level and twist. It then accurately levels the vehicle. The flexible control process is automated to ensure operation is simplified for the end user. It also allows for manual leveling and low-speed maneuvering in manual mode. The HWH hydraulic leveling jacks are operated from the same control panel and still provide chassis to ground solid leveling that may be preferred wherever jacks are permitted or when the ground is not too soft.

The *Mobileye™ Collision Avoidance System* is the new optional safety feature offered for the first time this year (\$1,400 MSRP). Using sophisticated vision algorithms, Mobileye's collision avoidance technology is able to interpret a scene in real-time and provide drivers with an immediate evaluation based on its analysis. The system issues warnings for impending rear and head-on collisions, lane drifting, high beams to low, exceeding speed limits, safe following distance, and collision avoidance with pedestrians and bicycles.

A second convenience feature added to the standards list on the 2014 Allegro Bus is the *roof-mounted spotlight*.

The 40SP floorplan completes the lineup for the 2014 Allegro Bus brand which has been immensely popular this model year. For a complete description of the cockpit and the basement, and a driving report, please see our online information at www.rismag.com or scan the QR code. **RIS**



The Allegro Bus 40SP

SPECIFICATIONS: Model tested 2014 Allegro Bus 40SP with Quad Slide, Base MSRP* – \$364,700. MSRP as tested with options – \$388,997.

STANDARD FEATURES

Structural

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

Automotive

The Tiffin Powerglide™ chassis
Allison 3000 MH electronic 6-speed automatic transmission with two overdrives and lock-up (torque converter)
Cummins ISL 450-hp electronic/turbocharged diesel 1,250 lbs.-ft. torque @ 1,400 rpm
Side-mounted radiator
ABS brakes & two-stage compression engine brake
Aluminum wheels
Four air bags
Emergency start switch
Cruise control
Fog lights
Adjustable gas & brake pedals
18-inch VIP smart wheel
Tilt steering column
Independent front suspension

Exterior

Fiberglass front and rear caps
Dual fuel fills
BASF full body paint with protective film on front cap
Large one-piece tinted windshield
Heated chrome power mirrors with remote adjustment
Single motor intermittent wiper
Undercoating
Dual pane tinted windows
Deadbolt front entrance door
Lighted keyless entry door system & keyless component door locks
Automatic door and patio awnings
Paramount awning with concealed roof ACs antenna
Pass-through basement storage
Lockable swing-out exterior storage doors with gas shocks
Heated water and holding tank compartments
Auto generator start
10 kw generator
Tank monitor pad located at dump station
SeeLevel™ tank monitor
Hydraulic automated leveling jacks
Six house batteries
Custom full-width mud flap
50-amp service
Power cord reel, 50-amp
Black holding tank flush system
110v exterior receptacle
Water filter
Gravity fill tank
Docking lights
Digital TV antenna
Exterior rinse hose with soap dispenser and paper towel holder
Onan® 10kw generator with three low profile roof ACs with heat pumps
Concealed air horn
Luggage compartment lights
Pure sine wave inverter
Low profile in-motion satellite dish
Daytime running lights
30-inch wide entry door with deadbolt
Double electric step
Amber patio light on driver's side
Exterior patio light on passenger's side
32" exterior television, mounted in slide-out wall
Window awning package
Single handle auto-lockable storage door latches
Two low profile roof air conditioners with heat pumps
2000 watt inverter
Custom full-width mud flap
50-amp service
Power cord reel, 50-amp
Park telephone ready
Cable ready TV
Water filter
Exterior rinse hose with soap dispenser & paper towel holder
Concealed air horn

Power Fantastic® roof vent with 3-speed fan in galley
Two Fantastic® roof vents with 3-speed fans in bath area
Roof ladder
Color back-up camera
Two side cameras activated with turn signal
Quiet A/C roof-ducted system

Driver's Compartment

Front overhead TV
ITC courtesy light in stepwell
12v disconnect switch
Driver side power window
Integrated seat belt brackets
Lighted instrument panel
Adjustable fuel/brake pedals
Villa® 8-way power driver's seat with Ultraleather™
Villa® 8-way power passenger's seat with Ultraleather™ and power footrest
Passenger seat console box with built-in magazine rack
In-dash navigation system
Contemporary wraparound dash
Color rear vision monitor system with side view cameras activated by turn signals
Satellite-ready radio (requires subscription)
Lighted switches
Power solar/privacy full-width windshield shades
Solar/privacy shades for driver & passenger side windows
Single CD player & AM-FM stereo
Fire extinguisher
Dual dash fans
Computer drawer on passenger side with lock-out rails
Cupholders on driver & passenger side
Two wooden dash drawers
Drawer in step well
12v/110v/phone jack receptacle
USB in dash & passenger console
Beverage tray

Living area/dinette

Dinette with computer workstation & solid surface table tops
12v and 110v receptacles at dinette
Full ceramic tile floor in living room and galley
42-inch flat screen HDMI television wall-mounted in entertainment center with European recliner
L-shaped chaise lounge (driver's side) standard; Villa 92-inch sofa optional [both have queen air-coil hide-a-bed]

Kitchen

Polished solid surface countertops with sink covers
Expand-an-island
Solid surface double bowl sink
2½-inch deep lighted toe kick
Single lever sink faucet with built-in sprayer
LED light above countertop
Residential stainless steel refrigerator with icemaker and water dispenser in door (6 batteries)
Stainless steel convection microwave oven with exterior vent
2-burner induction cooktop
One 3-speed Fantastic® fan
Galley soap dispenser
Solid surface covers for sink and cooktop
Storage racks for covers in cabinet under sink
Cherry cabinetry

Rear Bath

Three medicine cabinets with vanity lights
Skylight in shower & LED light
Solid surface vanity top and bowl
Solid surface shower with glass door
Electric flush maserator toilet with OH cabinet
3-speed Fan-Tastic® fan
Storage cabinet plumbed & wired for stacked washer/dryer or combo washer/dryer with OH storage
Lighted double wardrobe with mirrored doors

Half Bath

Three medicine cabinets with vanity lights
Electric toilet with spray
Solid surface vanity top and bowl

One 3-speed Fan-Tastic® fan

Bedroom

Pillow-top queen mattress (60" x 80")
Bed comforter with throw pillows
Solid wood and fabric headboard
Ceramic tile floors
Solid surface nightstand tops
Solar/privacy shades
DVD & satellite receiver
Laundry hamper
42-inch flat panel color television
Ceiling fan
Carbon monoxide detector
LPG leak detector

General Interior

7-foot ceilings
Soft touch vinyl ceiling
High gloss raised panel hardware cabinet doors
Recessed LED ceiling lighting
12v LED lights
Security safe
Adjustable shelving in some cabinets
SeeLevel™ tank monitor
Carbon monoxide, LP, and smoke detectors
Central vacuum system with VacPan
Wardrobe with automatic light
Multiplex lighting system
In-motion low profile satellite dish with DirecTV® receiver
Extraordinaire™ AC system
Air-driven step well cover
Washer-dryer ready
Hydronic heating system
Energy management system
Power solar and privacy shades in living room
Manual privacy shade at galley window
Manual solar and privacy shades in bedroom
Manual privacy shade only in bath and half bath
Porcelain tile flooring throughout coach, excluding slide-outs
Complete cable wiring interfacing with surround sound and satellite receiver
Surround sound speakers in ceiling

OPTIONAL FEATURES ON THIS COACH

Glazed honey natural cherry wood cabinets
Fabrics by Ralph Lauren
L-shaped chaise lounge
3rd air conditioner
Exterior ground effect lighting
Two exterior slide-out storage trays
Fireplace
Heated tile floors
Rearview mirror w/compass and temp
Ladder
Pre-wired Winegard Trav'ler satellite
Stacked washer and dryer
Air Comfort Mattress- King
Solar Panel (1)
Basement freezer
Air Leveling System
Mobileye™ Collision Avoidance System

OTHER OPTIONAL FEATURES AVAILABLE

DRIVER SIDE

92-inch Ultraleather hide-a-bed sofa
Sofa/booth dinette combination, cloth
Sofa/booth dinette combination, Ultraleather

PASSENGER SIDE

Villa Ultraleather sofa with air-coil hide-a-bed King bed, standard
U-shaped Ultraleather dinette
Dishwasher, drawer type
Air Comfort mattress, queen
Memory foam mattress, queen
Combo washer/dryer
Cherry wood interior cabinets
Natural cherry wood interior cabinets
Glazed cherry wood interior cabinets
Glazed bathroom cabinets with white chocolate
Combo washer/dryer with OH storage

MEASUREMENTS

Wheelbase – 276"
Overall length – 40' 4"
Overall height with roof air – 12' 7"
Interior height – 84"
Overall width – 101"
Interior width – 96"

WEIGHTS & CAPACITIES

GVWR – 37,600 lb.
Front GAWR – 15,600 lb.
Rear GAWR – 22,000 lb.
GCWR – 52,600 lb.
UVW – 33,400 lb.
CCC – 4,200 lb.
Trailer hitch capacity – 15,000 lb.

POWER TRAIN

Engine – Cummins ISL 8.9-liter 450-hp electronic diesel
Torque – 1,250 lb.-ft. @ 1,400 rpm
Transmission – Allison electronic 3000 MH 6-speed automatic with 2 overdrives
Tire Size – 295/80R 22.5 XZA2 LRH
Alternator – Leece-Neville 170 amps

CHASSIS

Frame – Powerglide™ chassis
Frame design – Raised rail
Anti-locking braking system – (front) Bendix ADB225 17" vented air disc (rear) Bendix/Spicer 16.5" x 7" drum
Suspension (front) – ZF-RL80 15.6K custom tuned (air)
Suspension (rear) – Tuthill RD 2300 custom tuned (air)
Shock absorbers – Sachs (front), Bilstein (rear) custom tuned
Leveling jacks – HWH hydraulic

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 with full body paint

ACCOMMODATIONS

Sleeps – Four adults
Fuel tank – 150 gallons
Freshwater – 90 gallons
Black water – 50 gallons
Grey water – 70 gallons
LPG tank – (35 gallons; can be filled to 80% capacity)

MSRP*

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

UVW

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

DEALERS

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

PLEASE NOTE

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

Interviews from Georgia, Nova Scotia, and South Carolina



Rick & Gini Davis

Hometown: Las Cruces, New Mexico
Interviewed in Savannah, Georgia

- Rick & Gini own a 2012 Allegro 34TGA on a Ford chassis with the V10 Triton engine.
- They've been married 49 yrs.; have 3 children; 4 grandchildren; and 1 great-grandchild. Stacey has 1 child & lives in Powell Butte, OR; Brian has 3 children and lives in Crane, TX; and Trisha lives in Portland, OR.
- They have owned 3 RVs since 1994. This is their 1st Tiffin coach – they've traveled 11,000 mi. in 12 states – & Rick does all the driving.
- Bucket list: New England & Key West, FL.
- Recently, while in Kemmerer, WY, they dug for 60 million-year-old fish fossils & found it exciting to be the first to see the fossils!
- Rick enjoys exploring. His favorite area is the West for the peaceful roads and the vistas.
- Gini would enjoy repeating everywhere they have already been. Her favorite area always is wherever they currently are!
- They're half-timers and travel May thru Oct.
- Rick had a 22-year career with a county run sewerage agency and retired in 2005.
- Gini was VP of Operations for a Credit Union and retired in 2005 after 27 years.
- His hobbies are travel and photography; her hobby is scrapbooking; & now they both play with their newest purchase – a metal detector.
- Rick & Gini are proud members of GPAA (Gold Prospectors Association of America) & enjoy prospecting in Oregon and California.



Rene & Mary Langlois

Hometown: Orange, California
Interviewed in Canada – Halifax, Nova Scotia

- Rene and Mary own a 40 foot 1996 Allegro Bus with a Cummins 300 on a Freightliner Chassis.
- They have been married 9 years and have a blended family of 5 children & 9 grandchildren. Sheryl has 3 children and lives in Glendora, CA; Ben has 1 child and lives in Norco, CA; Tim has 3 children and lives in Upland, CA; Aaron lives in Anaheim, CA; and Amy has 2 children and lives in Corona, CA.
- They began camping in 1971 for the 'freedom.'
- Rene & Mary have owned 5 RVs; in 2005 they became 2nd owners of this coach w/32,000 miles. Current mileage is 108,500; they've driven in all of the lower 48 states, and in all but one of the Canadian Provinces – Newfoundland!
- Rene's brother & sister-in-law traveled 3,800 mi. along the Trans-Canada Highway with them & their next stop is Nova Scotia's Bay of Fundy.
- Rene prefers driving 250 miles a day and does 100% of the driving. They travel 3 mo. each yr.
- Rene & Mary particularly enjoy visiting the state of Oregon & the province of Alberta, Canada.
- Bucket list: Alaska & a return trip to Wisconsin.
- Rene had a 20 yr. automotive career; 18 years in oil field manufacturing equip; & retired in 2003.
- His hobbies: sand dune buggy trips, fishing & playing cards.
- Mary worked 20 years for a wire rope company and retired in 2005.
- Her hobbies: playing cards and fishing.



Dennis & Judy Prentice

Hometown: They've been full timing for 10 yrs.
Interviewed in Charleston, South Carolina

- Dennis & Judy own a 2005 Phaeton 40QDH with a Caterpillar 350 on a Freightliner chassis.
- They have a 27 yr. blended family – 5 children; 14 grandchildren; and 2 great-grandchildren. Timothy lives in Phoenix, AZ & has 6 children; Pam has 2 children and also lives in Phoenix; Paula lives in Charlotte, NC & has 2 children; Wendy has 2 children & lives in Chandler, AZ; Anna lives in Casa Grande, AZ – has 2 children and 2 grandchildren.
- Their 7-year-old cat 'Sox' travels with them.
- Dennis served in the Navy /2 tours in Vietnam.
- Began RVing in 1983 – and full timing in 2004.
- Dennis & Judy have owned 3 RVs – the 2nd was a 2001 Allegro Bus; and Dennis has driven this 2005 Phaeton 100% of the time, 33,000 miles, and they've traveled in 44 of the lower 48 states.
- Dennis & Judy have been Ambassadors for Camping World and Good Sam for 3 years.
- They've work-camped at Disney World, FL & Carowinds Amusement Park in Charlotte, NC.
- Bucket list for Dennis: playing the top 100 golf courses rated in Golf Digest; and Judy enjoys casinos & the great RV Parks in Pahrump, NV.
- Dennis was a fireman, flight paramedic, rotary wing flight base manager; he retired in 2004.
- Judy was a hospital nutritionist and director – she retired in 2003 after a 30-year career.
- D's hobbies: golf & fishing. J's: cooking & collecting recipes. Both enjoy walking beaches.

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



Walking, the Practical Exercise

by Sylvia Tarnuzzer

Activity is very important to the process of losing weight because activity causes your body to burn more calories. Fat is burned from the body when cells oxidize to release energy used during exercise or movement. When exercise is done slowly to moderately, the majority of energy is taken from stored fat.

The loss of fat comes from fat cells all over the body, not from any one specific area, so spot reduction is not possible without a more individualized exercise. The main objective of this article is to show you the quickest and safest way to lose fat from the body as a whole.

The key to burning off the maximum amount of fat is long-term *consistency*, not intensity. It doesn't matter if you run a mile, jog a mile, or walk a mile, you will burn exactly the same amount of calories.

The best exercise by far, for the purpose of fat loss, is fast walking, either indoors on the treadmill or outside while enjoying nature. What many don't know is that walking produces a greater percentage of fat loss compared to jogging or running. Walk or exercise until you are mildly puffing and hold that rate for an allotted time. If your activity leaves you panting or breathless, you are working too hard, and your energy is coming from your carbohydrate reserves and not from your fat stores.

Research shows that regular, brisk

walking is one of the best exercises we can do for overall fitness. It suits people of all ages and fitness levels, it's easy to get started, and there's no complicated technique to learn or equipment to buy.

Walking is an excellent way to get fit because it uses nearly all the muscles and, since you have to carry your own body weight, you will get a good workout from it. Because it is low-impact, it is also safer on the joints and the back than most other forms of exercise.

