

# Roughing It. Smoothly<sup>®</sup>



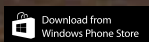
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- The 2015 Allegro RED 37PA
- Palo Duro Canyon State Park
- Prince Edward Island

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# Roughing it Smoothly®

January 2015

Volume 12, Number 1

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## Roughing It Smoothly circulation jumps to 76,000 printed and online magazines

Over 22,000 Tiffin owners are now receiving *Roughing It Smoothly* through the U.S. and Canadian postal service. Over 42,000 are now reading *RIS* online. Our dealers are distributing 12,000 copies in their showrooms. *Roughing It Smoothly* is now entering its 12th year and is the largest magazine published by an RV manufacturer in number of pages and total distribution.

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.**

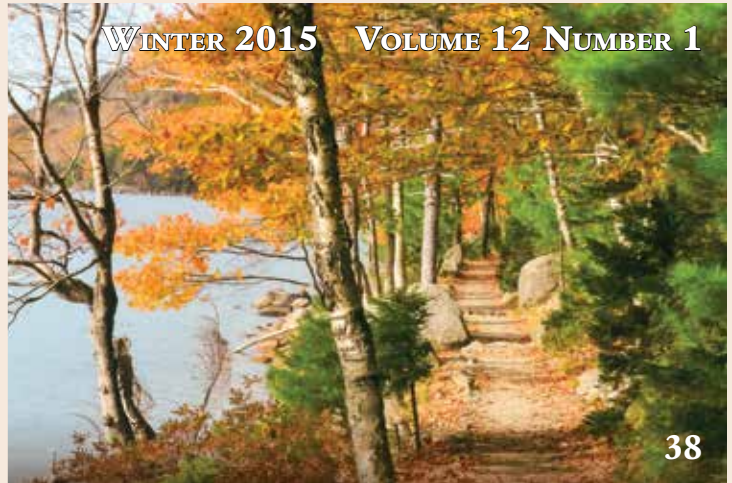
### Serious Tech Talk

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 RIS techtalk@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.

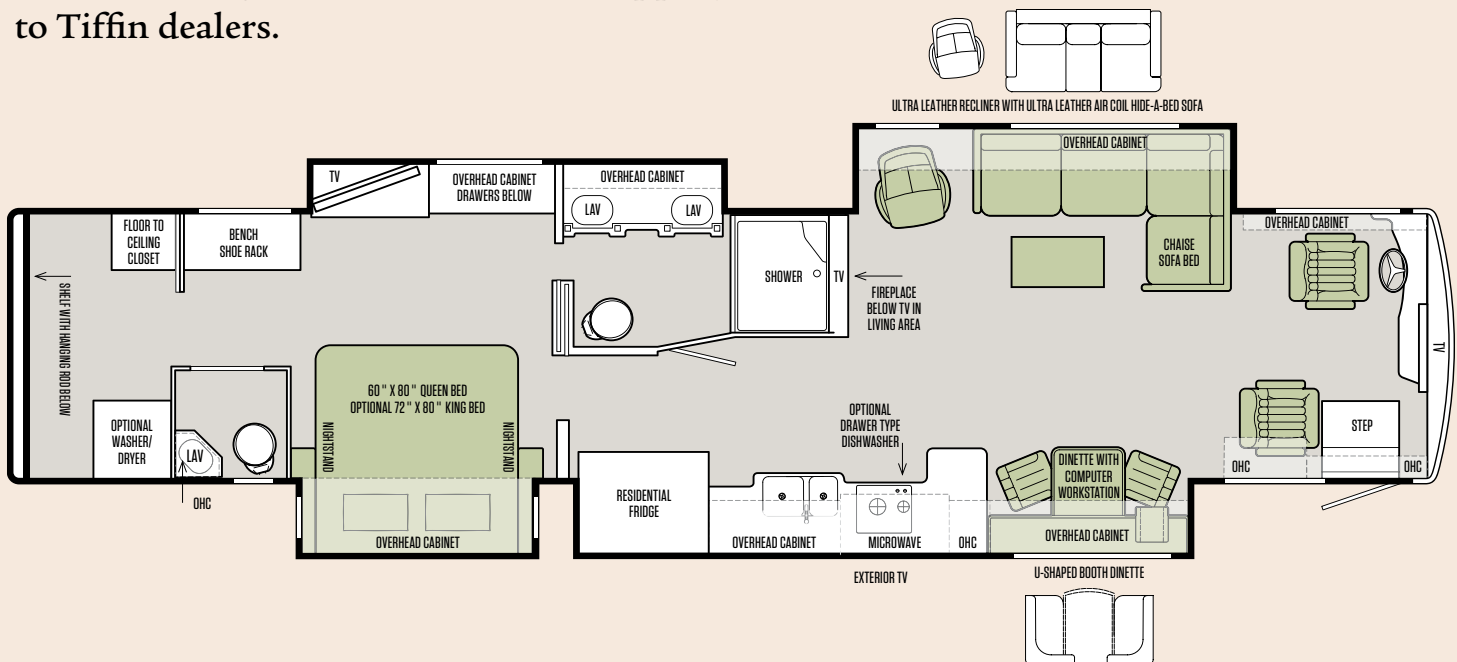
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# Features

- **The 2015 Allegro RED 37PA**  
This floorplan quickly became a bestseller. *See page 6*
- **Palo Duro Canyon State Park**  
*See page 22*
- **Prince Edward Island**  
The Gentle Island. *See page 42*

The 2015 Allegro Bus 45UP is now shipping to Tiffin dealers.



## Going Forward in the 2015 Market

by Bob Tiffin

We have been in business for 42 years and in that time I have never seen the “stars, sun, and moon line up so perfectly” for someone who is in the market for a new motorhome.

Interest rates for vehicle and RV loans continue to be very low and the availability of gas and diesel fuel at reasonable prices make this year the ideal time to go forward with your plans.

The availability of so many new features in our motorhomes and the price points at which we can offer these features have never been better.

Take any of our six brands and compare it to any manufacturer’s brand in a similar length and price point and you will find that we have as much and *usually more storage capacity* in our motorhomes than any of the competition. I am so comfortable with my claim that I trademarked the Tiffin STORE-IT-ALL™ Assurance. Rest assured, I believe a Tiffin coach will surpass a competitor’s model of equivalent size in the quantity and quality of storage. When you measure the basement’s storage capacity and the storage systems in each room of the motorhome, you will help me make my point.

Storage capacity and the functional design of drawers and cabinets throughout the motorhome make a Tiffin coach the hands-down, logical choice for owners who want to be full-timers. Our cabinets feature adjustable shelving and sliding compartments for better organization. Drawers are outfitted



with full extension metal slides to pull completely open. All kitchen cabinetry is handcrafted from solid unblemished hardwood and features Tiffin’s trademark fit-and-finish detailing.

The *design* of the storage systems in our four Class A diesel pushers focuses on the functional use of each system. For example, in the picture below left, carefully examine the galley system in the Allegro Bus 40SP. Then visit any other manufacturer’s coach in the same price point range and see if you can find a galley so well designed. In this Allegro Bus, we have 13 storage drawers under the counter in the galley alone.


Our galley in the Allegro Bus with the “country sink” (approved by the National Plumbing Association) is the best design in the industry. Custom-built in our plant using solid surface countertop materials, this sink allows you to submerge and clean that oversized, large pot that you used to make beef stew to take to the potluck at the clubhouse. And this is just one aspect of our capacity for storage and functional use.

Occasionally, when I am working a retail show with our dealers, someone will observe that the Allegro Bus 45LP does not have a slide-out pantry. While slide-out pantries are nice, I simply point out that the combined cabinet and drawer space in the 45LP far exceeds the combined galley storage of any of the competing units that might have a slide-out pantry.