Studies have shown that taking a daily 20-minute walk can reduce the risk of heart attack by as much as 50 per cent, and can also reduce high blood pressure. Walking and other weight bearing exercise (strength training) will also increase bone mass, which helps protect against osteoporosis and bone fractures. In the first two weeks as you begin your walking program, go for a 20-minute walk every other day. Set a goal of five 20-minute walks per week, totaling 100 minutes a week. Once you get used to the regular exercise, increase your walking time to 40 minutes five times a week. Try to gradually increase your time to walking every day for 40 minutes or even an hour. Remember the more you walk, the more fat you will burn.

The best pace for fitness training will make you slightly breathless, but you should still be comfortable and able to

carry on a conversation. As you get more fit, you'll want to stretch a little harder to keep your heart rate up. Try lengthening your strides and increasing your pace. Keep your shoulders back, your chest lifted and your tummy pulled in when you walk. Hold your head up for open, easy breathing.

Here are some practical tips for a healthy walking routine:

- ◆ If you are feeling stressed, try counting your steps repeatedly from one to ten as you walk. This helps some people achieve a meditative effect and can be a great tension reliever when practiced for a full 40 minutes.

- ◆ Time yourself, measure the distance, or increase the gradient to make the workout more challenging. Drink plenty of water during and after your walk to keep yourself hydrated.

- ◆ Make safety your first consideration. Don't walk after dark except in well-lit, busy places. Start the walk slowly, and then gradually increase the pace.

- ◆ In all your daily activities, try to move, move, move. Try parking the car further away from your destination so you can walk the extra distance and take the stairs when possible. These actions will help burn that extra body fat from your frame.

You also need to know that your shoes

Editor's Note: Is it possible to stay healthy while traveling in a motorhome or RV? The answer is absolutely YES with some good advice from a fellow Tiffin owner Sylvia Tarnuzzer, founder of RVHealthy, Inc. Sylvia is a Certified Health Coach who understands our traveling lifestyle and offers great advice on her website, www.rvhealthy.com, as well as in her weekly episodes on RVNN.TV.

play an important role in a healthy walking regime. Shoes should be comfortable and supportive as a poor fit can lead to a serious injury. Shoes need to be secure across the instep and the heel, and you should be able to easily wiggle your toes. It's important to keep your "feet-health" in check.

Good shoes are necessary for a healthy and active lifestyle, but keeping yourself accountable is paramount to a successful exercise program. One of my favorite ways to hold myself accountable to getting in my daily steps is my FitBit.™ My husband and I can't go a day without wearing our FitBits and even panic now if we leave them behind. This little gadget actually motivates you to stay active and helps you get in a few more steps if you fall short one day. There are a few different FitBit products. We use "The One" which is an activity and sleep tracker. During the day this fun little gadget tracks your steps, distance, calories burned and stairs climbed. At night, it measures your sleep quality and helps you

learn how to sleep better and wakes you in the morning. If you have a smart phone, check out the exercise apps available. One in particular is RunKeeper. It uses the GPS in your iPhone to track your runs, walks, bike rides, and hikes. There are many different fitness and walking gadgets to choose from. The best one for you is the one that *motivates you to move more.*

Motivation can be the real difference between wanting to complete, and actually completing, an activity. An article in the journal of the American College of Sports Medicine reported that wearing a walking pedometer or something like my favorite FitBit™ will inspire you to get in more steps daily. Volunteers who were given pedometers on average took 1,500 more steps per day within the first week of wearing them. It can also be fun to see how many steps you take with just your normal day-to-day activities. Those who are more sedentary will see just how little they may be moving. Experts report you need 10,000 steps a day for good health,



and many studies find that men need a couple thousand more just to keep their weight in check. What better way to keep active than with a fun tool (toy) to keep us on task for optimal health! **RIS**



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DOING DALLAS TODAY

New World-Class Attractions Explore History, Nature, Science, and Culture



If you haven't "done Dallas" recently, this may be a good year to see what's new in the "Big D." Attractions that have fascinated visitors for years remain, some of them much improved, but this is about venues added in the heart of the city in the last five years. Places where you can:

- ◆ Sit in an authentic replica of the oval office, look over documents, artifacts and historical videos, and go interactive to get a feel for how it is to be president of the United States at the George W. Bush Library and Museum opened to the public May 1, 2013.

- ◆ Explore pre-historic times or learn how science and technology has developed and promises healthier and better economic times ahead at the "world of wonder" \$185-million Perot Museum of Nature and Science, opened December 1, 2012.

- ◆ Enjoy some of the world's great art (Monet and Van Gogh, among others) and cultural exhibits in the 68-acre Dallas Arts District, created in 2009. Anchored by the acclaimed Dallas Museum of Art, it encompasses also a 5.2-acre "green deck park" built over a freeway and opened October 29, 2012.

George W. Bush Library and Museum.

Awesome hardly describes all that's housed in this \$250 million, three-story, 226,000-square-foot red brick and limestone building located on 23 acres at the entrance to Southern Methodist University, approximately five miles north of downtown.

More than 70 million pages of paper records and 43,000 artifacts document decisions and events of the Bush presidency. Artifacts include the bullhorn President Bush used to speak to first responders working at ground zero at the site of the collapsed World Trade Center on 9-11-01 and a massive piece of steel from the Center.

Eighty terabytes of electronic information that include a billion pages of e-mails and four million digital photographs make this the largest electronic records collection in any of the 13 presidential libraries administered by the National Archives and Records Administration (NARA). Almost 50,000 audio and videotapes are housed here.

All this can be a bit overwhelming but guides and a one-of-a-kind 20-foot-tall, 360-degree high-definition video wall in "Freedom Hall" orients you to permanent and temporary exhibits. The largest LED projector in existence simultaneously lights up screens on all four walls with changing scenes and landscapes of the Texas that's home to George and Laura Bush.

Text and photography by Norman Spray

Inside the museum, display designs, videos, and interactive exhibits help you understand critical policy issues, how the government works, and the principles that guided President Bush during his administration.

Interactive features in a *Decision Points Theater* take you “inside” the decision-making process and policies followed during the Bush administration. You and others in the room sit at computer-like monitors facing a large screen. At your console, you can designate one of four Bush-era crises that most interest you, including: (a) 9–11; (b) the Saddam Hussein/Iraq/WMD events; (c) the “surge” war on terror; and (d) the response to Hurricane Katrina.

Next you call up “advisors” who deliver the same data they presented President Bush when he faced these crises. You “vote” on whether you agree or disagree with the data given. At the end, you are given options that Bush considered in response to these crises. At your console, you enter the option you would have taken had you been president at that time. Next President Bush comes on the large screen, explains which option he chose, and why. The aim is to inform, to stimulate discussion, and let you “participate” in the extraordinary time of Bush’s service.

A full-scale replica of the Oval office in the museum is furnished just as the real one was when Bush presided. You can even sit behind a Resolute Desk and have your picture made there. Just outside an exterior door is a Texas Rose Garden duplicating the one that the Bushes enjoyed in Washington.

A 15-acre urban park outside the Center recreates historic native Prairie and Savannah. It includes also a wildflower meadow, a small wet prairie area, and native turf. There are 927 native trees on the grounds, including Pecan, Texas Ash, Shumard Red Oak, Bur Oak, Blackjack Oak, Post Oak, Live Oak, Black Willow, Eve’s Necklace, and Rusty Blackhaw Viburnum, plus 400 transplanted trees and 1900 shrubs.

By law, archived Bush presidential records first became available to the public



Visitors depart the George W. Bush Presidential Center, home of the George W. Bush Library and Museum. This 226,000-square-foot building houses a permanent museum with over 43,000 artifacts, archives containing over 70 million paper records, and 80 terabytes of electronic information documenting events of the Bush administration.

Freedom Hall in the George W. Bush Presidential Center features a one-of-a-kind 360-degree high definition video wall. An LED projector, said to be the largest in existence, simultaneously flashes changing Texas scenes on 20-foot-high screens on all four walls. The ceiling is 67 feet high.

A replica of the Oval Office, furnished as it was during the Bush years, is popular with visitors at the George W. Bush Library and Museum. Visit and you can sit behind the president’s desk.

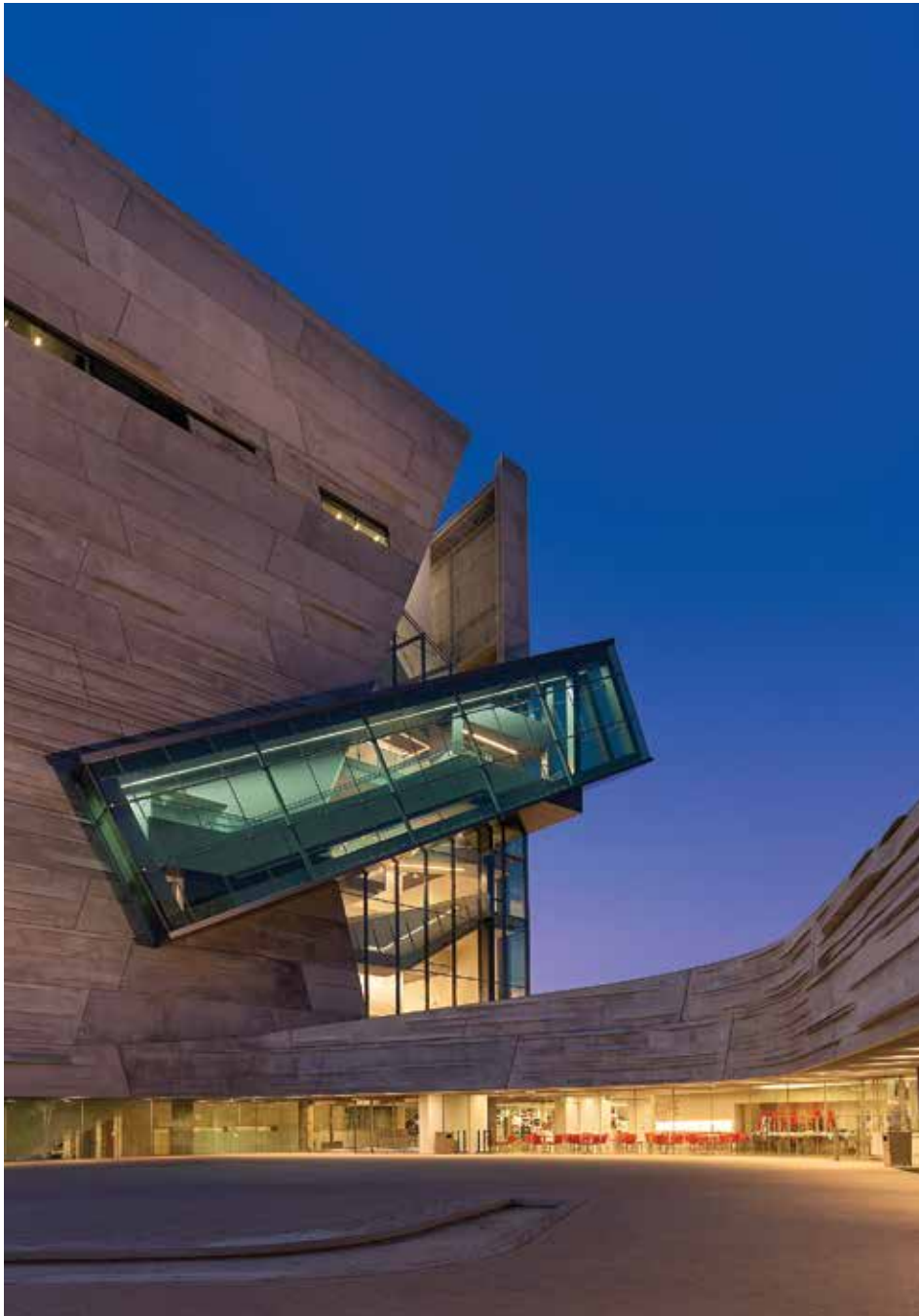
Sculptured statues of ex-presidents Bush, George W. on the left and his father, George H. W. on the right, stand together in a courtyard between wings at the George W. Bush Presidential Center.

in January 2014, five years after he left office. Now anyone can request any of those documents under the Freedom of Information Act. Archivists hope to fill requests within 20 to 30 business days. Before releasing a document, a specialist must read it line by line to redact any information deemed a threat to national security.

The Bush Presidential Center houses both the library and museum, administered by NARA, and the George W. Bush Institute, a public policy organization with a mission to advance freedom by expanding opportunities for individuals at home and across the globe. Its programs are based on principles the Bushes espouse: freedom is a universal human desire; free enterprise is

the engine of economic prosperity; education is the foundation of a successful life; and every human life is precious. Ongoing Institute programs promote education reform, economic growth, global health, human freedom, help for Middle Eastern women, and support for post-9/11 veterans. The facilities, including a 360-seat auditorium, can be rented for private events.

The George W. Bush Presidential Center is open Monday–Saturday, 9:00 a.m. to 5:00 p.m. and 12 noon to 5:00 p.m. on Sundays. Adults, \$16; seniors, \$13; youth (13–17), \$14; youth (5–12), \$10. Address: 2943 SMU Boulevard, Dallas, TX 75205. 214-346-1650. georgewbushlibrary.smu.edu/ or gwbush.library@nara.gov



The Perot Museum of Nature and Science.

This 180,000-square-foot museum lets you not only see but experience wonders of nature and science. Here you can live through a simulated earthquake and tornado, take a 3D-animated flight through the solar system, build a robot or a skyscraper or crane your neck to eye a massive 85-foot skeletal model of an Alamosaurus that lived hundreds of millions of years ago. Interactive features and amazing table-top landscapes and computer generated “flyovers” bring to life amazing exhibits designed to “inspire minds through nature and science.”

The focus is on earth and space sciences, life and natural sciences, chemistry, physical sciences and engineering. The museum, named for Ross Perot and wife Margo, will inspire a new generation of engineers and scientists, Ross Perot said at the ceremony opening the facility. “This will get them to dream,” said Perot, who made a fortune with computer technology. “In our country, you can dream and make the dream come true. I hope it will inspire young people to reach for the stars as I was able to do.”

Young or old, you’re sure to find the time you spend here fascinating, starting with the building itself. It looks like a huge cube, standing 170 feet high, floating over a landscaped base within 4.7 acres. An anomaly that immediately catches the eye is a 54-foot continuous flow escalator in a 150-foot glass “tube,” part of which extends outside the building.

Inside, 11 permanent exhibit halls

cover five floors accessible by escalators, glass elevators, and stairs. There are workshops, an education wing with six learning labs, and a 298-seat multi-media cinema equipped with 4K digital projection.

The scope and quality of exhibits and hands-on interaction technology both around and educate. Examples:

In the *“Being Human Hall,”* you can mimic instructors in hip-hop dance, basketball or tai chi, and see your movements projected next to theirs. You can test a prosthetic hand, record your own heart beat, study cross sections of human bodies and human tissue samples, and use your mind to “toss a ping pong ball.”

In the *Texas Instruments Engineering and Innovation Hall*, “build” a robot to learn how machines follow programmed instructions, construct an earthquake-resistant skyscraper, and learn about transistor and integrated circuitry discoveries that impact today’s technology.

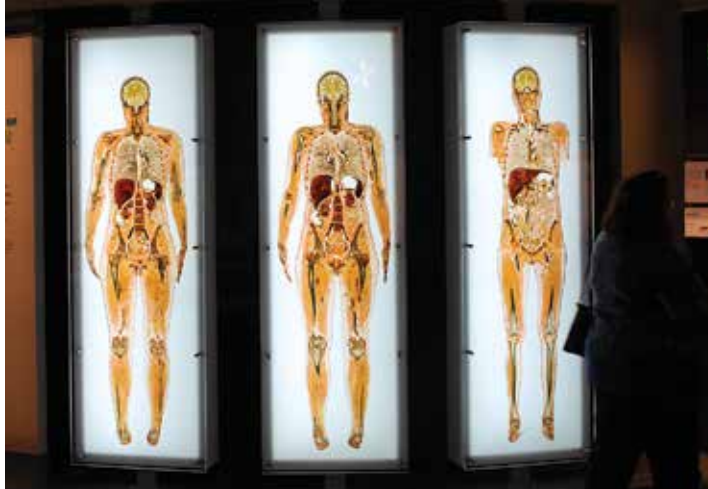
In *Rees-Jones Foundation Dynamic Earth Hall*, stand on a shake table simulator to feel an “earthquake,” be buffeted by a tornado simulator, and view footage of real Texas tornadoes and hurricanes.

In *Tom Hunt Energy Hall*, “shrink down” to travel via computer “virtual” technique through a 9,000-foot gas well shaft less than a foot wide to learn how “fracking” and horizontal drilling works; and get up-to-date information on alternative energy sources.

In *T. Boone Pickens Life Then and Now* displays, follow the evolution of life over four billion years; the migration across the Bering Strait from Siberia to Alaska via a land bridge; view an 85-foot model of an alamosaurus and an actual skeleton; see a 35-foot model of a malawisaurus; and see the new species pachyrhinosaurus perotorum discovered in Alaska by the museum’s own Dr. Anthony Fiorillo and named in honor of the Perot family.

In *Expanding Universe Hall*, experience the Big Bang and fly through Earth’s solar system via high definition screens.

In addition, there’s the Moody Family Children’s Museum for learning and play and a Sports Hall that includes a 55-foot interactive video exhibit where you can



In the Being Human Hall at the Perot Museum, visitors can study cross sections of the human anatomy.



This 85-foot model of an alamosaurus skeleton is a stand-out feature of the T. Boone Pickens Life Then and Now Hall at the Perot Museum.



Visitors to the Perot Museum’s Expanding Universe Hall get a 3D-animated “ride” through the universe in the “space ship/theater” shown here.



Another eye-catcher in the Lyda Hill Gems and Minerals Hall at the Perot Museum is this grape jelly geode display.

race and/or compare football throws, soccer kicks or other skills with noted athletes. Kids can try to outrun a 3D life-size tyranosaurus rex or a cheetah.

The Perot Museum is open every day year-round 10 a.m. to 5 p.m. Monday–Saturday and noon to 5 p.m. on Sundays, with the exception of Thanksgiving and Christmas, plus an early 3

p.m. closing on both Christmas and New Year’s Eve. Tickets: Adults (18-64), \$15; seniors (65+) and youth (12-17), \$12; and children (2-11), \$10. Address: 2201 N. Field Street, Dallas, TX 75201-1704. 214-428-5555. info@perotmuseum.org; perot-museum.org



Dallas Arts District

Within 19 contiguous blocks in the heart of downtown Dallas, you can stroll by more than 20 of the city’s major cultural institutions, including nationally-recognized museums and world class performing arts venues. “Stakeholders” in the area include high-rise office towers, corporate headquarters, restaurants, churches, residences, and an arts magnet high school.

It’s the largest arts district in the nation with range and depth that make it a unique cornerstone and catalyst for creative vitality. It’s hard to know what may be offered on the days you visit at performing arts venues like, to name a few, the Dallas Opera, Dallas Symphony Orchestra, Texas Ballet Theater, Orchestra of New Spain, or Dallas Black Dance Theatre. Museums and the unusual Klyde Warren Park, however, are open most hours on most days. Among them:

Dallas Museum of Art. This 370,000-square-foot facility ranks among the country’s leading art institutions, distinguished by a global collection containing over 22,000 works spanning



5,000 years of human creativity. Four levels include a gallery for special exhibitions, a sculpture garden, and contemporary art. A second level gallery for Ancient European and Mediterranean painting and sculpture features originals by Monet, van Gogh, Degas, Cezanne, and Vuillard as well as later works by Picasso, Giacometti, Leger, and Mondrian.

Other galleries focus on the arts of Africa, Asia, and the Pacific Islands; the Wendy and Emery Reves collection of works of Renoir, van Gogh, Pissarro, Cezanne, and Redon, and unique French Riviera decorative arts; Ancient American Art from Peru, Colombia, Guatemala, Mexico, and the southwestern United States; and Arts of the Americas displaying works by, among others, Church, Sargent, Hopper, Benton, O’Keeffe, and Wyeth plus many decorative arts pieces.

Dallas Museum of Art is closed Mondays, Thanksgiving, Christmas and New Year’s days; open Tuesdays through Sundays 11:00 a.m. to 5:00 p.m.; Thursdays 11:00 a.m. to 9:00 p.m.; and 11:00 a.m. to midnight third Fridays of every month excluding December. Address: 1717 North Harwood, Dallas, TX 75201. 214-922-1200. DMA.org.

Nasher Sculpture Center. One of few institutions anywhere devoted to the exhibition, study, and preservation of modern sculpture, the Raymond and Patsy Nasher Collection numbers more than 300 sculptures you can view in both an elegant, light-filled, 55,000-square-foot atrium and in a spacious outdoor garden.

Included are works by most all the great masters of modern sculpture and many by living and younger artists. Artists like Matisse, Picasso, Smith, Raymond Duchamp-Villon, Moore, Miro, and Giacometti are represented by numerous pieces done

From left: Metal sculpture adorns lawn near south (Ross Avenue) entrance to the 370,000-square-foot Dallas Museum of Art. The museum collection of 24,000 works spans more than 5,000 years of human creativity. Past masters including Monet and van Gogh and many later artists, Picasso among them, are represented.

♦ Hanging and decorative art pieces are displayed on four levels in the spacious Dallas Museum of Art. These photos appear in the fourth-floor “Arts of the Americas” exhibits. Shown in the right foreground is the 1925 painting, *The Fish and the Man* by Charles Webster Hawthorne (1872-1930), known for portraits of Cape Cod

working folk. The lady pictured on the back wall at right was Dorothy Quincy Roosevelt, first cousin of President Teddy Roosevelt. It is the work of John White Alexander (1856-1915). ♦ Among decorative art in the Arts of the America’s gallery is a 13-foot tall bed with a history (in room in background). Built by Crawford Riddell of Philadelphia,

it was ordered by friends to go to the White House with Henry Clay in 1894. That fell through when Clay, an odds-on favorite, was not voted into the presidency. The bed was returned to Riddell and later bought by Daniel Turnbull, a well-heeled Louisiana planter, to grace the Rosewood Plantation, which it did for many years. ♦ European paint-

ings and sculptures are displayed on the second level at the Dallas Museum of Art. Shown below at left is the 1775 painting, *A Mountain Landscape with an Approaching Storm* by Antonio Canova Victory. The floral hanging now is off-view but the 1750 painting at right, *The Abduction of Europa*, by Jean Baptiste Marie Pierre, still hangs.



PHOTO COURTESY OF THE DALLAS MUSEUM OF ART

at different times in their careers. Some of the oldest sculptures displayed are by Jean Arp, Henry Moore, Barbara Hepworth, Joan Miro, Alexander Calder, and Isamu Noguchi.

A café overlooks fountains and the garden. Admission is free. The Center is open every day except Monday 11 a.m. to 5 p.m.

It is closed every Monday, Thanksgiving, Christmas Eve, Christmas Day, and New Year’s Day. 2001 Flora Street, Dallas, TX, 75201. 214-242-5100. nashersculpturecenter.org

Klyde Warren Park. Built when there was no room to build anything else, this unique “deck park” could be called a green

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A popular relaxing place in the heart of the Dallas Art District is Klyde Warren Park, pictured here. People who work in surrounding buildings and Art District visitors alike rest, walk, exercise, jog, or eat at tables. At lunch time, food trucks line the street at right. This 5.2-acre park, little more than a year old, exists where there was no place to build a park. Founders created a place by building a "deck" over the recessed Woodall Rogers Freeway which carries heavy traffic beneath those enjoying good weather here.



China Porsche "sculpture" captures attention of visitors during Chinese New Year observance at the Trammell and Margaret Crow Collection of Asian Art center in the Dallas Arts District. One of few museums dedicated solely to the arts of Asia, the Crow museum displays over 5,000 pieces.



Crow Collection Photo Curator Dr. Karin Oen leads Ai WeiWei Circle of Animals/Zodiac Heads Collection at the Trammell and Margaret Crow Collection of Asian Art museum in the Dallas Arts District.

PHOTO COURTESY OF TRAMMELL AND MARGARET CROW COLLECTION OF ASIAN ART

PHOTO COURTESY OF TRAMMELL AND MARGARET CROW COLLECTION OF ASIAN ART

“front door” to the Dallas Arts District. Founders created space for it by building a 5.2-acre “deck” over the recessed Woodall Rodgers Freeway. That “deck” is now covered by a landscaped park easily reached by foot, trolley, and bicycle, providing Dallas a more walkable city center.

On nice-weather days, people who work in nearby skyscrapers join Arts District visitors for lunch at tables in the park, choosing fare from the park’s Savor and Relish restaurant or the many, many (as in *many*) food trucks that line streets beside the park offering everything from pizza to barbecue to gourmet steaks and seafood. You can stretch your legs on walking trails or even take Fido to a dog park. There’s playground equipment for the kids. Thursday night concerts are free and there’s no charge for public programs like book signings. Learn about activities by calling 214-716-4500 or via internet: info@theparkdallas.org. 1909 Woodall Rodgers Freeway, Dallas, TX 75201.

Trammell and Margaret Crow Collection of Asian Art. More than 5,000 art pieces from China, Japan, India, and Southeastern Asia make up this collection, displayed in a serene setting for quiet reflection in the Arts District. One of few museums dedicated solely to the arts of Asia, its mission is to bridge gaps between Eastern and Western cultures.

Art in the permanent Crow collection ranges from ancient (3500 B.C.) to contemporary, from Qing jades to Buddhist sculpture to Japanese crystal spheres and screen paintings to monumental Mughal-style architectural works.


Surrounding the museum building is the Crow Collection of Asian Art Sculpture Garden opened in late 2013 that is accessible to the public at all hours from four surrounding streets. In the garden are 15 contemporary and historical sculptures from Japan, Korea, India, Indonesia, and China. Historic works here include the *clapper-less bell* and the *Lantern* from the Edo period in Japan; the *Confucian Tomb Guardians* from Korea’s Joseon period; the *Deified Laozi* from China’s Ming dynasty; and the *Makara*, from Indonesia’s Sailendra dynasty in the ninth

century. *Shi of East and West* by Qin Feng, commissioned in 2011, adorns elevated platforms and both corners of the Ross Avenue entrance to the museum.

Admission is free. The museum is closed on Mondays; open 10 a.m. to 9 p.m. Tuesdays–Thursdays; 10 a.m. to 6 p.m. Fridays; noon to 6 p.m. Sundays. 2010 Flora Street, Dallas, TX 75201. 214-979-6430. crowcollection.org

Many other attractions, some of them also recently-added, make Dallas a popular destination. Downtown there’s the Sixth Floor Museum at the old Texas School Book Depository, the place from which Oswald assassinated President Kennedy; Pioneer Plaza where the world’s largest bronze monument features three cowboys herding Longhorns; and the 560-foot tall Reunion Tower.

But not to be missed in the Dallas area if you are planning to stay several days: The 106-acre Dallas Zoo; the Dallas World Aquarium and Zoological Gardens; the nationally-acclaimed 66-acre Dallas Arboretum and Botanical Gardens along the shores of White Rock Lake; and Southfork Ranch; the spread where the fictional J.R. and the Ewings were filmed.

If planning a visit, the Dallas Convention and Visitors Center is the best place for information. By mail, phone, or internet, they’ll supply a Visitor’s Guide. 100 S. Houston St., Dallas, TX 785202. 214-571-1300. visitdallas.com 

A candid evaluation of three area campgrounds offered by Dale Cathy, a Fort Worth area resident whom the editor has known for over 50 years:

- The Vineyards Campground on Lake Grapevine. Beautiful park, all sites have a view of Lake Grapevine, full service, concrete pads, close to a lot of good restaurants and things to do. This would be the only campground in the Fort Worth area where I’d stay for more than 2 days.

- In Benbrook, the Holiday Park Corps of Engineers campground has 50-amp service, water, but no sewer. They do have a dump station. It is situated right on Lake Benbrook, level asphalt pads, \$15.00 a night.

- I’ve saved the best for last. If I were coming to Dallas/Fort Worth for a week or two to see the sights, I would stay in Canton, Texas at the Mill Creek Ranch RV and Cottage Resort. Reasonable rates, plenty of grass, concrete pads, full service. Now then, you’re 50 miles east of Dallas and with I-20 two miles away, you can be there in less than an hour. Trust me, you’ll be glad you did. If they were full, then the Vineyards would be my next choice but they’re a little pricey.



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Jeff Margush

INDUSTRIAL DESIGNER

Spring Grove, Pennsylvania, is a long way from the centers of American industry where automotive design is a practiced art form. Nevertheless, Jeff Margush, even from his middle school years, was fascinated by automobiles and knew in his early teens that he wanted to be an automotive designer.



For the last five years, Jeff has been designing the front and rear caps, fender skirts, and dash assemblies for Tiffin's six brands. "My first car was a Porsche 924. I did all of the maintenance on it," Jeff began. "My family has driven Volvos since before I was born, and we did all of the engine, body, and maintenance work ourselves. We were really into cars and often went to the sports car races during the summer." Those experiences pushed him closer to his real interest — automotive design.

Drawing and sculpture are the primary skills that an automotive designer must master. "I took all of the art classes that were offered at Spring Grove High School," Jeff continued. "Our art teacher invited recruiters from several colleges to come and visit with us. But at that time, there were really just two colleges for automotive design in the U.S. that produced students who got the prime jobs with the auto manufacturers."

The Art Center College of Design in Pasadena, California, and the College for Creative Studies in Detroit both have stellar faculties and very limited enrollments. In transportation, automotive, and product design, the faculties at both colleges have résumés listing distinguished accomplishments, all of which fall under a general category designated as industrial design.

"An industrial designer is able to design 3-dimensional objects as well as create 2-dimensional graphic designs," Jeff explained. "Both are necessary to the creation of a new product of any kind. In industrial design, you have painting (2-D) and sculpture (3-D) on one end of the spectrum and on the other end you have engineering. The industrial designer works be-

tween both ends of the spectrum. Some days he is a painter and some days he is an engineer."

The designer's creation is useless if it is too complicated to be manufactured.

"For example, early sketches of a new front cap are fine art oriented," Jeff said, "but a lot of engineering has to be injected into the process to assure the 3-dimensional cap will align perfectly with the A-pillars, sidewalls, and roof."

Jeff was admitted to the College for Creative Studies in Detroit in the fall of 1989 in a class of 60 students in the industrial design program. Since most students in the ID classes focused on automotive design, the program was endowed by the Detroit auto manufacturers. And not unexpectedly, many of the students were children of auto designers. To Jeff's disappointment, the class was cut to 30 students after his first year. The students with a bit of a head start from parents who worked in the industry or attended art high schools made the cut leaving the rest of the class to pursue transferring to other colleges.

For the next two years, Jeff continued to study industrial art at the Columbus College of Art and Design in Columbus, Ohio. Although the school did not have an automotive design program, his coursework did focus on research, and 2-D and 3-D visualization that involved drawing and modeling. For the completion of his bachelor's degree, he transferred to the Cleveland Institute of Art which had added to their ID program offerings an up and coming program in automotive design.

Holidays and summers were spent nurturing a relationship with Cheryl Myers that had begun at Spring Grove High School. Cheryl had elected to attend college much closer to home in

Text and photography by Fred Thompson



Elizabethtown, less than 30 miles from Spring Grove as the crow flies.

Cheryl earned a B.S. degree in business administration in 1993 and the couple married that summer. After two years in Cleveland, as graduation was nearing for Jeff, the couple was expecting their first child, Mikaela. Job searches led Jeff to Paramount Plastics in Elkhart, Indiana, in the heart of one of the country's RV manufacturing centers. The company had placed

Above: Jeff and Cheryl enjoy the bright afternoon sun on February 19 that followed a six-inch snowfall the night before. ♦ Summers in Northern Indiana usually produce lush, green lawns. The Margushes took advantage of a pleasant summer day for a family picture. L-to-R, Mikaela, Abigail, Cheryl, Jayson, Jeff.



an ad for an interior automotive designer. Rex Lim, the president and CEO, offered him the position, he accepted, and Jeff's future was cast with the RV and specialty vehicle industry.