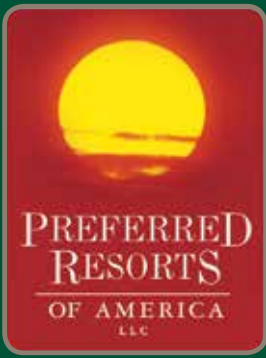
This is just one example that makes the Allegro Bus such a good value. Other outstanding features include heated floors and our flush mounted insulated windows which open a full 50 percent of the length of the window. All of our coaches have a full thermal wrap that keeps the coach cooler in the summer and warmer in the winter.

To top it all off, we build the Allegro Bus on the PowerGlide chassis that has the reputation of providing the best ride in the industry.

If you are in the market to trade this year, this is the best time while interest rates are low, fuel is reasonable, and availability is at its best. Tiffin Motorhomes can deliver a specialized customer order in eight weeks.

Our coaches are made to move you. And, as always, we go where you go. Tiffin Motorhomes has set the bar for the best customer service in the industry. 





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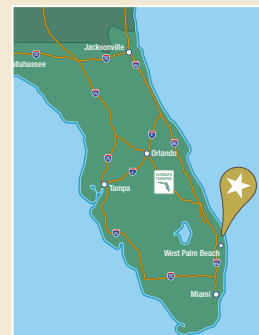
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Text and photography by Fred Thompson

# The Allegro RED 37PA

THIS FLOOR PLAN QUICKLY BECAME . . .

a bestseller when Tiffin first offered it in August 2013 as the 2014 Allegro Bus 37AP. It was featured in the Fall 2013 issue (10:4) of *Roughing It Smoothly*. After the Hershey and Pomona shows last year, orders soared to as many as 10 units a week.

In January 2014, Tiffin's architects took the same floor plan, added three feet to the coach for a walk-in closet that included the washer-dryer compartment on one side and a handsome floor-to-ceiling chest-of-drawers on the other. That idea became the 2014 Phaeton 40AH.

As most of our readers know, the trim levels, standard features, and options move on a scale as you consider the Allegro Bus, the Phaeton, and the Allegro RED. All three brands offer the coveted Cummins rear engine diesel at different price points, but the three brands and trim levels allow Tiffin to essentially take the same popular floor

plan and make it available to a wider spectrum of buyers.

In the full size Class A category (defined as 7-ft. ceilings and 96-inch interior width of the two stationary walls), the Allegro RED is Tiffin's entry level *diesel pusher*.

When the 2015 brands made their debut in August, this popular floor plan appeared in the Allegro RED lineup as the 37PA. The floor plan's functionality is not diminished at all by the RED's trim level. While all of the trim levels are relative to the coach's MSRP, the number and quality of the options have been increased in each of the three brands for 2015.

The success of this plan is based on the spacious treatment of each key area, the choices it offers to the buyer, the design of the interior cabinets, and the efficient use of every square inch of floor space. We'll come back to a complete explanation of these points.



The Allegro RED 37PA will impress the buyer with its large number of features that are *standard*, meaning they are included in the coach's base price (\$243,890 MSRP). Here is a quick review of some of the *standard features*:

- a surround sound entertainment system for music, DVD movies, and television programming
- a 2000-watt sine wave inverter
- two HD televisions (42" & 38.5")
- satellite radio prep for XM reception (subscription required)
- 6-way powered driver and passenger seats by Flexsteel upholstered in Halo leatherette with a power leg lift on the passenger seat
- porcelain tile throughout the living, dining, and bath areas
- a 20 cu. ft. residential refrigerator
- a gooseneck faucet-sprayer with single action hot/cold lever over a double stainless steel sink
- a dinette upholstered in Halo leatherette
- solid surface countertops throughout the coach
- a Flexsteel L-shaped sofa upholstered in Halo leatherette (with air coil hide-a-bed) plus a recliner
- every window has solar and privacy tension-pull shades except the entry

door and bath window which have only the privacy shade

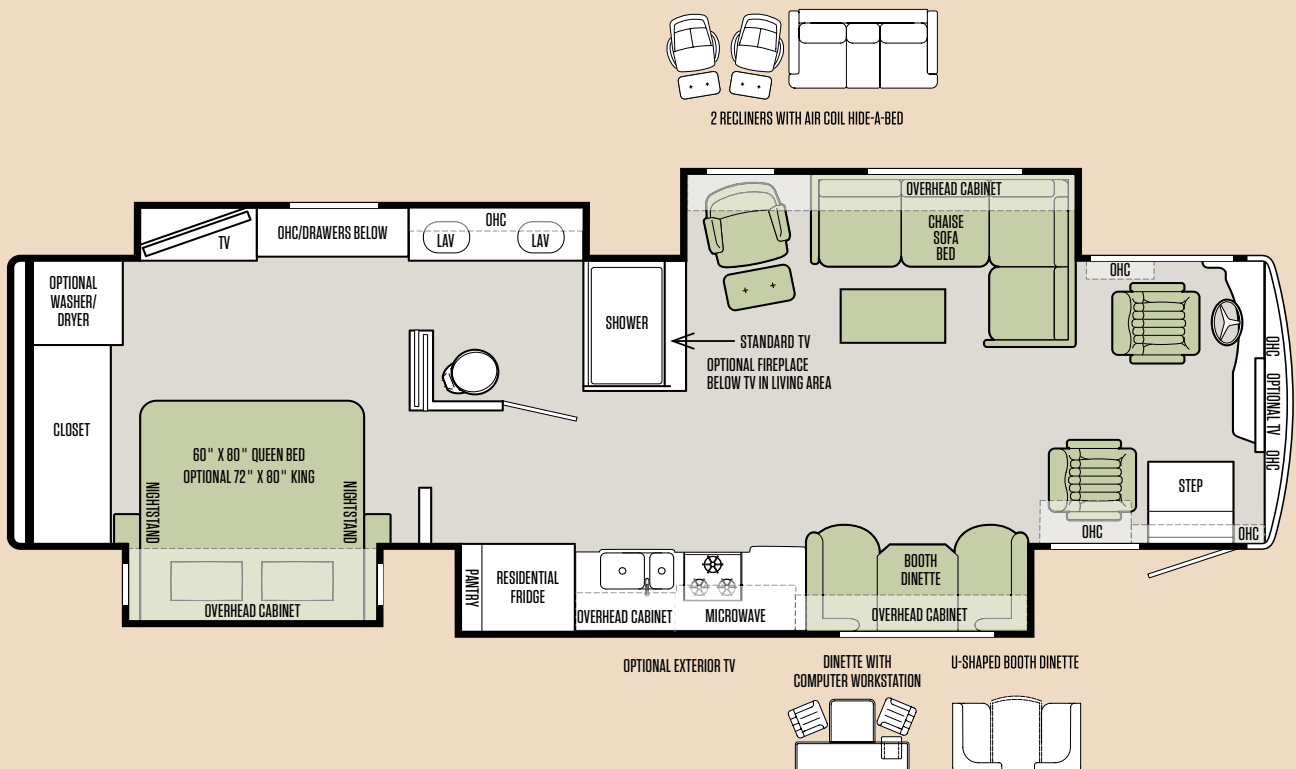
- powered solar and privacy windshield shades
- two multi-directional windshield fans
- recessed LED ceiling lights throughout the coach
- directional lights over all living room seating
- solid hardwood cabinet doors and facings, and slide-out fascias
- all heating vents have matching hardwood louvered covers
- all AC vents in the ceiling are 360° directional
- entire coach is thermal wrapped to create a warmer/cooler interior (depending on season)
- touch sensitive, lighted switches throughout the coach for ceiling lights and functional operations
- four USB ports in the two bedroom side tables
- two USB ports each in cockpit area for driver and passenger

It is unlikely you will find another manufacturer who puts as many standard features in an entry level diesel pusher motorhome.