Paramount produces many parts for the Class A manufacturing plants in Elkhart and the surrounding towns. After 15 months with Paramount, Ron Stichter at Newmar Motorhomes became aware of Jeff's design talent and offered him an automotive design position. Jeff's career took off as he began to design front and rear caps, related exterior parts, and dashes, the latter being the most challenging of his assignments.

As Jeff was enjoying job growth and new responsibilities at Newmar, the couple's second child, Abigail, was born in 1998. Three years later they added Jayson to the family. This year Mikaela is a freshman at a cosmetology college in Chicago. Abigail is a high school freshman and Jayson is in seventh grade.

After spending 11 years at Newmar, Jeff saw his future in jeopardy as the Great Recession hit Elkhart like a bomb in 2008. The RV industrial complexes became ghost towns in a few months. Jeff was furloughed several times. Ironically, it turned out that during those difficult months Tiffin Motorhomes began a search for an industrial designer. TMH had been outsourcing to a freelance designer and wanted to bring the work in-house.

While on a business trip to the Elkhart area, Van Tiffin, director of the company's design and brand development, made a few inquiries with Elkhart vendors about TMH's interest in finding an industrial designer. One of the inquiries resulted in a call to Jeff. Van invited him to Red Bay for an interview in January 2009 which resulted in a job offer.

Having been in the Elkhart area for over 12 years, Jeff and his family were well entrenched with many friends, both theirs and the children's, and with the schools and their church. Jeff's design lab in his basement made working at home very convenient. Altec Engineering, a critically important vendor with a huge CNC-router that makes the one-piece molds for the front and back caps, is located just 15 minutes from Jeff's home. Paramount Plastics manufactures the dash components that Jeff designs, and is also nearby. Jeff wasn't certain that leaving Goshen was the best idea.

A week after the initial phone call, Van called and said, "I forgot to tell you, but you won't have to move to Red Bay. We really think it would be better if you stayed in Goshen and just came to the plant once a month." Jeff, Cheryl, and the children decided that Jeff should accept Tiffin's offer. He began working for TMH in February 2009.

Jeff immediately began work on the front and rear caps of the 2010 Allegro Breeze that would be introduced with great fanfare the week after Thanksgiving at the National RVDA Show in Louisville. That assignment was followed by fresh designs for the front and rear caps of the 2011 Phaeton. Then came the



Above: Jeff visits Altec Engineering in Elkhart regularly to check the master forms which they create from his designs. Here, Jeff checks the master form for the fenders on an Allegro Bus. ♦ The data created from Jeff's design was used to program this enormous CNC-router which is carving a rear cap out of polystyrene. This form is cut 3/8-inch deeper than the finished design, and later coated with a self-hardening polyester. The hardened polyester is then recarved to the accurate dimensions. After several finishing processes, it becomes the master male form for creating the female forms which are sprayed with fiberglass to make the rear caps.

designs for new dashboards for the 2011 Allegro Bus and Zephyr.

Deadlines for front and rear caps and the dashes are always critical since they must be completed and carefully checked by the TMH engineering department well ahead of the model year changeovers that begin in May or June.

For 2012, front and rear caps were designed for the Zephyr, along with a new

dash for the Allegro, Tiffin's only gas-powered coach. Of course, new assignments are endless. In model year 2013, the Allegro Open Road and the Allegro RED received new caps, plus the RED got a new dash. This year the focus was on the Allegro Bus — a new dash and front and rear caps.

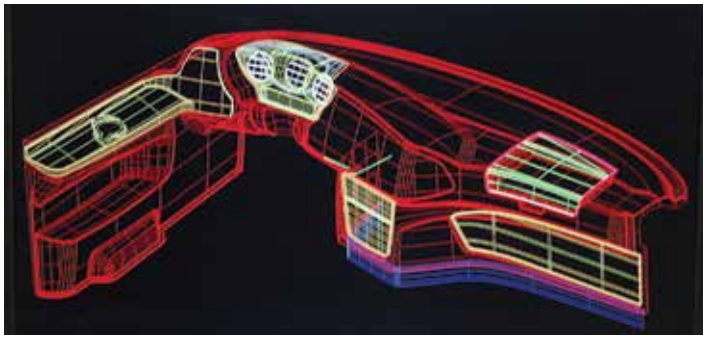
During the design process, Jeff works with Van to select aftermarket stock

headlight and taillight assemblies which must be integrated into the caps overall design

With anticipated marketing secrecy, Jeff could not reveal which brand he is currently working on. Another very interesting phase of his work includes planning for windshield design. "I design the front cap and determine where to stop the edge. Then, Steven Coon designs the sidewalls and with his engineering department determines where the two fiberglass entities will be joined," Jeff explained.

Jeff's front and rear cap designs are converted into digital data and delivered to Altec Engineering, a company that operates one of the largest CNC-routers in the RV industry. Using blocks of polystyrene foam 10 × 48 × 109 inches, technicians glue up a massive block that measures 40–50 inches thick and has a top dimensional size of 109 × 140 inches. Using the digital data, the CNC-router carves the initial male form. The router is programmed to carve the polystyrene form 3/8-inch deeper than the actual finished design. This allows the technicians to apply a self-hardening polyester coat over the polystyrene that is thicker than the 3/8-inch reduction of the first carving. Once the polyester hardens, the router carves the male form again at its correct size. The form is hand sanded, coated with gelcoat, and buffed. From these master forms, Tiffin's fiberglass plant near Iuka, Mississippi, will make female fiberglass molds that can be used repeatedly to form the caps for each specific brand. When the female form begins to show wear, a new one is created from the master male form that was made at Altec Engineering.

After the windshield's perimeters are established within the front cap, Jeff provides the three-dimensional data to the windshield manufacturer in Sandusky, Ohio. "Using a process called 'gravity bending,' the outer and inner pieces of glass are supported by a framing tool that exactly follows the perimeter of the windshield," Jeff said. "The glass is heated to 1100° F. By maintaining a designated



Above: Dashboard designs are complicated by the shapes and curves required to accommodate the instrumentation, as well as the wrap-arounds required for the cockpit itself. The above illustration shows a digital dashboard created from the scans made of a CNC-carved, three-dimensional dash. ♦ The plastic dash below was created for a fishing boat. It is held in place while a CNC-router cuts the holes for controls and instrumentation. A rubber-based material with a textured surface will be vacuum-formed over the plastic shell to create the final product. Tiffin dashboards are manufactured with the same processes.



critical temperature, gravity creates the correct curvature of the windshield. After cooling, a vinyl layer is inserted between the two pieces of glass and an autoclave fuses the sandwich under 185 psi to create the required safety glass.”

Following a process similar to the one used to manufacture the front and rear caps, Jeff creates the dashboards for Tiffin’s six brands. He takes his 3-D design for a dash to Paramount Plastics and other thermoforming vendors who convert the design to digital data that drive a CNC-router. A foam version of the dash is carved in several segments. In the R&D department at Tiffin’s Red Bay facility, a full dash and side panel is assembled in foam and photographic images of the dials and switches are glued in place to provide a realistic appearance.

With a steering wheel and column in place, a driver’s chair is bolted to the mock-up’s platform. After any revisions and a final approval, the mock-up is shipped to the thermoformer for the tooling process to begin. Paramount’s digital scanning department creates a computer model and breaks it apart into pieces that can be formed in plastic. Using large blocks of clear pine, the CNC-router creates an original male form. The wood patterns are good only for prototypes to which adjustments can be

made. Finally, a master fiberglass female form called a “splash,” is created. It is used to make a fiberglass male, which becomes the production tool for vacuum forming the finished dash segments in plastic.

From the digital scanning department, a directive program drives a small CNC-router to make the holes for switches and screws, and to finish the edges of the part. Some parts like the Zephyr dash are then covered in a soft touch vinyl that is vacuum formed onto the ABS plastic substrate.

When asked about his long-term goals as Tiffin’s automotive designer, Jeff offered a thoughtful response. “In each brand, I want to improve the product’s overall design and especially the functionality of the dash and the cockpit,” he said. “It is also very important that we improve the process we use in planning products. I look forward to developing new innovations into both our cap and dash designs.”

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Vacations and Hobbies Keep the Margush Family Engaged in Summer and Winter Activities

Cheryl, Jeff, and the children each year enjoy family vacations, finding activities to enjoy each of the seasons in their state. Favorite destinations include a week at cabins in state parks, the beaches on the eastern shore of Lake Michigan, and skiing in Michigan. Although the winters in northern Indiana can sometimes be harsh, they do not restrict the family's outdoor sports.

Cheryl keeps her schedule full with volunteering at church for

the Mothers of Preschool Students group, planning special events, and making various craft projects.

Jeff's hobby is rooted in his teen years when he learned to work on the family's Volvos. He restored a mid-engine 1974 Porsche 914 that he bought for \$400 from an owner in Peoria, Illinois, in 2001. In the third bay of his three-car garage, Jeff repaired and restored the car to its original state.

"After doing extensive read-

ing and research on this model, I rebuilt the engine," Jeff said, as he showed me the results of hundreds of hours of work. "This was the first time I had ever rebuilt an engine by myself." The restoration also required some welding. When the mechanical work was completed, he painted the Porsche inside his garage.

Jeff enjoys autocross racing which does not put the restored cars on the track at the same time. Each driver runs the pylon-marked course alone, racing against the clock. He races with a Porsche club and also with clubs that welcome different brands. The racing season runs from April through October.



Above: Jeff's restored 1974 Porsche 914 that he drives in autocross racing.

At right: On a family vacation at Crystal Mountain ski resort near Traverse City, Michigan. L-to-R: Jeff, Jayson, Abigail, Mikaela, and Cheryl.



New Advances in Technology for Pets

by Dr. John Pilarczyk

Some of the latest advances in veterinary medicine involve imaging and less invasive treatment for your pet. Magnetic Resonance Imaging (MRI) is being used to make faster and more accurate diagnoses. Currently the MRI is used mostly in neurological cases to pinpoint brain tumors or to locate lesions along the spinal column. The hope for future development is to be able to perform the MRI faster and at a reduced cost so it can be used to diagnose orthopedic conditions such as a torn cruciate, and also in soft tissue to locate tumors with much more precision and at an earlier stage.

Another application of the MRI is to study diseases of the heart. Cost right now is the limiting factor in its use, but as advances are made, hopefully costs will come down. However, if you can diagnose the disease faster and treat it earlier through use of an MRI, then it could be more economical in the long run rather than running other tests and maybe only coming up with possible diagnoses.

Ultrasound has been around for many years but the advancements in this technology now provide veterinarians with 3D and 4D images, making an ultrasound study of the heart more cost effective than using the MRI. Also, with ultrasound, anesthesia is not needed. With ultrasound, heart conditions can be treated using veins and arteries as access to the heart or related areas that may need stents. The repair of mitral valve leaks, which are very common problems in older dogs, may be possible in the future using this technology.

Ultrasound is currently being used to detect pregnancies in dogs with much more accuracy. As the technology becomes more affordable and accessible to veterinarians, these advances can be applied more and more to veterinary medicine, improving the health and longevity of your pet.

Another new technology that is now readily available is laparoscopy. This is the use of a small camera and light source on the end of a tube to visualize inside the abdomen and look at all the organs thru a tiny hole instead of opening up the abdomen with a large incision, thus decreasing healing time. Also, biopsies can be more accurately taken using a laparoscope. Laparoscopes are now being used for spaying a pet, and to visualize the knee joint for repair of cruciate and meniscal ruptures. Even gall stone removal and removal of the gall bladder can be performed

Just a reminder, Spring and Summer is upon us and mosquitoes will be in full force. Make sure your pet is on heartworm preventive and flea and tick control as you travel this nation of ours.

with the use of the laparoscope.

Those of you who have purebred pets already know your pet's lineage. Through the use of blood or hair samples, the exact heredity of pets of mixed lineage can now be determined by using DNA, a technology typically seen in use at crime scenes.

Everyone is familiar with the medical use of lasers. Laser technology has improved tremendously and is now readily available. It offers less pain, faster healing, and minimal blood loss.

As the costs have come down, the veterinary field has been able to take advantage of advancements in human medicine to improve medical treatment of pets.

Happy Travels,
John & Kay

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



RV World of Georgia

A GROWING DEALERSHIP IN THE NINTH LARGEST U.S. MARKET

They have almost grown accustomed to the question: “Why has RV World of Georgia been so successful? You started at the beginning of the Great Recession in Buford and you’ve been profitable every year since.” Buford, Georgia, is a suburban town on the northeast side of Atlanta.

“There are several answers to that question,” Mark Derrick began. He and David Daniel are the owners of the company. “My business philosophy goes back 30 years, and I could probably list the Top Ten answers, to play Dave Letterman’s game. But I’ll skip 10 through 2 and cut to the chase,” he laughed. “We believe the overall experience at RV World of Georgia is unique. As the company’s owners, David and I place our employees *first*, and that’s to empower our employees and give them the confidence to place our customers *first*. It’s a great business philosophy and it works. We’re not perfect, but our approach is making a lot of satisfied RV owners.

“When owners do a good job of taking care of their employees by providing good training, an incentive pay plan, and a good work environment, the result will be a great family of friends who look forward to coming to work and providing the best possible customer experience,” Derrick said. “In a service-based business like RV World of Georgia (RVWG), we all know that putting the customer first is just the right thing to do. Of course, that approach to running our business secures our jobs and makes the company a financial success.”

Derrick began his career in 1984 working for a Miami-based company primarily engaged in RV rentals. His success in sales over the next 13 years won promotions into the company’s management ranks. In 1987 Eddie Correa took a position in sales with the same company. A friendship began with Derrick that would produce long-term career successes.

Exploring his options, Mark Derrick made a trip to the Atlanta area in 1996 and introduced himself to the owner of an established RV dealership. He was hired as the dealership’s general manager and within a year became a partner. Derrick invited Correa to fly to Atlanta in January 1997 to help sell at the company’s annual winter show, and subsequently offered him a position on the sales team. In 1998 the dealership acquired a second location in the Atlanta area, with Correa being named as the sales manager.

When the company bought land in 2003 for a third location in Woodstock, Correa oversaw the opening of the new facility and was promoted to general manager. Early in his ownership role, Derrick joined a 20-Group to focus on introducing and standardizing professional management practices in the three locations. “The regular quarterly meetings and classes really improved my management skills,” he said. “By the end of seven years, we were on a roll. Sales in our three stores had gone from \$6 to \$70 million and we had 125 employees. That drew the attention of RVDA and in 2005 we received the Dealer of the Year Award.”

That year Derrick and his partner decided to sell the com-

Text and photography by Fred Thompson



pany to a national chain. Derrick opted to sign a two-year non-compete contract and “retire” for two years. “I did take some time off, but I spent a lot of time planning my future. I was in my early forties, and that’s too young to retire,” he said.

In 2007 Derrick and his wife, Cookie, decided to make a new entry into the RV industry and began looking for a location. “There are three major issues to consider in starting an RV dealership: location, staff, and product lines,” he said. “I knew from the studies made by several 20-Groups that a location on an Interstate was extremely important. It gives you exposure to tens of thousands of potential customers driving by everyday.”

Derrick and Cookie found a great location, seven acres on I-85 on the northeast side of Atlanta near Exit 120, and just a few miles from I-285, Atlanta’s perimeter highway that moves 275,000 vehicles daily.

“My skills are planning, organizing, and building. What I needed was a good numbers man,” Derrick explained. “David Daniel was the controller for the three locations we sold in 2005. He stayed on with the national chain and was eventually placed in charge of 15 locations.

“I knew he was a very capable accountant. I called David and offered him an equity position in the business and the real estate. Then I called Eddie and said, ‘Let’s do it again.’ They were my two cornerstones.”