This coach boasts the following options for an additional 5.4% of the MSRP:

- upgrade both air conditioners to 15,000 BTU with heat pumps
- bedroom ceiling fan
- countertops/backsplash upgrade
- upgrade cooktop with microwave oven to cooktop with residential Sharp Carousel microwave-convection oven
- dinette computer workstation
- in-dash navigation
- front overhead TV
- exterior TV for patio entertainment
- fireplace
- Hadley air horns
- king bed
- chrome mud flap with brand logo
- in-motion satellite
- stacked washer/dryer
- built-in vacuum cleaner

As described in the Summer 2014 issue, this floor plan "is a set of uniquely designed spaces skillfully integrated into a functional whole." The two spaces to which buyers are *immediately* attracted are the living area with its L-shaped chaise lounge covered in Halo leatherette and the largest galley Tiffin has offered in its Allegro RED series. Then, after visitors take a right turn from the galley/hall into the "residential bathroom," they usually are ready to sign a contract. Let's take a few close-ups.





## The Living Room

The living room is 12 feet 9 inches wide with the slides extended. It's 15 feet from the cabinet in the front dash to the wall that encloses the optional fireplace. Tiffin's progressive architectural design in the use of slide-outs in the last decade has made the interiors more residential with each passing year. This year porcelain tile floors are standard in the Allegro RED in every area except the bedroom where carpet is used.

The decision to become full-timers has never been easier. The standard L-shaped chaise lounge offers seating for four plus a full-size double hide-a-bed (including air comfort mattress supported with springs) to make your children, grandchildren, and friends feel very comfortable when they are overnight guests. The everyday ambiance of motorhome living is enhanced by the 37PA's surround sound stereo entertainment system that includes a 42-inch smart HDMI television. You will enjoy the two recliners with leg lifts while you are watching movies (one of the recliners with a leg lift is the passenger chair). The optional fireplace just below the television adds not only visual ambience, but also real warmth for chilly mornings and cool evenings.

The LED lighting throughout the living, dining, and galley areas usually exceeds the quality found in private homes. For example, you will find three individual directional lights over the chaise lounge perfectly located for reading. Not to be overlooked, the cabinets above the chaise lounge and recliner provide 13.7 cubic feet of storage space.

As always in a Tiffin coach, the architects bring the outdoors inside with the maximum amount of "picture windows" possible. When your purpose for traveling is to see this beautiful country, big windows make all the difference. So many times I have heard coach owners exclaim, "From where we were parked in the campground, we could see the Rocky Mountains through



our big windshield and all of the passenger-side windows." Or, "Our lot faced the ocean and we enjoyed incredible sunrises every morning as we ate breakfast."

All of Tiffin's Class A brands use the innovative EXTRAORDINAIRE™ AC SYSTEM. The state-of-the-art heating and cooling method developed by Tiffin engineers is modeled on residential-style systems. To maintain the desired temperature setting, the AC system uses adjustable registers and return vents placed the length of the coach's ceiling to keep the airflow moving in a circular pattern. It is whisper quiet and amazingly efficient.

Powered by a 1000-watt system with "Wi-Fi Built-in," the entertainment system 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. Both AT&T and Verizon offer air cards to provide a Wi-Fi connection.

With its Blu-ray™/DVD Home Theater System feature, the LG television supports HD programming and playback. In addition to the optional 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.



## The Galley

The size of the workspace in this galley is impressive: the countertop is eight feet wide. The depth varies from 23¼ to 41¾ inches. The three burner propane cooktop and the stainless steel double-bowl sink each have solid surface countertop covers. When the covers are in place, the chef has over 20 sq. ft. of countertop space to use for buffet service.

A single-action, hot-cold lever supplies water through a goose-neck brushed nickel delivery arm with a button-activated spray head. This edition of the 37PA includes an optional custom-designed backsplash that fully protects the back wall of the galley. Three 110v outlets are evenly spaced across the backsplash to service your favorite appliances. Also included (and optional) is the residential microwave-convection oven with stainless steel exterior. All microwave ovens in Tiffin motorhomes are vented through the outside wall. Four LED task lights brightly illuminate the galley's work surface.

The Tiffin STORE-IT-ALL ASSURANCE™ really comes into play in the 37PA's galley. Beginning on the left, the stack of three drawers are each 11 inches wide × 23 inches long × 5.5 inches deep. That's actually 2.4 cu. ft. of space just in this stack of drawers!

Under the three-burner cooktop, you will find two large drawers for your cookware. The cabinet under the stainless steel double sink offers over five cubic feet of storage space and includes custom-built frames to hold the solid surface countertop covers for the sink. Just to the right of the sink, a second stack of three drawers is designed to store your table service, cooking utensils, hot pads, and drying towels.

There's more! In the Allegro RED 37PA, Tiffin includes a 20-cu. ft. residential refrigerator as standard equipment. The stainless steel double-door refrigerator has premium shelves and compartments with variable temps and humidity controls. The

freezer drawer pulls out at knee level. It features sliding shelves and an ice maker. Just to the right of the fridge, the chef will be pleased to find two slide-out pantries, each with three shelves.

In the picture of the galley, you will notice three overhead cabinets. The two double-door cabinets to the right of the microwave-convection oven are 22 inches wide × 21 inches deep × 15 inches high. You can customize each cabinet with the adjustable shelves. To the left of the oven, a third overhead cabinet is 13¼ inches wide × 21 inches deep × 15 inches high. As seasoned RVers know all too well, storage design and capacity is one of the key elements in the overall design of an efficient motorhome.

## The Dining Area

For many years the motorhome's dinette had two functions: (1) two bench seats with a table usually offered seating for four people to have a meal; (2) in most brands, the table dropped down level with the benches and formed a bed for two children. Nearly every motorhome and trailer manufacturer used this standard approach.

Nearly 10 years ago, the furniture designers at Tiffin Motorhomes noticed the motorhome owners visiting the TMH service center were packing their desktop computers. However, finding the space for a specialized cabinet to house a computer workstation was a tall order. Innovation won the day when TMH designers came up with the dinette computer workstation. They integrated a dinette for four into a 72-inch wide computer desk and workstation.



First, a credenza extending 18 inches out from the wall conceals a steel frame that mounts a 25 × 40-inch table in the middle of its 72-inch width, 17 inches of which slides back into the credenza when only two are dining. That leaves about 23 inches on either side of the 25-inch wide table to create a workstation, two desk drawers, and a filing drawer that accommodates hanging folders. On the north side of the table (see picture), a laptop is positioned on top of the credenza. A tray for a standard size keyboard slides out from under the solid surface countertop. Under the keyboard tray, a second slide-out tray can hold a small printer about the size of the one in the picture, or it can be placed on top of the credenza.

For those using a desktop system instead of a laptop, the computer fits into the center cabinet under the dining table and the monitor positions on top of the credenza. Two 110v outlets are in the wall under the credenza.

On the south side of the dining table, there are two desk drawers (14 × 15 × 3.5 inches), plus a filing drawer with metal rails for



hanging folders. If you take your business with you on the road or you are full-timing, the dinette computer workstation provides a perfect business center. Twenty square feet of workspace can be created by covering the cooktop and sink with the solid surface countertop covers. The cabinets above the dinette offer nearly seven cubic feet of storage in a convenient location for your business records, samples, and other paraphernalia.

With the growing popularity of Chromebooks, tablets, and iPads, you may leave your laptop at home. If that's the case, evaluate ordering your 37PA with the U-shaped dinette. It is quite comfortable and has a large storage drawer under each seat.

## The Bedroom

Tiffin bedrooms are an amazing design coup. TMH architectural and interior designers can put a king size bed in a motorhome and make the room look like the bed was meant to be there. Including the depth of the closet, the floor space of the bedroom is 10'8" north-south and 11'8" east-west. That leaves nearly four feet at the end of the bed for dressing space and moving about. And there is plenty of room between the bed and the closet doors to make your clothes selection. Except for the frames, the closet doors are full mirrors. Of course, visual perception makes a big impression on how large the room *feels* to our mental perception.