Daniel put together a business plan that the bank accepted in April 2008 and construction

The complementary business skills of David Daniel and Mark Derrick have built a strong company. They both give the credit to dedicated employees who daily put the customer first.

began five months later in September. “We opened for business in April 2009,” Derrick continued. “RV World of Georgia began with a \$200,000 deficit and by the end of our fiscal year we broke even. Initially, we used two billboards along I-85, our website, and two RV shows annually to bring customers to our location.”

Cookie Derrick, who has a strong background in office management, agreed to serve as the office manager for the fledgling company. Today she handles human resources, payroll, title work, and various accounting functions.

Today RV World of Georgia has 43 employees, and of that number nearly 30 worked for Derrick in his earlier business ventures. “Of the 15 employees who launched this store, 12 are still here. As we grew, experienced employees whom we knew wanted to come over to RV World of Georgia,” Correa said. “And as we had job openings, we brought them on board.”

With 22 years of sales experience and inventory management, Correa selected the manufacturers whose brands the company wanted to stock. The initial business plan called for stocking only towables. It lowered the cost of floor planning with the banks and still appealed to over 80 percent of the RV market. But an unexpected opportunity presented itself just five months after opening day.

“We bought an Allegro Bay at auction,” Correa said. “It needed some work and Tiffin Motorhomes sent several replacement parts at no charge. Bob Tiffin told me, ‘We want you to look good and stand tall.’”

At that point in time, Tiffin Motorhomes did not have a dealer in the Atlanta market, the country’s ninth largest metropolitan statistical area. With a handsome new facility in a good location, proven sales and service managers, 10 indoor service





The RV World Sales Team. *Back row:* Eddie Correa, general manager; Edward Correa, sales manager; Tim Johnson; Doc Rabideau; Cody Smith. *Front row:* Bret Jackson; Shonn Carpenter; Kristen Wojick; Ron McDowell.



The RV World Service Team. *Standing:* Stephen Rixinger, Kenneth Maddox, Tim Johnson, Jim Duren, Jon Amos, David Palacios, Jeff Singleton, Paul Carpenter. *Kneeling:* Matt Fullard, Rodney Jones

bays, and a tap on experienced service technicians, RV World of Georgia offered attractive assets.

Bob Tiffin made a phone call: “We’d like to chat with you. We want to grow in the Atlanta market with you as our flagship dealer.”

Correa finished the story. “We were very excited. In late September, we stocked two Allegros and two Phaetons. They all sold quickly and we finished 2009 in the black.”

“Tiffin Motorhomes and RV World of Georgia have the same core values,” Derrick noted. “Tiffin thinks ‘Your inventory is our inventory, too.’ And that means they are going to support you every step of the way in helping you sell their product.

“They made it clear we could go at our

own pace. They did not dictate how many units we had to keep in stock,” Derrick continued. “Tiffin Motorhomes is sincerely concerned about how well we do as a company. Any dealer can be profitable in good times, but you better know what you are doing when the economy tanks. Inventory management is the key to a dealer’s survival and Tiffin Motorhomes understands that.”

In 2010 the company tripled its business and has grown an average of 30 percent every year since. “We had a great service team due to earlier trained employees coming back to us,” Correa said. “As the Tiffin dealer rep, we did our first 5-day Good Sam Rally at the Atlanta Motor Speedway in 2013. Before we opened, there was a long line waiting to enter our

coaches. Tiffin and RVWG teamed up and offered free service to Tiffin owners. By the end of the rally, we were doing pre-delivery inspections (PDIs) for our buyers.”

Derrick revealed that last year RV World of Georgia did \$30 million in sales. “This store is the most successful dealership I have ever owned,” he said. “When you average all of our employees’ years of experience in the RV industry, that number is three times the number of years this store has been open. In 2014 we are projecting \$37 million in sales and service. We hit our budget last year right on the money.”

As an accountant, David Daniel is very concerned about turnover—not inventory, people. “When we lose a good employee, I figure it costs the company \$25,000,” he said. “We know an employee’s family is his or her first priority. What is important to an employee is important to us. You cannot have a communications block between management and employees. An employee here at RV World of Georgia can talk to any manager or owner about any topic that concerns him or her.”

Derrick’s approach to sales permeates the company’s entire staff. “When I talk to a customer, I don’t see one sale. I see at least five sales,” he began. “The customer himself, his neighbor, his brother-in-law, his best friend, and his buddy at work. Sales is all about relationships.

“Our service department has a tremendous effect on sales,” Derrick continued. “You can buy a camper or a motorhome anywhere you wish. But once you come here for service, you’ll buy your next RV here.

“Many RVers who travel north and south on I-85 stop here for service. We plug them in while they are in the service queue. If they pull into RVWG with a

problem, we regard them as *our responsibility*. They become a priority. Anyone traveling gets immediate service,” he said. “I would much rather take money we could spend on advertising and use it to create goodwill in the service department.”

“Going the extra mile” can sometimes mean bending over backward a little. “If you don’t deal favorably with a customer, you will lose him and never know why,” Derrick said. “I have often said to our service writers or manager, ‘We are going to handle this situation. We won’t lose money on our bottom line because we gave away some service fixing something that wasn’t our fault.’ The customer may not be right, but it pays to take the ‘extra mile’ attitude.”

Kevin Johns, RVWG’s service manager, has been in the RV business for 17 years. “I began when I was in the 10th grade by washing campers,” Johns related. “Then I was the lot guy (moving units around the lot). Later on I began prepping units, and eventually moved up to service writer.

Then at 24, I became the service manager.”

Derrick was nearby and heard the interview in progress. “I match responsibility to ability—age doesn’t matter if you can handle the job competently,” he chimed.

Currently Johns manages a staff that includes 10 technicians and three service advisors. Two work in the body shop, including one with paint and body certification. One chassis tech is ASE master certified and works on Tiffin’s PowerGlide, Ford, Workhorse, and Freightliner chassis. “In the chassis bay, we can handle brakes, belts and hoses, rear-end fluids, 12v electrical problems, transmission flush, and engine tune-ups,” Johns said.

Rodney Jones, the shop foreman, began his career in 1997 as a parts manager with a dealer in Cleveland, Georgia. Five years later he joined the service department at Derrick’s former dealership. Jones became shop foreman and six years later was tapped by Derrick to put the service shop together for RV World of Georgia and have it functioning in time for a

successful opening in April 2009.

“The techs we hired were mostly folks we had worked with earlier,” Jones said. “In addition to the three techs in the body shop and chassis bay, we have five certified technicians, one master certified, and one new hire. We are all moving toward certified and masters certifications. Management encourages us to increase our skill levels and we are all eager and willing to do so. Mentoring is a part of our skills development, too. We are like a family in the service department, always helping one another. At our shop meetings, we discuss issues we have encountered and share ideas and solutions. It is amazing to all of us that we grew this dealership in the throes of a recession.”

The department can address all problems in or on the RV’s box including plumbing, electrical, carpentry, accessories, roof repair, AC, furnace, refrigeration (Dometic trained), and Aqua-Hot.

“We constantly update our diagnostics for engines, dash, and AC,” Johns

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Senior managers and owners meet often for strategy and planning sessions. *From left:* Mark Derrick, owner; Kevin Johns, service manager; David Daniel, owner; Eddie Correa, general manager. ♦ Last year RVWG added a 60,000 lb. synchronized lift system that is capable of handling 45 ft. motor coaches. ♦ Matt Fullard begins an owner training session with Frank and Lenora Rozier, Statesboro, Georgia. The Roziers are first-time Class A owners and are looking forward to traveling in their new Allegro Open Road.



part of the service event is completed, the tech logs in and marks the progress on the department's software program, allowing the advisor to provide a real-time report to the owner.

RV World of Georgia uses RVDA's online training programs to advance their technicians' skill levels. "Raises are based on RVDA certifications and upgrades," Johns said. "If you want to continue to advance through the pay grades, you have to get your certifications.

"Our strong suit is that we have a great nucleus of technicians who get along well which creates a very pleasant environment," he continued. "Our customers feed off the happiness and good attitudes of our employees and realize the techs will do everything in their best interests."

The service department often receives by email thank yous and pictures from appreciative owners who recently received service. "Believe me, that makes our day!" he said. Johns has his personal cell phone number printed on his business cards. Every owner gets a card before he leaves the service department with an invitation, "Call me if you need anything."

Louie Colon manages the parts and accessories department, as well as unit-specific parts required for service repairs. Colon came on board just three months after RVWG opened. "I started my career at Derrick's former dealership in 2004, so I knew many of the people already here when I came over in July 2009. I enjoy making sure the required parts are available when the service department needs them for a repair," Colon said.

The parts and accessories department carries a quarter-million-dollar inventory to give RV owners a wide selection of consumables and after-market accessories. "I spend a lot of time stocking the accessory parts and products that we carry," Colon noted. "There is so much available for RVers. I constantly survey the internet for new items and see sales reps from many companies."

Customers will find the same enthusiasm in the sales department. Correa launched that department at RV World of Georgia in 2009 when the company opened. "We had two salesmen. Many of our sales associates have reached their position because we promote from within," he said. "We give them the opportunity to grow. Mistakes will be made. You begin with the basics: meet - greet - interview - qualify.

"Sales associates tend to develop brand niches, but we want everyone to develop overall product knowledge," Correa said. "Nothing beats going to the factory. We send our sales associates every year. Each sales person studies Tiffin's videos, downloading them from their website. TMH publishes great brand brochures with a lot of detail. We want everyone to know infor-



said. "We have a state-of-the-art lift system that will handle the largest buses. We do full installations for tow bars and brake assists. In our body shop, we recently hired Jon Amos. He is ASE master certified and I-CAR platinum certified. We mix all of our paints with a blending camera."

The service department employs three service advisors. A service project is traceable at any time by owner request. As each

mation and be able to present it accurately to our customers. We ask Tiffin's sales department to compare a particular unit against the best competing product, and then we learn how to sell against that competitor."

When the sale of a coach is likely, a service tech does a complete PDI. The same tech will do the PDI and buyer training after the sale has been completed. The technician is available to the new owners until they are fully comfortable.

Within 24 hours after leaving RVWG, the sales person makes contact with the new owner by phone, email, or texting — the contact method is the owner's choice. Then during the first three months, a follow-up call is made at 30-day intervals to make sure the owner is pleased and is having no problems with his new RV.

As RV World of Georgia's general manager, Correa plays a large role in managing the company's inventory. "Inventory management is one of the keys to our success," he stated. "That process is built around a 30–60–90 day system. When a unit has not sold in 30 days, we analyze 'why' and make adjustments to see if we can move it in the next 30 days. If it has not sold at the end of 60 days, we may look at special advertising and promotion. Then at 90 days, if it is still here, we take drastic action to move it.

"The purpose of inventory management is to keep fresh stock for our customers who may be taking several months to make their decisions," he said. "From a profitability stance, it is important to turn the inventory four to five times annually."

In January, Correa's son, Edward Correa, was promoted to sales manager. While Derrick and Eddie, Edward's father, were in management at Derrick's previous dealership, Edward was getting his start on the lot. "I washed RVs, served as lot porter, and helped in any way I could. Since I was a child, our family vacations and weekend trips usually centered around camping," he said.

"I was a parts manager with a corporate-based company and, being so familiar with my dad's job, I wanted to become associated with a family-based company," Edward said. "That opportunity materialized when Mark offered me a sales position at RV World of Georgia in May 2009."

"Now that I am the sales manager, I don't sell directly to customers anymore," Edward explained. "My job now is maintaining the inventory on the lot and helping each sales associate succeed. I truly believe in the philosophical model we use at RVWG. It has built a great camaraderie among everyone at this company.

"We are fortunate to have Tiffin Motorhomes as our leading Class A manufacturer, and I especially appreciate their strong sales and product training support," he continued. "We are excited to be representing Tiffin at the FMCA show in Perry, Georgia, this Spring."

RV World of Georgia made an important decision in January 2011 when Bret Jackson joined the company's sales team. Jackson had been the finance and insurance manager with an area Harley-Davidson dealership. In January 2012 he was promoted to F&I manager.

"We have seen a tremendous economic turnaround in the

last 18 months. We now have 15 banks and financial institutions to choose from, all of whom offer varying parameters for loans," Jackson said.

For each buyer who requires financing, Jackson custom designs a loan package and submits it to selected banks to find the best fit. "We are very skilled at finding the right loan for a buyer. Approximately 75 percent of our sales are financed," he said. "I custom tailor the client's information for a package that presents him in the best possible light to secure the loan. The banks are much more relaxed," he continued. "It is much easier for buyers to qualify now."

In January 2014, Jackson became F&I director and Breana Derrick, Mark and Cookie's daughter, was promoted to the position of F&I manager to handle the associated computer files for clients' applications and to process the paperwork. Since

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MOUNT RAINIER FROM THE SOUTH

Stalking the Volcanoes in Washington

LAST SUMMER our Phaeton took us on an 8,400 mile trip. I love the spring time and Florida just doesn't do spring right, so in April we went to North Carolina and spent two months watching my plants come up. When spring was over in North Carolina, we went to Glacier National Park in Montana and spent a week. Spring there is beautiful, the bear grass is stunning. When the weather changed to a week of rain, we decided to go to the Canadian Rockies.

We spent three weeks in the spectacular Canadian Rockies where it was once again spring time. We drove the 100-mile Icefields Parkway between Jasper and Banff; and after spending some time in the beautiful Canadian Glacier National Park, we decided to go home through Washington State so we wouldn't go into withdrawal from mountains and glaciers. To our surprise we discovered that the North Cascades in the state of Washington are the most heavily glaciated mountains in the lower 48.

There are five major volcanoes in Washington: Mount Baker, Glacier Peak, Mount Rainier, Mount St. Helens, and Mount Adams. These volcanoes and Mount Hood in Oregon are part of the Cascade Range, a volcanic arc that stretches from south-

western British Columbia to northern California.

Mount St. Helens is, of course, the site of the deadliest volcanic event in U.S. history. Its eruption on May 18, 1980, killed 57 people and wreaked economic destruction. It spewed ash that caused crop problems in 11 states.

The following websites offer additional information about Mount St. Helens:

The eruption: mountsthelens.com/history-2.html

Timeline photos: tdn.com/app/helens/timeline.php

Landslide videos from the blast: petapixel.com/2013/02/26/photographing-the-eruption-of-mount-st-helens-from-10-miles-away/

Hiking the blast zone September, 2013:
nickbotner.com/2013/09/hiking-washington-mount-saint-helens-blast-zone-south-coldwater-trail/

Mount Adams could be the sleeper in the Washington volcanoes. Its oldest lava flows are dated between 2,500 and 3,500 years ago, with no eruptions in recorded history. However, geologists classify it as dormant, rather than extinct. Gas emissions and hot spots have been reported from the volcano, so it still has the potential to erupt. As recently as 1921 several debris flows were reported near the volcano, possibly a part of its overall system.

But one thing is for sure. Since the 1980 eruption of Mount St. Helens, scientists are more attentively monitoring the Cascade volcanoes. Descriptions of the volcanoes may sound ominous and make you wonder if visiting the Cascade Range is safe. Because of better scientific monitoring 34 years after Mount St. Helens, and the safety lessons painfully learned, there currently are warning systems in place to evacuate visitors.

Soon after we arrived in Washington, we started watching for Mount Baker. With the exception of Mount Rainier, Mount Baker is the most heavily glaciated volcano in the Cascade Range. The volume of snow and ice on Mount Baker is greater than that of all the other Cascade volcanoes combined. The mountain dominates the skyline from Bellingham, Washington, and Vancouver, British Columbia.

We got a western view of Mount Baker driving south on I-5. Then turning east on Rt. 20, we drove 46 miles to Marblemount where we camped for the next three days at Alpine RV Park. Several times we saw Mount Baker with power lines and trees in the way. It is 10,781 feet high, but can completely disappear. We went all the way around it over the next few days.

The next morning we continued our trip on Scenic Byway Rt. 20 following the Skagit River. This 25-mile jaunt takes you through the North Cascades National Park, a trip we made in our Jeep.

The following day we backtracked west



Above: The road to Mount Baker clings to the sides of cliffs and follows switchbacks past excellent examples of columnar basalt. ♦ Heather Meadows with Mount Shuksan in the distance is a non-hikers paradise. Open the car door and feel like you have been here before.

40 miles to Rt. 9 and traveled 23 miles north to connect with Mount Baker Scenic Byway Rt. 542 into the Mount Baker Snoqualmie National Forest, which winds along the north fork of the Nooksack River, ending at Artist Point at an elevation of 5,100 feet.

Heather Meadows and Picture Lake is a non-hikers paradise! This view is wheelchair accessible! You open the car door and feel like you have been here before! I didn't realize it until I was in a gift shop at Artist Point and saw the same pictures on post cards and calendars that I had just been shooting earlier.

The Scenic Byway Rt. 542 clings to the sides of cliffs and has a series of switch-

backs past excellent examples of columnar basalt. We passed the Mount Baker Ski Area where the record snowfall was over 95 feet in the winter of 1998-99. At the road's end we hiked all day on the beautiful trails. Mount Shuksan (9,131 feet) was on one side and Mount Baker was the big white area hiding on the other side.

This is my kind of hiking; the view is so exceptional that you walk a few feet and have to stop and take another picture. I did not realize how far we had hiked until we began our return back to the car. This hike, which we only took to see Mount Baker, is one of my favorites even though Mount Baker continued to hide.

The next day we took Baker Lake Road



Above: After days of stalking Mount Baker, the sky magically opened for a clear shot. ♦ A photographer's dream, Picture Lake mirrors Mount Shuksan for postcard perfect pictures.

(Rt. 11) for 20 miles; all we could see was old growth forest on each side. When the road turned to gravel, we decided to go back and give up on Mount Baker. As we turned the car around, a clear view of Mount Baker was suddenly right in front of us. The above picture was taken from the middle of the road. Spooky Volcano!

Mount Rainier at 14,410 feet was not as bashful. The next morning we left Marblemount and followed Rt. 20 west back to I-5. A jaunt of 163 miles took us to Exit 68 where we headed east on US 12 to Packwood. We parked late that evening at Packwood RV Park. In the moonlight from our front window, we could see Rainier towering over the little town. There was a herd of elk milling around the buildings and one fine pizza place where we had dinner twice!



Above: Mount Rainier cooperated magnificently, giving us beautiful views on both days. ♦ Hiking was often a necessity to reach intermediate elevations that provided the best views.

The next morning the mountain was clear and bright. We packed a lunch and headed for the 260 miles of trails in Mount Rainier National Park. We were told to take US 12 from Packwood north about seven miles and bear left on to Rt. 706 to get to the visitor center. We thought we were close because we could see the mountain so clearly from the RV. But with the winding roads and delays for construction, it took us a couple of hours to get to the Paradise Visitor Center.

After the terrible time I had getting a picture of Mount Baker, I was afraid that the clouds would cover the mountain by the time we were able to stop. I wanted Charlie to stop every time we saw an opening. Charlie is retired from the Florida Highway Patrol; he sometimes can't or doesn't stop where I want him to stop. I





Above: We made it to Panorama Point in time for lunch, sat on a big rock, and watched people climbing on one of Rainier's glaciers above us. ♦ Looking back the way we came, we could see Mount Adams 50 miles in the distance. You have to look closely to see it, but that's the only picture I would get.

was never so happy to see a traffic stop for construction, and we were first in line! My picture of Mount Rainier is on the front cover of this issue of *Roughing It Smoothly*.

When we got to the visitor center there was a long list of trails to pick from. We chose the Skyline Trail. Distance: round-trip 5.5 miles; elevation gain: 1,400 feet to 1,625 feet. All along the trail, spring wildflowers were blooming in the edge of snow, even though it was August 21.

We kept hearing loud noises as we got closer to Rainier; the glacier cracks and pops which made me remember reading: "Mount Rainier is the most topographically prominent mountain in the contiguous United States and is considered one of the most dangerous volcanoes in the world."



Scan the QR code for camping information near Mount Baker and Mount Rainier, and about specific routes in the Cascade Range. Our author, Claudia Abbott, and her husband, Charlie Abbott, enjoyed interesting careers before becoming full-timers.



Above: We hiked north to get better views of Mount Rainier. Now it was time to return to Panorama Point and enjoy the views to the south. ♦ We had frequent opportunities to enjoy wildlife in close proximity. We were surprised to see a herd of elk moving through our campground at Packwood. On a fence post not 30 feet from our door, we watched a baby hawk struggling to make his decision to fly for the first time.

New research indicates Mount Rainier is far more active than previously believed.

There are risks associated with the volcano and its glaciers that require visitors and staff to be aware and prepared. Mud flows and glacial outburst floods can occur without warning, and could damage roads, invade campgrounds, and cause enormous injury to park visitors and staff. While many people believe the danger to be minimal, only you can decide if you want to spend time in this unpredictable and changing landscape. If you choose to visit, be sure to review information posted at park campgrounds and inns.



We made it to Panorama Point in time for lunch, sat on a big rock and watched people roped together climbing on the glacier above us. Looking back the way we came, we could see Mount Adams far away in the distance beyond the mountains. I also noticed that I could not see



the visitor center, where we parked the car.

That's Mount Adams from 50 miles away. You have to look closely to see it but that's the only picture I would get. Visiting the Cascade Range was a spectacular experience, but we decided to stop stalking volcanoes for now. **RIS**

Jack & Lisa Schidlmeier

KEEP ON KEEPING ON or NEVER TOO OLD TO RIDE THOSE DIRT BIKES

Last summer we were parked at the end of the Tiffin service building while I was writing the review of the 2014 Allegro Bus 37AP for the Fall 2013 issue of *Roughing It Smoothly*. The adjacent site was not occupied. Later that afternoon a 2004 Allegro Bus 36OP backed into the site and a man about my age got out and took care of the hook-ups. A few minutes later a white crew cab truck towing an enclosed trailer pulled across in front of both coaches. An attractive woman wearing motorcycle riding gear got out and was joined immediately by the man inside the coach. They proceeded to unload two motorcycles. Through the side door of the trailer I could see there were at least two more motorcycles in the trailer. Mmmm. Must be professional riders or some very serious motorcycle enthusiasts. Might be an interesting story here, I thought. So I scooted around the front of the 37AP and introduced myself. I was right on both guesses.

Jack and Lisa Schidlmeier were getting ready to knock out a 100-mile afternoon ride through the back roads of Mississippi — before dinner! See ya. We can talk later. And talk later we did!

Jack keeps their 2004 Allegro Bus in showroom condition — inside and out. He opened the cabinets above the sofa and there, neatly arranged, were at least eight white, 4-inch wide 3-ring binder notebooks. Each spine was neatly labeled with the contents of the binder. And each binder had tabbed index dividers. If a wiring or plumbing diagram existed for any appliance, air conditioner, furnace, pump, refrigerator, cooktop, microwave, television, entertainment system — you

**Text and photography by
Fred Thompson**



name it, Jack had it carefully sleeved in a plastic 3-ring protector.

Information for every component in the dash was in a separate notebook, along with computer board diagrams. Those two basement compartments in every Tiffin motorhome with fuse boards, solenoids, bus bars, etc. — incomprehensible to most of us — were mapped and diagramed. Was Jack an information fanatic? Or was there reasonable purpose in his compiling all of this encyclopedic material?

We exchanged phone numbers and I suggested that in the near future, if they were amenable, I would like to do an Owner Profile story on them.

That opportunity came on Saturday, February 8. The Schidlmeiers live in Semmes, Alabama, about a 30-minute drive northwest of Mobile. It was a 340-mile drive from our home in Monroe, Georgia.

Jack grew up in Pittsburgh, Pennsylvania. His dad was a district engineer



for the Pennsylvania State Highway Department. The oldest of three boys and three girls, Jack graduated from South Vocational High School in February 1962. “My last two years in high school, we rotated through one week of academic classes, one week of shop, and one week of co-op,” he explained. After high school, Jack joined the Navy and chose naval aviation. He thrived on learning to repair anything they could throw at him. Pouring over manuals, diagrams, and

maintenance logs were satisfying exercises to Jack Schidlmeier.

After four-and-a-half years, he decided to take a look at the other side of life. Back home in Pittsburgh, the steel capital of the country, Jack took a job as a lancer on the pouring floor at Jones & Laughlin Steel. “I decided to give it six months, but I knew long before that I had made a mistake,” Jack said. “I missed the military, the challenges, the organization, the structure, the constant adventure. When I left the Navy, I was maintaining the Grumman F9F Cougar. It was the first carrier-based jet fighter. I loved that job, never a dull moment.”

In 1966 Jack decided to join the U.S. Coast Guard and signed on to get into the Aviation Search & Rescue mission. Working on and flying in aircraft was his passion. “I went to Corpus Christi and qualified to fly crew and work on the Grumman HU-16 Albatross sea plane.” In the Air Force, the most qualified flight personnel on the plane was called the flight engineer. In the Coast Guard, he was called the plane captain.

Over the next 28 years of his career, Jack achieved qualification on all aircraft in the Coast Guard inventory, fixed wing or helicopter. From Corpus his consecutive duty assignments were at the following Coast Guard Air Station locations: Mobile, AL; Kodiak, AK; Mobile, AL; Detroit, MI; Mobile, AL; Elizabeth City, NC; Mobile, AL.

In 1988 Jack was based at the Coast Guard Air Station in Elizabeth City, North Carolina, in the leading chief’s billet when the decision was made to switch from paper records to computerized systems. He realized it was time to go back to school to stay on top of the new technology. The College of The Albemarle, a community college in Elizabeth City, offered the courses he needed.

Jack had been the single parent of a son and daughter for several years. John was graduating from high school that

year, and Sherri, two years older, was already out on her own.

In one course Jack found himself sitting between four girls who with flying fingers were typing the lectures. “Having taken many training courses in the Coast Guard through the years, I trained myself to listen, absorb, and make a few notes,” Jack smiled. “On the tests, I was making higher grades than the girls with all the lectures notes. That peaked their interests and friendly conversation preceded each class period.”

The students generally sat in the same seats each day. But Jack tried to break that routine and sit closer to Lisa. His strategy was to move his same chair closer each day so he could say he was in the same seat, just a different location – it worked. She was working on an A.A.S. degree in computer engineering. A lab in the afternoon offered an opportunity for Lisa and Jack to work together on an assignment. It wasn’t long before they were dating, and long story short, they were married in January 1991.

During his career, Jack earned A.A. and A.A.S. degrees in general aviation technology and aviation maintenance technology to further his advancement in the Coast Guard. When his college hours are combined, he has the equivalent to a bachelor’s degree. He also earned a Federal Aviation Air Frames & Power Plants license.

Always enthusiastic about his career in the Coast Guard, Jack advanced in 19 years to the rank of Master Chief (E9) and supervised a staff of 300 enlisted men. “I had a broad spectrum of Americana in my command,” Jack joked. “They came from so many different air stations and backgrounds and with every imaginable professional and personal problem. Kids leaving home just out of high school usually don’t have a clue what life is really all about. I felt like I was raising each one of them and tried to help them solve their problems so they could survive and become compatible with the Coast Guard



and vice versa. I would tell headquarters 'You send me an underachiever and I'll send him back to you in a few years as a high performer and a credit to the Coast Guard. And he will know how to have fun doing his job.'"

Jack retired in 1995 with 32½ years of service. "No man should have been allowed to have as much fun as I have had," he laughed.

But at just 53 years old, Jack was looking forward to a second career and even more fun. "I had been riding motorcycles since I was 12. And I continued to ride throughout my military service," he said. "Riding was just part of my life. I get on my motorcycle as naturally as you slide under the wheel into your car."

In his first Coast Guard tour in the Mobile area, Jack bought three acres near the community of Semmes. At that time, almost no zoning allowed him to build whatever he chose. In 1995, J & J Racing was born. His infectious hobby turned into a successful business. Lisa found that she enjoyed Jack's passion for racing



almost as much as he did and, in spite of her petite size (4'11"), became a serious competitor in the dirt bike racing circuit, winning over 30 trophies in Enduro Competition.

Jack continued racing as a Class A Enduro rider. He is a lifetime member of the America Motorcyclist Association (AMA) and the Southern Enduro Riders Association (SERA). "In a season," Lisa explained, "after 10 to 12 races, the competitor with the most points for the season wins the Series Helmet for his/her class. Jack has won twice and I have won once." The \$500 helmets are prominently displayed in their activities room.

J & J Racing carried several brands of dirt bikes for competitors including ATK, VOR, and GasGas. "Our customers were racing in competitions called Enduro, Hair Scramble, and Dirt Racing," Jack said. "We provided parts and service to our owners."

Making Mobile their permanent residence had another benefit. Jack's daughter, Sherri, and her daughter, Savannah Jane, 11, live nearby, as does Shawn, Lisa's son, who is a website designer and musician.

Jack retired in 2009 but the couple still has a personal inventory of at least 20 bikes, which gives Lisa a choice of nearly any type of equipment for the competitions she enters. Together they enjoy doing dual sport and adventure rides, usually 100 to 150 miles in a day. Their favorite rides in the Southeast are the Blue Ridge Parkway, the Cherohola Skyway, the North Georgia mountains, and Western North Carolina (a 960-mile excursion in four days). Their ultimate bucket list trips are Colorado, Utah, and the Rockies. Their Allegro Bus serves as base camp as they plan and take their adventure rides. With their dirt bikes, they often ride Forest Service roads, using GPS to navigate and find their way back to camp.

Jack's son, John, followed his dad's career path in the military, but he opted for the Marines. John recently retired as a Master Sergeant after 22½ years in the Corps. He completed three tours in Iraq.

During one of his tours, John listed in a letter to his dad the personal weapons he carried in his vehicle: a MK-19 grenade launcher mounted on the rear of his security truck, a M-4 rifle, 12-gauge pump shotgun, a Berretta 9mm, and an assortment of knives. Concerned that he might not be able to carry enough ammunition in a fire fight, John asked his dad to find two bandoliers holding 100 shells each for his 12-gauge shotgun. Common issue to soldiers from the 16th to 18th centuries, bandoliers are long leather straps with insert slots for shells that a soldier can drape over his shoulders. It was designed to keep ammunition off a soldier's hips, as carrying too much weight on the hips can constrain movement and cause difficulty in retrieving the shells. They are now rare due to the prohibitive size of modern magazines, but Jack found two and shipped them to John.

After his good friend, GySgt Ronald E. Baum, was killed in an IED explosion in a Humvee they were riding in, John had the traumatic experience of having to pick up his remains and put them in a body bag. The marines leave no man behind. The

Continued on page 64



Schidlmeier's Shelter Designed for Max Gulf Hurricanes

Jack designed a concrete shelter to withstand category 5 hurricanes. The 6" thick reinforced concrete walls are attached to an 8" concrete slab with two hurricane straps. The structure weighs over 18 tons. The steel door is FEMA-rated to withstand 250-mph winds. The 14' x 7' footprint includes space for lavatory and toilet and bunk beds (not shown). If house current fails, a manual throw switch will activate a Yamaha generator. If the city water supply fails, filtered well water will provide backup. Water is heated with a 110 volt RV unit. A wall-mounted television uses cable and if that fails, an HHH-designed RV antenna from Tiffin provides backup. Almost all the comforts of home.

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Sarasota Buddy Rally a Great Success with Record Attendance

The Sarasota County Fairgrounds in beautiful Sarasota, Florida, was the setting for our first Tiffin Allegro Club Rally for 2014, February 27–March 2. Two hundred and fifty coaches began rolling in at daybreak Thursday morning and continued arriving throughout the day. Due to the staggered arrival times, there were no backups getting coaches onto the grounds. Thanks to all our wonderful parking attendants who escorted the coaches into the fairgrounds and then helped owners get connected to electrical service!

After setting up their coach, guests registered and were presented a ‘welcome bag’ from the Tiffin Allegro Club filled with gifts and information. The “Meet & Greet” social was held in the midst of 23 beautiful new Tiffin coaches displayed by North Trail RV & Lazydays. Kelly & Sally Moore, Tiffin Allegro Club Co-Presidents, welcomed the group and played a few ice-breaker games to help folks get to know one another. Golf carts ran throughout the grounds continually offering rides as needed. Vendors were open for business and experienced a lot of traffic as people began to explore the fairgrounds property.