As I browsed about the bedroom, I found several ways Tif-

fin created very useful features to make this room so pleasant. Good ventilation is very important for restful sleep. In the sides of the bed slide-out, two small windows provide fresh air movement. The egress window in the opposite slide-out creates a cross ventilation. To really move some air, close the bedroom and bath doors to the hall and set the exhaust fan in the bathroom to one of three speeds. You've now got an attic fan working for you. Plus, you can add an optional ceiling fan.

A Tiffin bedroom is the epitome of good storage design. The four-door cabinet over the bed has 10 cubic feet of storage, and under the bed you'll find another 10 cubic feet. In the side of each end table, Tiffin included an open box design for you to



stash your book, magazine, or newspaper before turning out the light. The front of each end table has two USB ports to power up your tablet, smartphone, or Kindle, plus a 15-inch door that opens to a small storage compartment. Both side walls in the bed slide-out have 110v service. A control module on the south slide-out wall has lighted touch switches for the ceiling and hall lights, the light master for the coach, the door light, and variable speeds for the ceiling fan.

The rear wall of the bedroom is used for a double sliding-door wardrobe 64 inches wide, 62 inches high, and 20.5 inches deep. The remainder of the rear wall houses the optional stacked washer and dryer by Splendide, which is hidden by a sliding door that conveniently moves to the left and remains

out of the way while you are using the washer and dryer.

The driver side slide-out also contains the expansion space for the bedroom. A double set of sliding doors housed in the middle of the forward bedroom wall move east and west for privacy between the bath and bedroom and between the bedroom and galley. This bedroom-bath configuration has become so popular that it is now offered in four of Tiffin's coaches.

The bedroom portion of the driver side slide offers four large drawers (41 × 11 × 7 and 14 × 11 × 7 inches), a clothes hamper, two overhead cabinets above the egress window, and a louvered double door compartment for the coach's entertainment system. Each chest has a solid surface countertop. A 38.5-inch smart HDMI television is standard on the 37PA.



## The Bath

The rear driver side slide-out nearly doubles the floor space for the 37PA's bath. The slide-out houses a handsome vanity with double sinks. Each of the oval bowls are seamlessly molded into the solid surface countertop. Accentuating features include a standard backsplash, nickel-plated single-lever faucets, a towel ring, and double 110v outlets. The vanity and its twin mirrored cabinets (29 × 21 × 7¼ inches) are brightly illuminated by three recessed LED lights.

Underneath the countertop, you will find 1.7 cubic feet of storage space on either side. In the middle, you will notice three drawers (8 × 15 × 5.5 inches). All of the drawers and cabinet

doors, the cabinet facings, and the slide-out fascias are solid hardwood. Extra storage and a towel bar are located in the wall above the toilet.

The residential size shower is enclosed with a rainglass panel and door. It boasts nickel-plated hardware and towel rack, a seat, shelves recessed into the wall, a grab bar, a skylight with a sliding closure (insulated and lighted), plus an adjustable shower head with a cutoff button in the handle. You will step out of the shower onto a porcelain tile floor.

The bath has a powered ceiling vent. Touch switches for the vent, water pump, and lights are in a wall console by the door.

## Driving the 2015 Allegro RED 37PA

The functionality of the Allegro RED's cockpit is right at the top of the chart. Beginning with a Flexsteel chair with 6-way power adjustments that will assure the pilot's comfort, the RED has a dash cluster with instruments large enough to provide clear recognition of the coach's performance data. The two largest gauges are the MPH and RPM. They are surrounded by six smaller gauges for fuel, front and rear PSI, amps, oil pressure, and engine temperature. The steering column position can be adjusted to accommodate your view of the dash or to add to your driving comfort.

The ergonomically designed dash to the right of the steering column features Tiffin's Triple Vision color monitor for the three exterior cameras. While most side camera displays are activated by the turn signal, you can touch a button to monitor traffic on either side and the rear before you signal your move to change lanes. The monitor can also be used to view the exterior of the coach at night to check safety concerns. The cameras can be adjusted for day-night vision, contrast, and sound. Under the monitor, seven toggle switches control the step cover, the driver fan in the upper left corner of the windshield, and the

solar shade, night shade, gen start/stop, map light, and radio. The two outlets just below the toggle switches offer two USB ports and 12v service.

Tiffin's optional in-dash navigation software and monitor is combined in the same system with the AM-FM stereo and satellite-ready radio (subscription required). The Denso automotive heating and cooling controls are immediately below the navigation system. Denso provides three large dials that make it very easy for the driver to safely make changes in the HVAC while underway.

The parking brake and the generator's auxillary start toggle are mounted in a smaller dash area to the left of the steering column. In the wall console, the Allison electronic shifting panel is located at the driver's fingertips. The heater switch and directional controls for the mirror are adjacent to the shift panel, followed by the most important item on the console: the driver's cup holder. When you are ready to level the coach on your campsite, the HWH hydraulic leveling system is located at the rear of the console.


The passenger seat also has 6-way power adjustments and a console with toggles for the step cover, map light, and overhead fan, plus two USB ports and a cup holder. Both the passenger and driver consoles have compartments near the floor for maps, magazines, newspapers, etc. A 110v service outlet is located at the base of the dash.

Tiffin builds the Allegro RED on a Freightliner rear engine diesel chassis that features a raised rail frame, air ride suspension, full air brakes, and an exhaust brake. No matter which of

Tiffin's diesel-powered coaches you choose, each coach's weight is carefully matched to a power plant and transmission that delivers the right torque and horsepower.

The Allegro RED 37PA is riding on a Freightliner chassis with a 252-inch wheel base. The RED's power plant is a Cummins ISB 6.7-liter electronic diesel, turbocharged, aftercooled engine. With a satisfying surge of power, the 37PA moves out smoothly from a dead stop to 65 miles per hour in approximately 32 seconds. Although the shifting is very smooth, you can feel the Allison transmission moving through its six gears effortlessly. The engine hits peak torque of 660 lb-ft at 1,600 RPM, and winds out at approximately 2,400 RPM when you are cruising at 65 MPH. The fuel tank can be filled from either side of the coach, with the DEF now located on the driver's side. If you are planning to trade a gas coach for a Tiffin diesel pusher, you will be pleased to discover a compressed air supply line on all of TMH's diesels. Never again will you have to look for an air pump at a fuel station.

The coach's four air bags and tuned shocks deliver a comfortably smooth ride. Over the years TMH has continued to improve the interior quietness of its coaches. With concealed speakers in the opposing upper corners of the cockpit, one can enjoy selections from XM radio and your favorite CDs. Good music and the fully adjustable Flexsteel driver's seat can make the miles evaporate.

The thoughtfully designed, interactive floor plan, a great ride, and a tight, quality-built interior will place the Allegro RED 37PA on many RVers' "got-to-have" list. 