At the get-acquainted dinner on Thursday night, the Club recognized and honored the veterans in the group with a beautiful a cappella rendition by Joseph Baldwin of the Star Spangled Banner followed by the Pledge of Allegiance. Dinner was an all-American meal of barbeque pork and all the trimmings served by students from the Sarasota Military Academy. Guests were greeted by Kelly Moore and also welcomed by Bob Tiffin, founder and president of Tiffin Motorhomes. Door prizes were awarded after the dinner. Guests experienced a little liquid Florida sunshine on the way back to their coaches, but golf carts helped folks get home quickly.

Friday brought a return of the beautiful Florida sunshine that we all wanted to see! Breakfast was served inside the new coach display and seminars began in three different locations. All seminars were informative and well attended, and included time for questions and answers at the end. The ice cream social that afternoon was a big hit as temperatures continued to rise up to the mid-80’s. A highlight of every Tiffin rally is the afternoon tea party! Guests were asked to wear their hats, gloves, and pearls and to bring a favorite teacup along with the story about the cup. Many beautiful hats were worn and precious stories of treasured friendships were shared. Prizes were awarded and refreshments were served with tea, coffee, and lemonade.

A Red Bay hometown favorite, Joseph Baldwin, songwriter and artist, performed after dinner to the delight of many. Our popular line dance class students danced to several of his songs! Couples also hit the dance floor to enjoy his music. For those who want to follow Joseph, visit his Facebook page and click ‘LIKE’! Again, door prizes were awarded to

several lucky attendees!

Saturday brought more of that Florida sunshine we all love! Weather was perfect with beautiful blue skies, brilliant sunshine and a soft breeze. Paying tribute to Sarasota, the home of Ringling Brothers Circus, we had a circus costume parade for guests and guests with pets. A fun time was had by all with many unique and ‘interesting’ costumes on two-legged and four-legged contestants! Many more seminars were presented on Saturday and vendors continued to serve customers throughout the day.

At dinner on Saturday night, guests who had purchased new coaches during the rally were recognized and presented with a gift basket by Jerry Williamson, Tiffin National Sales Manager.





More door prizes were awarded and everyone enjoyed a delicious steak dinner. The Tiffin Allegro Club presented the Sarasota Military Academy with a check for \$1000.00 in honor of the young students who had worked so hard serving our guests at dinner. Three chapters, Hudson Valley Allegros, Peach State Allegros, and Smoky Mountain Allegros were each awarded a check for having four or more members at the rally.

Back by popular demand, Dwight Icenhower, "Elvis" tribute artist, gave an outstanding performance. He and his band took the group through the years from Elvis' earliest hits and finished the night with the glitz and glamour of the Vegas years complete with scarves for the ladies! Fantastic show! Lots of singing along and pictures being made by our group. Dwight was kind enough to pose for pictures and autographs after the show.

Sunday morning brought an end to our fun and good times together with coaches departing the fairgrounds for their next destination. Safe travels to everyone - wherever you go, we go! Look forward to seeing you again at another Tiffin Allegro Club event!



Clockwise from top: Joseph Baldwin, talented Alabama songwriter and recording artist entertained after dinner. ♦ Danny Inman, Tiffin South-eastern Sales Rep, was present and visited with many rally attendees. ♦ Jerry Williamson, Tiffin National Sales Manager, presented a donation from the Tiffin Allegro Club to the Sarasota Military Academy. ♦ At right are just a few of the hard-working volunteers and Tiffin staff that helped to make this a very successful rally!



Rally in Castle Rock, Washington

June 16—20, 2014

Make your plans now to be a part of this exciting rally. The Tiffin Allegro Club in cooperation with Poulsbo RV is looking forward to sharing this beautiful area with you. Nestled in the shadow of Mount St. Helens, Castle Rock, Washington, will be the setting of our third Tiffin Allegro Club rally of 2014. Toutle River RV Resort will host our get-together at their beautiful campground located along the banks of the Toutle River and Interstate 5 in southern Washington. Check-in will be Monday, June 16, 2014, with all planned activities ending Thursday evening, June 19th. Move out will be Friday, June 20th. Check out this gorgeous location at

greatrvresort.com for pictures and more information.

Castle Rock is located just north of Portland, Oregon, and the beautiful Columbia River Gorge area. Be sure to allow time for a side trip to this area either pre or post-rally. Jaw-dropping waterfalls and the magnificent Mount Hood are sights not to be missed. Also, Castle Rock is considered the gateway for visitors to Mount St. Helens. One of Mount St. Helens' visitor centers is located only a few miles from the campground.

Your rally fee includes full hook-ups with 50 amp electric, water, and sewer for four nights. At the rally you will be



Kelly & Sally Moore, Tiffin Allegro Club Co-Presidents with Tiffin technicians (L to R) Gary James, Terry Ray & Robert Gober.

treated to delicious meals at the resort's large covered pavilion, informative seminars, and terrific entertainment. We are planning lots of games and fun activities. Come meet other Tiffin owners and enjoy the fellowship!

Tiffin Motorhomes and Poulsbo RV technicians will be available for minor repairs on your coach throughout the rally. Several representatives from Tiffin Motorhomes will also be present. Poulsbo RV and many of their staff will be on hand with a selection of beautiful new Tiffin coaches. Come see the "all new" Allegro Bus which was completely redesigned for 2014. The 2014 Phaeton features heated tile floors, a larger 8.9 ISL engine with increased horsepower and torque. The 2014 Allegro Open Road has an outside TV, multiplex wiring, the Thermofoil insulation package, and much, much more!! These coaches and others will be available for your viewing during the rally.

An application for this exciting rally can be found at tiffinsideroads.com. Don't delay in getting your application mailed in. We haven't hosted a rally in this area in several years and our rallies usually sell out well before the deadline. We have a limited number of sites available so don't take a chance on being shut out! Get your application in today! We look forward to seeing you in beautiful Castle Rock!!

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Inman's Answers

As the editor of "Serious Tech Talk," Danny Inman, 40-year veteran with Tiffin Motorhomes, invites your questions.

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

Danny Inman
 Roughing It Smoothly
 PO Box 1738
 Monroe, GA 30656-1738

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

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

Dear Danny . . .

Wiring Problem with Automatic Shade on Bus

We have a 2011 Allegro Bus QXP. We are very happy with the Bus and with Tiffin Motorhomes.

The night shade behind the DS sofa does not retract. We have checked the leader wire on it and it will not move. The day

shade does retract. We have checked the voltage to the shade and it is good. We have not had any problems with any of the shades before this. Do you have any suggestions?

The Allegro Bus 37AP in *Roughing It Smoothly* sure is a nice one. Thank you for your attention.

Bob & Marie Brooke

Dear Bob & Marie,

With all the checking and verification you have done, it appears the problem is the motor itself that needs to be replaced.

2011 Phaeton QSH – Gravity Fill, Wiring Diagrams, & Draining Air Tanks

We have a 2011 Phaeton QSH purchased in July 2013 so we're new to the motorhome world. We are really enjoying the coach's design, features, and engineering. However, I have a few technical questions.

There appears to be no option to gravity fill the fresh water tank. Can the vent system be modified to accomplish this?

I was excited to see wiring diagrams supplied with the unit. But after reading the index, I could not find any print numbers that relate to the index numbers. The prints appear to be installation prints only. They are somewhat useful, but I can't effectively use them to troubleshoot a system because you can't follow a system from the power source to the ground(s). Can accurate and complete diagrams be obtained from Tiffin?

The Freightliner manual advises to drain the air tanks manually, but the dealer as well as the local Freightliner shop said that the tanks drain automatically. The local Tiffin rep (very knowledgeable guy) said that there is a drain pull cable in the front wheel wells. There is and I drained the tanks. There is no requirement in the Phaeton maintenance schedule to do this or any indication as to where these drains are located.

I really enjoy the "Serious Tech Talk" feature and appreciate the assistance.

Andrew Fitzgerald
 Aurora, Oregon

Dear Andrew,

Gravity fill is a design we have added to the water system in the last two years. Adding gravity fill to an existing unit is possible, but different floor plans could obstruct the routing of the line and run into significant expense. Because it is very time consuming to make the modification, our service department would decline to do it.

Most of the electrical schematics and diagrams are related to specific products like the Aqua-Hot. Because of the frequent improvements and upgrades made to the chassis, floorplans, plumbing, and electrical, we do not have a team dedicated to keeping up-to-date schematics compiled to ship out with each individual unit.

The air system does have a filter with an automatic moisture ejection. That is the air release you hear after the system builds up to full pressure. The air system also has manual drains that should be opened at least twice a year. On a Freightliner chassis, these are located above the front wheel at the chassis rail. It will be a cable with a loop that can be pulled. On a PowerGlide chassis, there will be two release valves in one of the rear compartments labeled "Primary Tank Drain" and "Secondary Tank Drain."

Lubricating the Slide-out on a 1998 Allegro Bus

Would you please e-mail me any info on lubricating & service of my slide-out (I believe the model might be #18785). It starts out opening unevenly and roughly. What can I do to make this slide easier? Here is the info on my diesel pusher:

1998 Allegro Bus 35-ft with a 3126 CAT 7.1 liter power plant on a XC chassis
Al Grunsky
Snohomish, Washington

Dear Al,
The lubricant we use at the service center is T-9 by Boeing Company. It is a rust and corrosive inhibitor available from our parts department. TMH's part number is 5035990. You can also find it with a Google search. Rubber seals around the opening should be cleaned and wiped down with a silicon or alcohol wipe.

Thermostat Location on 2009 Phaeton 36QSH

After reading the article in the Summer 2013 edition of *RIS* on thermostat location, I have a question. We own a 2009 Phaeton 36QSH and our problem is the location of the living area thermostat which is located on the DS slide-out near two windows. The thermostat registers the radiant heat generated by direct sunlight. We have tried to shield the area behind it with aluminum bubble wrap, but

it does not help. It will register 80+ when the room is only 75. If the air conditioner is set at 78 for our comfort, it will come on and freeze us out. We are always trying to second guess the thermostat. Can you tell us where our sensor is located? Maybe we can shield the sensor.

Harvey Turner
Amboy, Illinois

Dear Harvey,
The temperature sensor is not in the thermostat. The temperature is measured by a remote sensor called a "thermister." The sensor should be located on the overhead cabinet next to the driver's seat. This sensor could be located near the sidewall in an area of direct sunlight, or it could possibly be covered by the windshield privacy curtain. If you find it in either of these two situations, move it closer to the ceiling and nearer to the center of the coach.

Hot and Cold Water Mixed Up in 2005 Allegro 34WA

In the bathroom of my 2005 Allegro 34WA, I get a blast of cold water out of the hot faucet and a short blast of hot water out of the cold faucet. This occurs in the lavatory and the shower. I have looked for a faulty check valve on the water heater and can't find one. Is it possible that the hot and cold water lines are in contact somewhere in the coach? If not, what is causing the exchange of water temperature?

Ralph E. Baker
Bradenton, Florida

Dear Ralph,
It is not that uncommon to get a blast of warm water in the cold water line when you first turn it on caused by a bleed of the hot water heater allowing hot water to back flow into the cold water line for a short distance in the pipe. When the cold water faucet is turned on, the backed up hot water can give a short blast when you are expecting cold water. Sometimes the water line may be next to a heat source such as the furnace. However, it is uncommon

to get a cold blast of water from the hot water side after the water has already warmed up. You will have to trace the line to determine the source of the problem.

Cold Air on Our Feet in 2010 Allegro RED

We own a 2010 Allegro RED. When driving in cool to cold weather, we find ourselves with cold feet. The cold air seems to be coming in from the front cap. How can we identify where the cold air is coming from and get this repaired? All of the area in front of the firewall is sprayed with undercoating. Thanks for your help.

Jim & Sue Ronk
Spanish Fort, Alabama

Dear Jim & Sue,
In cold weather, it only takes a small opening for cold air to get through. Probably a very small place was missed during the undercoating process. Finding this place will be a trial and error project of searching the front side of the firewall and sealing it. Foam sealants are available at hardware and building supply stores. Be very careful to not get the sealant on your exterior paint and Diamond Shield.

AC Condensate on 2013 Allegro Bus

We are the owners of a 2013 Allegro Bus 36QSP, which is a very nice rig. However, the condensation from the roof mounted air conditioners runs across the roof and down the entry door and down the side of the coach at the rear. This situation surprises us because our previous Allegro Bus had the condensation lines plumbed across the roof and down the sides of the coach to avoid the aforementioned situation.

Now, this is our question: is the 2013 Bus plumbed to prevent the A/C condensation from running all over the top and sides of the coach?

Phil & Donna Laugen
El Cajon, California

Dear Phil & Donna,
The 2013 Bus does have condensation

drains plumbed into the roof. Apparently, one or more of the AC condensation pumps is unhooked or not connected properly. Your Bus will need to go to a service center to be checked.

Confetti in the AC Ducts

We experienced both silver and white confetti in the ceiling ducts of our 2004 Allegro Bay. After we removed the register covers, we blew the particles out using a small leaf blower aimed at the round ceiling holes. The ducts extended forward beyond the last ceiling hole and toward the windshield. Some of the confetti debris was blown out along the sides of the windshield near the upper left and right corners. We also found traces of husks from sunflower seeds. Mice had tunneled into the ceiling's styrofoam and were storing food there!

Running the AC unit used to deposit a fine mist at the top of our windshield. We made baffles to prevent cool air from going past the two forward registers above the dash, as well as the two registers above our bed.

With silicone caulk, we sealed the area along both windshields behind the vertical plastic trim that covers the wiring harness. We believe this was the "mouse route" into the attic area. The caulk formed a 100% mouse proof barrier in those two locations. For several years, we have had no confetti when we turn our AC on.

Frank Woythan
Andover, New York

Dear Frank,
Thanks for relating your methodology to find the source of the problem and correct it. Others will certainly use your approach.

White Streaks on Paint of 2012 Phaeton

My wife and I purchased a new 2012 Phaeton with a dark color pattern in late 2011. We have been very fussy about upkeep, including regular hand washing

and waxing by one of your authorized dealers. This past summer we began to notice white vertical streaks along both sides of the coach. We were able to wipe them off with a damp chamois, but by late this fall they showed up after every rain storm and have gotten progressively

worse. They are extremely unsightly and seem to be harder and harder to remove. My guess is the white roof paint is chalking and washing off the coach every time it gets wet. What can we do to stop this?

Steve Johnson
Williamsport, Pennsylvania

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Dear Steve,
You are correct. It is coming from the roof itself. However, the roof is not painted, but has a fiberglass finish which over time can oxidize. The best remedy is to clean the roof thoroughly and use a good RV wax on the roof once or twice a year depending on the general weather conditions where you live.

Ceiling Fan in Bedroom Does Not Move Much Air

My wife and I purchased a 2013 Allegro Bus 40QBP, and we love it. However, we have noticed that the ceiling fan in the bedroom does not move any air in either direction. It appears that the fan is too close to the ceiling to pull air down into the room. Any thought on correcting this problem?

Brad Leighton

Center Harbor, New Hampshire

Dear Brad,
The fans are mounted close to the ceiling because of the seven foot height restriction. I don't think that proximity to the ceiling is the problem. We have recently checked the fans currently being installed and determined they are moving a significant volume of air. The problem may be the pitch of the blade which can be changed if you are very careful to change all of the blades equally to avoid getting it out of balance.

Deciphering Code Names of Floorplans

How do I decipher the letter code in the motorhome model designation, e.g., 38? I realize the number represents the length. Is there a listing somewhere that covers all the letter designations?

David Dale
Tonopah, Nevada

Dear David,
Except for the last character, there is no rhyme or reason to the scheme of naming particular floorplans. A code is initially used for an internal description to keep

the new floorplans separate. Then we continue with the original code when it goes into the marketing phase. The last letter has this scheme: "H" for Phaeton, "P" for the Bus, "Z" for the Zephyr, "B" for the Breeze, and "A" for the Allegro.

Harsh, Cold LED Light — Is There an Alternative?