# SPECIFICATIONS: Model tested 2015 Allegro RED 37PA with Four Slides

## Base MSRP\* – \$243,890. MSRP as tested with options – \$257,012.

### STANDARD FEATURES

#### Structural

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

#### Automotive

Allison 2500 MH six-speed automatic transmission with lock-up (torque converter)  
Cummins ISB turbocharged, aftercooled 6.7 liter electronic diesel  
Peak horsepower: 340 @ 2,600 rpm  
Peak torque: 660 @ 1,600 rpm  
Raised rail chassis frame  
Air ride suspension (4 air bags)  
55° wheel cut  
Full air brakes with automatic slack adjusters and ABS  
Exhaust brake  
18-inch steering wheel  
Cruise control  
Fog lights  
Daytime running lights  
Emergency start switch

#### Exterior

BASF full body paint  
Fiberglass front & rear caps  
Dual fuel fills  
Large tinted one-piece windshield  
8.0 Kw Onan Quiet Diesel generator  
Hydraulic automatic leveling jacks  
Heated power mirrors with remote adjustment  
Horizontal mounted, single motor intermittent wipers  
Gel-coat fiberglass walls  
Deadbolt front entrance door  
Double electric step  
Exterior patio light – LED  
Power patio awning with aluminum weather shield  
Automatic entry door awning  
Slide-out awnings  
Aluminum wheels  
Exterior side-opening, swing-out storage doors with gas shocks  
Exterior storage compartment lights  
Single handle lockable storage door latches  
Ridged long-life storage boxes  
Exterior storage compartment lights  
Roof ladder  
¼-inch thick single pane windows  
Heated water and holding tank compartments  
Four 6v auxiliary batteries  
2000 watt inverter  
50-amp service  
External tripod satellite hookup  
Black holding tank flush system  
Exterior rinse hose / shower  
Water filter  
Gravity water fill  
110v exterior receptacle  
110v / 12v converter  
Undercoating  
Digital / analog high-def TV antenna  
Cable TV ready  
Two 13,500 BTU low profile roof A/C systems  
Quiet A/C roof ducted system  
A/C condensation drains  
Roof ladder  
Color back-up camera & monitor  
Side view cameras activated by turn signals  
Chrome mirror heads with integrated turn signal cameras  
Front cap protective film

#### Driver's Compartment

Powered 6-way adjustable driver & passenger seats covered in Halo leatherette  
Power passenger seat leg lift  
Solid non-opening window, passenger side  
Entry floor light  
Step switch and 12v disconnect switch  
Lighted instrument panel  
Single CD player & AM/FM stereo  
Satellite ready radio (subscription required)  
ICC courtesy lights  
12v dash receptacle  
USB dash receptacle  
Padded dash  
Dual dash fans  
Tilt steering wheel  
Full-width powered solar & privacy windshield shades  
Manual driver and passenger solar & privacy shades on side windows  
Adjustable seatbelt brackets at shoulder level  
Fire extinguisher  
Wood console in dash with cabinet and 2 drawers

#### Living Area / Dinette

L-shaped chaise lounge, Halo leatherette  
European recliner with leg lift  
42-inch flat screen HDMI wall-mounted color television  
Custom infrared repeater

#### Kitchen

Solid surface countertops  
Solid surface backsplashes  
Double bowl stainless steel kitchen sink  
Solid surface sink covers  
Single lever satin nickel faucet and sprayer  
Under counter storage receptacles for sink covers  
Microwave oven with exterior vent  
Residential refrigerator with roll-out drawer freezer, with 4 batteries  
3-burner recessed cooktop with gas oven  
Solid surface covers for cooktop  
Fan-Tastic® power roof vent with 3-speed fan  
Two sets of stacked drawers under countertop

#### Bath

Double door medicine cabinet with mirrors  
Skylight in shower with sliding cover  
Molded fiberglass one-piece shower  
Fan-Tastic® power roof vent fan  
Solid surface vanity top and bowl  
Satin nickel vanity faucet

#### Bedroom

Wardrobe with two automatic lights  
Four OH storage cabinets in bed slide-out  
Closet ready for stackable washer/dryer  
Bed comforter with throw pillows  
Queen-size bed  
Solar / privacy tension pull shades  
Innerspring mattress  
Under bed storage  
Night stands with 110v outlets and USB ports  
Built-in dresser with 4 drawers  
Solid surface countertops  
Laundry hamper  
38-inch HDMI color television  
Carbon monoxide detector  
LPG leak detector

#### General Interior

7-ft. ceilings  
Soft touch vinyl ceilings  
Solid hardwood cabinet fascias  
High gloss raised panel hardwood cabinet doors and drawer fronts

Ball bearing drawer slides  
Porcelain tile flooring in kitchen, living area, bath & entry landing  
LED lighting  
Home theater surround sound system (includes DVD player)  
Scotchgard® treated carpet and fabrics  
Solar / privacy tension pull shades  
Power roof vents  
12v disconnect switch  
2000 watt sine wave inverter  
Tank level monitoring system  
Smoke detector  
Carbon monoxide detector  
LPG leak detector  
10-gal. DSI gas/electric water heater  
Power step well cover  
Two ducted furnaces  
Extraordinaire™ AC system

### OPTIONAL FEATURES ON THIS COACH

*The following options marked STD are included in the Base MSRP, but there are choices available.*

Gold Coral Full Body Paint STD  
Medium Alder wood cabinetry (simulated) STD  
Caramel interior STD  
Medium Halo leatherette STD  
Chaise L-shaped sofa & recliner, Halo leatherette STD  
15,000 AC w/heat pump  
Bedroom ceiling fan  
Countertop-backsplash upgrade  
Cooktop with microwave / convection oven  
Dinette computer workstation  
In-dash navigation system  
Front overhead TV  
Exterior TV  
Fireplace  
Hadley air horns  
King bed  
Mud flap  
In-motion satellite  
Stacked washer / dryer  
Vacuum cleaner built-in

### OTHER OPTIONAL FEATURES AVAILABLE

English Chestnut cabinetry (simulated) STD  
3-burner cooktop w/oven and convection/microwave  
Vertical side-opening window, passenger side  
Combo washer-dryer w/overhead storage  
Light Halo leatherette STD  
Halo leatherette, U-shaped dinette, PS  
Halo leatherette, booth dinette, PS STD  
Halo leatherette, air coil hide-a-bed w/ two recliners, DS  
Queen bed, STD

### MEASUREMENTS

Wheelbase – 252"  
Overall length – 38' 2"  
Overall height w/roof air – 12'10"  
Interior height – 84"  
Overall width – 101"  
Interior width – 96"

### WEIGHTS & CAPACITIES

GVWR – 29,500 lb.  
Front GAWR – 11,000 lb.  
Rear GAWR – 18,500 lb.  
GVWR – 29,500 lb.  
GCWR – 33,000 lb.  
UVW – 26,621 lb.  
CCC – 1,399 lb.  
Trailer hitch capacity – 5,000 lb.

### POWER TRAIN

Engine – 340 hp Cummins ISB turbo-charged, aftercooled 6.7 liter electronic diesel  
Torque – 660 lb.-ft. at 1,600 rpm  
Transmission – Allison 2500MH electronic six speed with lock-up  
Tire Size – Michelin XZE 275/80R22.5 LRG  
Alternator – Delco Remy 160 amps

### CHASSIS

Frame – Freightliner XCR Series  
Frame Design – Raised rail  
Anti-locking Braking System – WABCO 4M/4S ABS System  
Suspension (front) – Neway Air  
Suspension (rear) – Neway Air  
Shock Absorbers – Sachs tuned  
Automatic Leveling Jacks

### CONSTRUCTION

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

### ACCOMMODATIONS

Sleeps – 4 adults, 1-2 children (bedroom, 2; sofa sleeper, 2; PS dinette, 1-2 children)  
Fuel tank – 100 gallons  
Freshwater – 90 gallons  
Black water – 50 gallons  
Grey water – 70 gallons  
LPG tank – (30 gallons; can be filled to 80% capacity) – 24 gallons  
Basement storage: 119 cubic feet (approx.)

### MSRP

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

### UVW

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

### DEALERS

To locate a Tiffin dealer nearest you, go to [www.tiffmotorhomes.com](http://www.tiffmotorhomes.com) and click on "dealer locator." If internet access is not available, call 256-356-8661 and ask the operator for the Tiffin dealer location nearest to you.

### PLEASE NOTE

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





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## Wade Humphres Celebrates 40 Years at Tiffin Motorhomes



Wade Humphres joined Tiffin Motorhomes in the late summer of 1974, just two years after the company's founding.

Like many employees joining the ranks at Tiffin Motorhomes in the early 1970s, he didn't really know what the future would hold and he certainly didn't expect to look back on a 40-year career with the company. But, on September 3, Humphres marked his 40th anniversary with TMH.

Humphres was just 20 years old and a couple of years out of school when he took a job working on the production line. Now, 40 years later, he finds it almost hard to believe that he's been at TMH for that long.

"It's hard to think that it's been that long," said Humphres, who has served as the manager of the Tiffin Service Center for 14 years. "This has been a good place

for me and my family."

Humphres worked on the production line for several years before becoming a utility floater. A floater has to learn every job in a given area of the production line to be able to cover for an employee who has to take sick or personal leave.

He became a supervisor in the early 1980s and remained in that role until moving to the service center manager's position in 2000. The job requires an enormous amount of patience, excellent product knowledge, good judgment, and fair-mindedness to work with 100 owners every week, each of whom is anxious to have the work on his or her coach completed as soon as possible.

Tiffin Motorhomes is the only manufacturer in the U.S. recreational vehicle industry that will repair any coach they have ever built. The Tiffin Service Center

(TSC) is widely regarded by RV owners for providing the most complete full-line service and repair center offered anywhere in the U.S.

"Our owners know this service center will provide the best service and top quality repair work because all of our technicians are trained here where the coaches are built," Humphres said. "Nearly all of our technicians got their initial experience working on the production line. They know exactly how our motorhomes are built, where the wiring and plumbing is located, and how the various components are installed as well as how to repair or replace them."

Working with 10 supervisors, Humphres oversees the work being performed in the TSC's 49 service bays, that ranges from specialty items such as cap repairs to slide out and floor repairs to tile or windshield work.

"Our crews even make daily rounds

Text and photography by Jonathan Willis

throughout the campground so customers who need minor work can receive that without going through a repair bay,” Humphres explained.

“The service center moved to a ‘first come, first served’ basis two years ago so unscheduled owners arriving at the campground did not continue to be pushed further behind those arriving daily who had appointments,” he said.

“We were always moving in customers who had appointments ahead of those owners who arrived without appointments. Those folks were staying here in the campground sometimes waiting four to six weeks. We just needed to make sure they were better taken care of than that,” Humphres said.

Work completed at the Tiffin Service Center ranges from minor repairs to major overhauls, depending on the customer’s needs. “We do everything right here,” Humphres noted. That makes each day a challenge, something that Humphres has grown to enjoy.

“The motorhomes have changed so


*At left:* Tim, Van, and Bob Tiffin congratulate Wade on 40 years of employment at TMH. Looking on are Wade’s wife Linda, son Jonathan, and daughter Stephanie. *Below:* Wade enjoys a sparring conversation that D-Ray Hester is having with Jesse Vess.

much over the years and we are constantly adding new features so there is always something new for us to learn. All the guys have to work together to make sure we stay on top of everything,” he said.

“When I started here, each RV had a small refrigerator and a cooktop, a little dinette, a bed, a toilet, and maybe a TV; so our motorhomes have really changed and grown over the years.”

In his spare time during the warmer months, Humphres enjoys swimming at home in his terraced pool or fishing with his family, which includes wife, Linda, son, Jonathan, and daughter Stephanie Pearson. He has four grandchildren, Annalise Rogers, Jaden Pearson, Preston Pearson and Justin Humphres.

He also plays guitar and performs at area churches and on local television with a gospel group known as “The Called Out.”

As he looks back on a 40-plus year career at TMH, Humphres has no regrets and no plans to quit anytime soon. “I never thought I would be at any one place this long,” he said. “When I first started at Tiffin Motorhomes, we were a very small company. This industry was so new to us and we really didn’t know what to expect. The Tiffins have been very good to us and it’s been a good place to work.” 



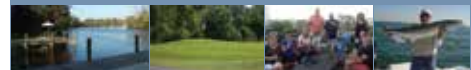
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## Scotty's Camper Sales: One of Tiffin's Oldest Dealers

This is our thirty-ninth feature on a Tiffin dealership. It is amazing how many dealerships were begun by men who were skilled mechanics, electricians, or welders. Each one simply put up a sign and began by stocking a few travel trailers. One entrepreneur bought used trailers and refurbished them. But they all had a common denominator: good service and hard work that earned repeat business.

Walter Scott was born in 1932 in Mineola, Texas, a small railroad and timber town about 60 miles east of Dallas. Leonard Scott, Walter's father, was employed by Magnolia Gas Compa-



ny, located in East Texas. In the mid-thirties, Magnolia sent him to Lafayette, Louisiana, to work for United Gas. His company transferred him frequently and the family lived in Jennings, Lacassine, and Lake Charles, Louisiana, and Austin and Shamrock, Texas. Leonard and Lydia had eight children, four boys and four girls. Not happy with having to move his family so often, Leonard quit his job and moved back to Mineola where Walter finished high school in 1950. His friends called him Walter, but his wife, Ethel, called him Scotty and the nickname stuck throughout his career.

As the post-war economy boomed, jobs were more plentiful. Scotty returned to Lafayette, doing electrical work and rebuilding welding machines and generators that were used primarily in the oil fields. His work led to electrical jobs in the oil fields that continued for 22 years.

"An old electrician from Texaco taught me a lot," he continued. "I learned to work on steam turbines that we used in the oil fields to generate DC electricity. We rectified it to AC to run the equipment. I maintained everything on those drilling rigs. We worked 10 days on / 5 off and then later 7 and 7. For a short time, I went to Brazil where we worked 28 on / 28 off. We flew out of NYC to Rio de Janeiro, and then five hours back north. Then we took a 90-minute helicopter flight to get to the rigs. It was quite an experience, but it paid well."

"In 1968 I bought three Williamscraft travel trailers out of Arlington, Texas, and set them up in my yard in New Iberia," Scotty said. "My good neighbors didn't complain and allowed me to do that for six years. I continued working in the oil fields and Ethel showed the trailers to our customers and sold them."

"I wanted to expand my business into motorized campers and Class A motorhomes," he continued. "I had placed an order for a motorhome for one of my customers and it got held up in manufacturing. I found a Tiffin Motorhomes ad in a magazine. Red Bay was about a day's drive from New Iberia, so I left the next morning to check them out. That was in December 1975. One month later in January, I received two Allegros. I actually had them both sold before I even got home. I sold the first one for \$10,000. That was my cost but I was trying to take care of my customer who stuck with me and didn't take his business elsewhere. We have been selling Allegros for 39 years!"

While the business was growing, so was Scotty and Ethel's family. They had three children: Margie, Mary, and Walter Jr.

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Text and photography by Fred Thompson

# P R O F I L E

“Mary was eight when we started the business. Walter began working in service while he was in school and became a full time employee when he graduated from high school. He did just about anything I needed done.”

After operating in his front yard for nearly six years, Scotty moved his business for a few months to one side of a gas station, then briefly to a vacated used car lot, and finally in 1975 to the present location on St. Peter Street in New Iberia, 20 miles southeast of Lafayette. “It was a mule barn,” he laughed. “We closed it in and made a storage building out of it. Then we built a small building for our sales office and used a storage shed for our service office. Since the weather is so moderate here, we were able to use an extended roof for our service center.”

Scotty’s Camper Sales soon became a “family business.” Pat Labiche’s family had a welding business in New Iberia. He began working for Scotty while he was still in high school, and then took a full-time position when he graduated.

“In a family business, the children can learn the trade while they are very young. I started learning how to weld when I was 10,” Pat said. Working for the Scott family afforded Pat another benefit: he married the boss’ daughter, Mary, in 1979. Walter married Tina Bayard in 1984. The two couples are very close and their children have grown up together.

Mary and Pat have a son, Joshua, 33, and a daughter, Jade, 28.

---

*From left: Ryan Sigue (Pat's nephew), Pat and Mary Labiche, Ethel and Walter (Scotty) Scott Sr., Tina and Walter, Jr., and Lester Smith.*

Jade and her husband have two girls, Finley, 2, and Whitney, 6 months. Walter and Tina have two girls, Jordan, 27, and Ariel, 24. Jordan has a son, Kailyn, 6, and one more expected this month. Ariel has a little girl, Emmalyn, 2, and a son due in March.