My ceiling LED lights in the 2012 35QBA are wonderful for low heat and power consumption, but the light they emit is rather harsh and cold. Are there any replacement fixtures, lenses, or bulbs that I can use to soften up the light and make it similar to incandescent light? I noticed that the LED lights in the 2012 were discontinued in the newer year models so I'm hopeful there are some options.

Matthew & Wendy Wolter
Charlestown, Indiana

Dear Matthew & Wendy,
We are not aware of a replacement bulb with a softer light, or a cover that will fit the fixture to give a less harsh light. The complete fixture will have to be changed to get your desired effect.

Finding Hooks for Windshield Curtains

I replaced the windshield "drapes" on our Allegro with some cool thermal curtains. I need some more of those "funky" hooks because I made my curtains more full than the originals. Can I buy them there in Red Bay or do you know of a website where I can order them?

Joe & Stella Heimann
Louisville, Kentucky

Dear Joe & Stella,
Our parts and service department can supply these hooks. We used them from the mid-seventies until the mid-2000s.

Slide-out Rollers on Allegro Bus 45LP

We recently traded our 43-ft. 2010 Allegro Bus for a new 2014 Allegro Bus 45LP. We love the new coach and the improvements over our 2010 model. When we

are traveling and using the slide-outs frequently, we have noticed the larger slide-outs in front are starting to score the floors. Do you have a remedy to correct this problem? I am thinking of putting a large mat down and letting the rollers go over it. Will that hurt anything?

Fred Salitore
Weatherford, Texas

Dear Fred,
At this time we do not have a true fix for this problem. It will be okay for you to put a large mat down and allow the rollers to go over it.

Battery Charging Problem

I have a 2007 Phaeton which I purchased new in Myrtle Beach, South Carolina, which is 550 miles from where we live in Ohio. I think I have a problem with the chassis battery charger. The chassis batteries do not charge when connected to shore power. I believe the battery charger was never hooked up or perhaps it malfunctioned. Can you tell me where to find the charger and if it can be replaced? The emergency start has never worked on this coach. I have replaced the chassis batteries.

John F. Musser
Pomeroy, Ohio

Dear John,
The charging system for your batteries is found in the 2000-watt inverter itself, which is located overhead in the basement area. Before replacing it, find a service center to check it out to be certain it is the inverter, because the replacement cost is very expensive.

Tank Gauges in Wet Bay Do Not Work

When I purchased our 2012 Allegro Bus, the tank gauge in the wet bay had no display. I did not want to take the time at delivery to deal with the issue since we had a Red Bay trip planned and the inside gauge worked correctly. We were not able to make the trip to Red Bay as planned, so I removed the gauge panel in the wet bay and discovered there was no wire with a

plug head coming to it or anywhere near it. I have used a video probe and lights, but I cannot find anything that looks like the extension from the wiring harness that should plug into the back of the gauge. What should I do next?

Ron Martin
Pilot Point, Texas

Dear Ron,

The plug should be somewhere behind the gauge. The fact that the monitor display in the coach is working means that the hookup for the outside display in the wet bay would be there because of the way the harness is designed to function. Finding it may be a problem but it is there. You may have to remove the top panel in the wet bay to find it.

“RV Comfort” Thermostats Malfunctioning

I have a 2010 Phaeton. I have had to replace twice both of the “RV Comfort” thermostats. When I try to turn a thermostat off, I have to jiggle the slide switch until it finally sets. Then it will come on at any time by itself to either the *cool* or the *heat* position. When I leave the coach, I have to turn off the power switch which also shuts off the refrigerator.

When using the heat pump, the thermostat also brings on the propane furnace, which really defeats the purpose of having the heat pump. In order to keep the propane furnace off during the time I want to operate the heat pump, I have to remove the fuses to the furnaces. Surely Tiffin’s technicians can come up with a better all around thermostat.

Elroy Bissonette
Osoyoos, British Columbia

Dear Elroy,

Since the thermostats have already been changed twice, I don’t think it likely the problem is caused by loose wiring or connections. Most likely you have another bad thermostat, which is a very unusual occurrence. As far as the furnace coming on with the heat pump: if the interior

temp reading on the thermostat is five degrees or more under the thermostat’s requested setting, the system is programmed to turn the furnace on along with the heat pump to move the interior temp quickly to the requested setting. The heat pump by itself would take much longer to raise the interior temp to the desired setting. After the room reaches the desired setting, the heat pump can maintain the requested temperature and the furnace will not run. Once the ambient temperature reaches 38 degrees, the heat pump will kick off and automatically turn on the furnace because there is not enough heat in the outside air to raise the temp inside the coach.

2004 Allegro Bay With Slide-Out Problem

I own a 2004 Allegro Bay, 8.1L gas engine on a Workhorse chassis. I purchased it from Scotty’s Campers in Louisiana in 2009 with 8,500 miles on the odometer that now reads 31,000. I bought this particular coach because it was in mint condition and I was aware of Tiffin’s reputation for quality and good service. In its 10-year history, the coach has a short list of repairs, the largest of which are the compressor in the dash heat/air system and a \$750 repair to malfunctioning jacks.

I have two problems with the main slide-out: (1) failure of the relay on the switching system, and (2) recurring problems with the gears that open and close the slide-out. The dealer replaced the gears because of several broken teeth about two years ago. The same problem occurred eight months ago and I replaced the gears myself. Recently, one of the gears has another broken tooth. The dealer regards this as a rare problem and is not aware of the cause. I realize the coach is long out of warranty, but I would like information as to the cause and remedy. Thanks for your help.

Clayton Guedry
Bourg, Louisiana

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Dear Clayton,
Having a relay go out is fairly routine. They just have to be replaced. The broken teeth may be due to metal fatigue. It is unusual for this problem to happen twice unless the slide-out box is binding slightly and putting too much pressure on the gears. Without a careful examination of your slide-out box, I can't offer an answer that is certain.

Second Owner of 2008 Allegro Bus 42QRP Has Questions

For more accurate monitoring of the fresh water tank, I recently installed a Garnet SeeLevel system. The Garnet tape sensors were installed on the visible side of the tank which is five inches high. (A) Does the tank have the same height dimension all the way across its basement housing, or does it protrude down or up where I can't see it? If the latter is true, it would throw off the accuracy of the sensor tapes.

I want to make sure that I am accurately checking the hydraulic fluid for the jacks and slide-outs. (B) Does the tank in the generator compartment service the jacks and slide-outs? I read that to accurately check the level the jacks should be retracted and the slides extended. Is this correct?

(C) The mud flap is worn on the driver's side almost up to the metal Allegro plaque. I had the ride height checked and replaced a ride height valve. It only seems to drag when moving slowly through a campground or a parking lot. The coach does not seem to list going down the highway as if it were overloaded or the load not distributed correctly. Any direction would be appreciated.

Bill Green
Orlando, Florida

Dear Bill,

(A) The tank is flat on the bottom and top all the way across. (B) You are correct. The jacks should be stored and the slide-outs in the extended position in order to accurately check the fluid. (C) When you

stop and put the motorhome in reverse, the tag axle will automatically dump, which makes it lower all the way across. Check to see after it dumps if one side is going lower than the other. This problem should be addressed by the chassis manufacturer. It does not reinflate until you reach a speed of 8 mph, or turn the ignition off and restart it. It does have a manual override on the console to the left of the driver.

Water Leaking from AC Vent in 2012 Allegro RED 34QFA

We own a 2012 Allegro RED 34QFA with 6,000 miles on the odometer. Except for one persistent problem, this has been the best RV we have ever owned and about as trouble free as possible.

The problem: On hot humid days when the front AC is running, condensation water will suddenly gush out of the overhead AC vent directly above the driver's head. We regularly put a protective plastic sheet over the dash and steering wheel and avoid using the front AC unit. The rear unit is okay. Technicians have looked at the roof unit and can find nothing that is not secured or correctly installed. Do you have any suggestions? If not, please turn this problem over to the engineering department. We really need to get this problem fixed. Thanks.

Patrick & Marilyn Astre
Ridge, New York

Dear Patrick & Marilyn,
With water going into the return vent, it is likely the AC condensation drain is

stopped up, allowing water to come over into the vent. You will have to remove the AC cover. There are two drains approximately 3/8" in diameter. Check to see if either hole is stopped up, preventing the condensation from running inside.

Odor Emanates from Cold Water Faucet

In our 2008 Allegro Bus 43QRP, an offensive odor emanates for 30 seconds after I turn the cold water on in the bathroom lavatory. The bus is stored in a garage and I always put a small amount of bleach in the fresh water tank. Even when the coach is in use, the next day it will still have the odor. No other sink in the coach has this problem. The service company cleaned the drain on the sink and we still have the problem. Any suggestions?

Chris Koontz
South Daytona, Florida

Dear Chris,

We are not sure what could have caused the problem. Try removing the water filter and replace it with 50-50 bleach and water. With the city water hose hooked up, turn on the water faucet at the lavatory and allow the 50-50 mix to fill the line. Let it set overnight and then flush the system good with fresh water. I hope this will eliminate the problem.

Matching Up Painted Replacement Parts

I have a 2005 Allegro Bus with a busted latch on a door to one of the storage compartments. I ordered and received a

LET US HEAR FROM YOU

"Serious Tech Talk" is a very important section of *Roughing It Smoothly* in which information sharing flows in both directions. Please continue to send your questions to Danny Inman on the enclosed postcard. A separate postcard is enclosed for "From the Road," a fun part of the magazine for readers to share their motorhoming experiences. You can email us at: fredthompson1941@hotmail.com.

— Fred Thompson, editor

new replacement. However, the exterior face of the replacement only comes in black and, of course, the exterior part of the door where the latch attaches is not black. Can Tiffin paint the latch for me? If not, can the exterior part of the original latch that was not damaged be removed from its defective mechanism and reattached to the replacement mechanism?

Charles Stockton

Hot Springs Village, Arkansas

Dear Charles,

If your coach is here at the Tiffin Service Center, we can visually match the colors. The colors on older units, such as your 2005 coach, will fade or change slightly over time. Trying to do it remotely is simply not possible. The latch itself is painted. There is not an exterior original shell that can be salvaged and reassembled over the new latch mechanism. It is all one piece.

On Line Service Manuals?

I currently own a 2013 Allegro Breeze 28BA. My first motorhome was manufactured by Winnebago who allows owners to go online and view schematics of electrical, plumbing, and electronics. Does Tiffin offer online manuals with schematics? Or do they have a website that is accessible to owners? Many owners like to perform their own repairs. Most automotive manufacturers offer factory manuals with schematics for each vehicle.

Charles Holbrook

West Hills, California

Dear Charles,

Online service manuals are not currently available. We are in an initial planning stage of developing new manuals. This is not a trivial task and it will take time to accomplish our purpose.

Surge Guard for the 2013 Allegro 32CA

I own a 2013 Allegro 32CA. Do you recommend using a surge guard for my coach? I have been operating under the belief that

the circuit breakers in the motorhome would protect it from any surges.

Peter Garms

Charlestown, West Virginia

Dear Peter,

The automatic transfer box by Surge Guard (Model 41260) installed on your

2013 Allegro 32CA has some built-in surge protection. It is considered a medium duty protection unit. It has open neutral protection, reversed polarity protection, multi-mode surge protection, electrical interlocked control circuit, and is rated at 2600 Joules at 76,400 amps.

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DEALER PROFILE *Continued from page 43*

the company began in 2009, she has held positions as sales coordinator and manager of the business development center. “Breana’s skills have nearly doubled our capacity to process loans with the financial institutions we use,” Jackson said.

Derrick and Correa are very conscious of the fact that demographics are changing. “The age of first-time motorhome ownership is dropping significantly,” he continued. “While everyone seems to be talking about the effect of baby boomers on the motorized marketplace, we are seeing the surge coming behind the baby boomers. They grew up with that experience and they want it for their kids now.”

The company’s website is intuitively designed to quickly find inventory for each brand, categories of RVs, and departmental choices such as financing, service, or parts & accessories. The overall website is constantly refreshed with manager’s specials in both sales and service.

“To offer accurate representation and timing of what is on our sales lot, we do our own product videos,” Correa said. “After a customer visit, a sales associate can email a YouTube video reviewing the brands and floorplans the visitor liked. We are also producing videos to help our owners with any hands-on service they may wish to perform. A library of service videos is the goal. We aim to make RVing a really good experience for our customers.”

Mark Derrick, David Daniel, and their dynamic managers and staff in just five years have built a solid company that has almost unlimited growth opportunities in the underserved Atlanta market with a population of 5.5 million. **RIS**

OWNER PROFILE *Continued from page 53*

incident created deep reflection and caused him to write a soul-searching letter of appreciation to his dad, thanking him for the way he had reared him and the values he now cherishes.

When John returned to the states after his last tour, he was transferred to the Naval Medical Center in San Diego as the Marine liaison for soldiers injured in Afghanistan or Iraq. During that time he met a pretty nurse by the name of Cameron McStowe who later became his wife. The couple settled in Southern California where John is now in college studying for a degree in criminal justice. Cam and John recently welcomed a baby girl to their family, whom they named Annabelle.

When John retired from the Marines two summers ago, he invited his dad to his retirement ceremony and party. Jack and a good friend hauled their motorcycles in a trailer from Mobile to Albuquerque because it was just too hot to ride across Texas. They stored the trailer at a friend’s place and rode their BMW and Honda the rest of the way to San Diego for the event.

After a four-day party, John joined the two seniors on his BMW1200 Adventure and the trio rode to Reno to visit Jack’s 91-year-old aunt and uncle. They then rode back to U.S. 1 for a ride into Oregon. Traveling through the redwoods when there was no traffic, Jack set his throttle lock and with his arms outstretched cruised as if he was flying. Moving his legs slightly, one then the other, caused the BMW to move in a wavy path down the highway. John was 40 yards behind recording his dad’s reverie on an iPhone camera. The father-son camaraderie on the trip is

treasured by both men. Jack traveled 7,600 miles in 26 days on his BMW.

While Jack was developing and enjoying his new career operating J & J Racing, Lisa carved out her career as a network engineer with Evonik, the third largest specialty chemical company in the world. Now in her twentieth year with the company, she manages the team that builds the infrastructure to support the company’s networks and servers.

“We are the backbone the applications software rides on,” she explained. “From an IT perspective, we support 30 of Evonik’s plants in North America and six in South America.” After earning an associate’s degree in computer engineering, Lisa enrolled at Faulkner University’s Mobile campus and earned a B.S. degree in business administration.

“We make the chemicals needed to create several products that you use or see frequently,” she said. “For example, our high performance polymers are used to make Plexiglas.” Evonik’s growth was fueled by the mergers of several companies.

Lisa plans to retire in five years when she completes 25 years of service at Evonik. “Then we really plan to travel a lot more,” she said. “We want to go anywhere that Bus will take us and stay as long in each place as we are enjoying it,” Jack chimed in. An extended trip to Alaska is definitely on their “bucket list.”

At this point in the game, on one key score where a zero wins, Jack is ahead. With all these many years of riding between the two of you, I asked, how many broken bones have you suffered? “We are really pretty lucky,” Jack said. “But so far, zero for me and three for Lisa.”

What a team!! **RIS**

IN THE PLANT *Continued from page 6*

Carter

using detailed diagrams, I have been working with engineering lately to watch the installation of the harnesses inside the motorhomes,” she said. “This has helped me to understand how my job and this department fits into the overall production of a motorhome.”

Both of Carter’s parents, Ed and Priscilla Martinez, work at Tiffin Motorhomes. “It is nice

to see them here and it works out great because they are such a big help with my daughter,” she said. Carter juggles the rest of her time managing her three chicken houses and being a cheerleader mom. Raising chickens in this area is big business and many Tiffin employees manage their farms in the afternoons after their 2:30 shift ends.

“Working here has been wonderful and I have really enjoyed it. I hope one day to travel in a mo-

torhome again the way we did when I was young so McKenzie can see just how much fun it is.”

Payne

think everybody in Red Bay knows them. One of them is a really good ball player and one is really into music, so they each have their own talents and abilities. They are also both good looking kids,” he said with a laugh.



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