“This business is the only place I have ever worked,” Walter said. “I began helping dad after school when I was 12. By the time I was 14, I was selling travel trailers, and installing awnings and air conditioners. Dad started teaching me how to trouble shoot electrical problems while I was still in high school.”

“Walter and I have been working together on Tiffin motorhomes since 1975,” Pat said. “We have been watching Tiffin’s progress for nearly 40 years as they added new components and systems. So we can usually figure out pretty quickly what they are doing each year when the model year changes.”

“All of our customers have our cell phone numbers,” Walter continued. “Part of good customer service is being there to help them when something goes wrong or they have forgotten how to do something on a new coach. I have been called on a Saturday morning when I was in my deer stand. We sell them and we do the service work ourselves. When it comes to taking care of customers, Pat and I learned from my dad and from Bob Tiffin. Mr. Tiffin has set the benchmark for customer service in the RV industry.”

“We never did advertise our business in newspapers or other media. Our best advertisement is word-of-mouth from our customers. Our website provides our customers with all the basic information they need,” Walter said. “We are just a phone call



away and we can provide current information about our inventory. We sell 20 to 30 Tiffin coaches a year and usually have four units in stock. We encourage our Tiffin customers to study each brand and its price point to determine which one is best for them and their camping style. Then, with all the options that Tiffin offers on each coach, a buyer can customize their motorhome exactly as they choose. There are three interior decors to choose from, several wood finishes, and up to eight different color schemes for the full body paint. It only takes eight weeks from the time you order to the point of delivery. And no other manufacturer offers this—you can watch your coach being built on the assembly line and take all the pictures you desire.”

Scotty’s Camper Sales has one of the most thorough owner training programs in the business. “The most challenging part of delivering a coach to new owners is teaching them to use the four televisions, the surround sound and Panasonic entertainment center, all of the electronics, and setting up and using the inverter,” Walter said. “When I sell a Tiffin motorhome, it takes two days to get it ready. I check the water pressure, propane, every cabinet, the plumbing, the electrical systems, the refrigerator, and the water heater operating on both gas and electric. I have a check list for every possible item and then I sign off on that list. I torque every wheel lug and check the generator with full load.

“Then delivering the coach to the owner can also be a two-day process,” Walter continued. “By spending an hour or so talking to the new owner, I gauge the amount of training they need based on the feedback I get from them. Operating the inverter and the entertainment systems are good examples. If I am delivering a 45-ft. Allegro Bus, I expect to spend two full days training the owner. As I go over everything point by point, inside and out, I check to see how much they are absorbing and look at the notes they are taking. By spending this amount of time initially, I have had far less calls from our new owners who don’t understand how things work. I want to make sure our customers have had a pleasant experience when they leave our store.”

In 2000, Scotty and Ethel sold the business to Mary and Walter Jr. The company has two employees who are not part of the immediate family: Ryan Sigur (Pat’s nephew) and Lester Smith.

In 2007 Walter and Mary tore down the old office and built a modern, new facility that includes a fully stocked accessory

store. Tina, Walter’s wife, helps run the daily office routines. “Mary and I handle incoming phone calls,” Tina said, “and I handle parts ordering and warranty issues.”

“I do the payroll and accounts payable and receivables,” Mary explained. “I also enjoy waiting on customers in our parts store. We know every one of our customers by name and they become like family friends. We know their children and their grandchildren, and they often just stop by to tell us about their camping trips and what they have been doing.”

Walter handles most of the sales, both towables and motorized. “The Phaeton is our best seller by far,” he said. “Then the Allegro is next, followed by two or three Allegro Buses and two or three REDs each year. We generally sell one or two Breezes annually.”

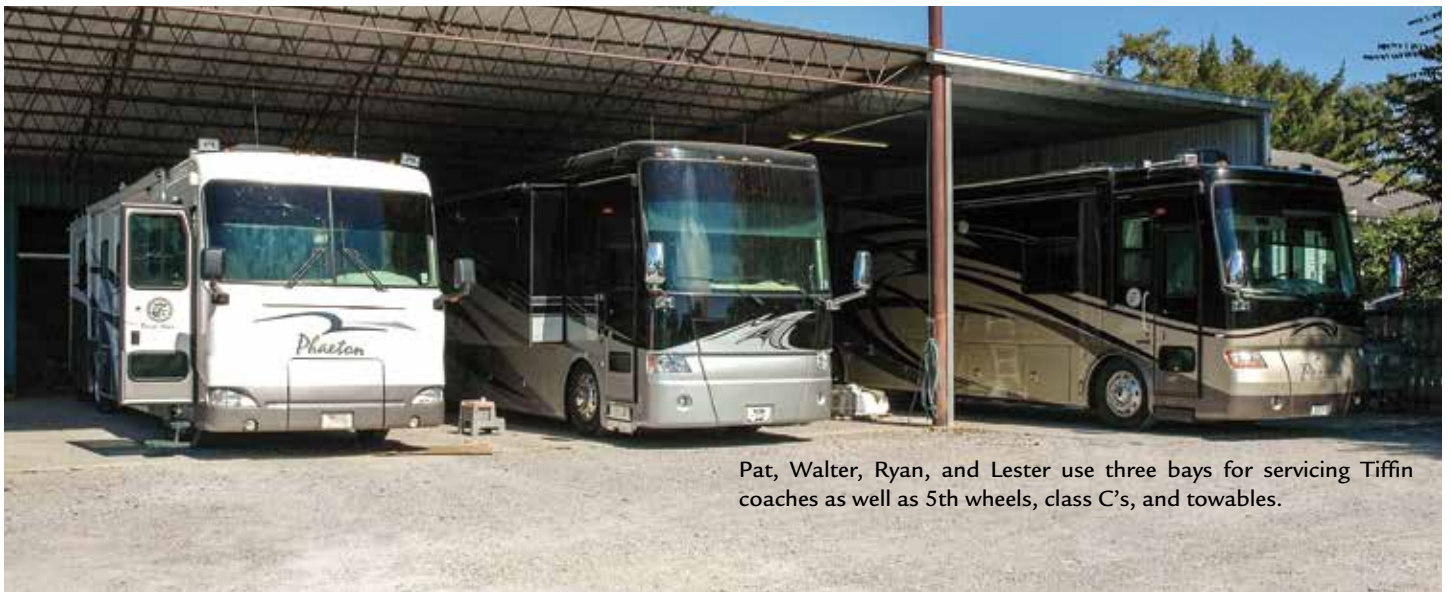
In the service department, Scotty’s offers oil changes and full genset service. They have a full lift system to get under a coach for service or to check for problems. The service areas include air conditioning, propane furnaces, all appliances, water heaters, Aqua-Hot, plumbing, electrical, wet bay floor replacement, and roof service. Scotty’s is certified by Tiffin to perform warranty work. They do not offer interior remodeling, collision and damage repair, painting, engine or chassis work.

Scotty’s offers several popular aftermarket products, including sales, installation, and service for towing equipment. They offer both Roadmaster and Blue Ox towing systems, drive-shaft disconnects for rear wheel drive tow vehicles, Remco lube pumps, and auxiliary braking systems for tow vehicles.

“Many of the Tiffin coaches that we service regularly were not sold here,” Walter noted. “That tells you something about the quality of our service because those owners have to go out of their way to get to New Iberia.”

“When we bought the business from Mom and Dad, we thought they might retire,” Mary said. “But they are still here nearly every day and find ways to advise and help out. Dad runs errands and takes customers back and forth to hotels and to the airport.”

“I enjoy just hanging around,” Scotty admits. “I have a camper over near Leesville on a deer lease. My great-grandson, Tyler, who is nine, likes to hunt with me. But he likes to talk too much, so we don’t get much hunting done. I also have a 25-ft 2000 Allegro that I use to go down to Grand Isle to crab and fish off the pier. I might be retired, but there sure is a lot to do.” **RIS**



Pat, Walter, Ryan, and Lester use three bays for servicing Tiffin coaches as well as 5th wheels, class C’s, and towables.



## **Milton Harris**

Tool Supply Management

Milton Harris' association with Tiffin Motorhomes is very different than most of the company's 1,400 employees who have worked at TMH for decades. Several have family members who have worked at Tiffin for 35 years or more, focusing every day on taking care of customers and putting the customer first.

One of those customers has been Harris, who has owned six TMH products, including two Phaetons that were as recent as the 2012 models. Now, he is seeing things from a different perspective. "I have a much better appreciation of the complexity and craftsmanship that goes into making these coaches operate," said Harris, who has been working in the main plant's tool room since April of last year.

"Before I ever bought a motorhome, I spent months investigating different manufacturers. All I've ever owned are Tiffin-built coaches," he said.

Harris and his wife, Linda, moved to Russellville from Orlando in September 2013 with their 14 year-old daughter in order to be closer to Linda's family.

Following a lengthy and diverse career, Harris found himself to be somewhat bored in retirement and approached TMH about possibly working part-time at the plant.

The Jackson, Mississippi, native holds a master's degree in economics from Mississippi State University. Before beginning an 11-year career in the banking industry, he attended law school and served six years in the United States Air Force during the Vietnam War era. After more than a decade working in the trust department at a Jackson bank, Harris and an associate opened a tractor dealership in Jackson that they operated for several years. He most recently completed a 17-year stint as the administrator for two large medical groups in Florida.

Even though he was working full time in secular positions, he spent more than 30 years ministering to Churches of Christ in several states, including New Mexico, Florida, Mississippi and Alabama.



## **Will Hill**

Slideout Specialist

Will Hill can be found each day installing slideout ramps on both the gas and diesel production lines at the Tiffin Motorhomes main plant in Red Bay. But, away from work, there's no telling where he may be.

Hill serves as a minister with Praise Tabernacle in Russellville and also serves in the motor pool with the 115<sup>th</sup> Signal Battalion in the Alabama National Guard. In fact, shortly after coming to work for TMH in 2007, he was deployed for a year to Afghanistan where he served as a chaplain for the unit.

"Just having a peace with God and knowing and trusting Him made that time easier and knowing that I could be there for the people who needed me, that was good," he said.

He said the time spent in Afghanistan reminded him just how much there is to be thankful for and served as a constant reminder that God is faithful and protective. The unit was deployed for parts of 2008-2009.

Hill appreciates the Tiffin family and the employees at TMH for being supportive of him and his military service. "They have been good employers," he said. He and his wife, Malina, have two sons, Deyon, 16, and Chris, 18.

He now watches as his sons carry on a football legacy that he started as part of the first of five consecutive state championships at Hazelwood High School in Town Creek. Hill was an all-state player for the 1988 Golden Bears team that established a legacy at that school that is still unprecedented in Alabama. His boys played at Russellville High School.

"That was a lot of fun being part of those teams and winning the state championships, but it's a lot of fun watching my boys, too," he said.

Since moving to north Alabama last fall, he still preaches frequently and leads regular Bible studies at the Eastside Church of Christ in Russellville.



## **Ramona Dyar**

Material Handler

Ramona Dyar has worked at Tiffin Motorhomes for more than nine years, but she has more than 20 years of experience in a manufacturing facility. Prior to coming to work at TMH in August 2005, Dyar spent 13 years at Buccaneer Homes in her hometown of Hamilton, Alabama.

After an accident took her out of the tile shop, she worked in the wire shop for some time before moving into her current role as material handler for the interior door station at the main plant in Red Bay. As material handler, she is responsible for placing all orders and making sure the line has all the materials they need. "I have to make sure that everyone has what they need so the line can continue to operate on schedule at all times," she said.

Dyar is very much a family-oriented person, spending a great deal of her time with her mother and her husband of 28 years, Danny, and their son, Jeremy. The couple owns and operates a construction business that keeps Danny and Jeremy on the road quite a bit. "Danny really likes getting to work with Jeremy and spending so much time with him," she said. "And I really enjoy the time we all get to be together at home."

She occasionally tags along with her son and husband on hunting trips, but admits that's not really her cup of tea. "I like to shop," she said unabashedly. "That's really what I like to do."

Ramona said that she has enjoyed her time at TMH and working alongside her co-workers and the management team that she serves. "It has been good to me and my family," she said. "There are a lot of fine employees here and the Tiffin family makes this a good place to work."

Harris' life experience and perspective as a motorhome owner provides him with a unique look at the company's products.

**Editor's Note:** Jonathan Willis joined Tiffin Motorhomes in November 2013. He is the former editor-publisher of The Franklin County Times. Jonathan and his wife, Mandi, are natives of Russellville, Alabama, and have two boys, Ty and Cade. He is a regular contributor to *Roughing It Smoothly*.

# Palo Duro Canyon State Park



**M**akes no difference whether you drive into Amarillo from the east or west on I-40 or from the south on I-27. Either way, you're passing flat, "see-for-miles," Panhandle Plains topography. Unremarkable as this country seems, you're on the brink of the second largest canyon system in the United States.

To reach this "Grand Canyon of Texas" from Amarillo, take I-27 only 15 miles south to Canyon, Texas. Exit onto Texas 217 and drive another 10 miles east. Far as you can see, the country is still fence-to-fence flat. Then, look! On your right, it is as if the plain drops away, gashed by a million years of erosion. Steep, colorful bluffs line a canyon so deep you can't see the riverbed at the bottom. Continue another mile or so, pay five dollars per

person to enter Palo Duro Canyon State Park—and you're in another world, one that definitely *is not* flat.

You enter on a paved, twisting but motorhome-safe road descending 500 feet alongside cliffs that flash stark magenta-like hues marking four geologic layers dating back 250 million years.

You'll drop into a canyon that is over 800 feet deep in places, 120 miles long, 20 miles wide and displays scenic beauty some say rivals that of Arizona's Grand Canyon, adding up to its rating by Fodor's Travel as the nation's number one state park. Unlike the Grand Canyon, which *is* largest, you can drive to the bottom of Palo Duro Canyon. You motor by some of the park's more scenic areas on 16 miles of paved road. Three RV camp areas, two with 30/50 amp service and one with 20/30 amp, are





Text by Norman Spray

PHOTO BY EARL NOTTINGHAM

available in the canyon as are campsites for those who haul in their own horses. Over 30 miles of hiking, biking and equestrian trails attract campers and day visitors alike.

Constructed by seven Civilian Conservation Corps (CCC) companies during the Great Depression, the park occupies nearly 30,000 acres and only 20 miles of this great canyon, beginning just below where colorful header bluff walls mark its beginning.

Adventure awaits here, beginning with eyeballing varied formations, cliffs, valleys and slopes that sometimes seem fluorescent but can change color hourly as the sun (and/or clouds) switch lighting, shadows and angles. Some trails are reasonably easy and flat but some more taxing, like the rugged 11-mile Givens, Spicer & Lowry Running Trail to Lighthouse Peak, a pinna-

cle formation that's one of the park's most famous. It's possible to encounter wildlife on the trails ranging from the venomous rattlesnake to mule deer and bird species like the painted bunting and roadrunner.

Palo Duro Canyon State Park is open year-round. Weather, usually reasonably friendly, can vary in any season. This is Texas, after all. For the record, the average low in January (coldest month) is 19 degrees and there is snow sometimes, but not often. Average high in July, the hottest month, is 92 degrees. Thunderstorms are not uncommon but bridges will be completed by spring 2015 that all but eliminate likelihood that campers in any RV campground get trapped without a way out. Before, there was the possibility that flash flooding could shut off key parts of Park Road 5 that winds along the canyon floor.

To enjoy one of the park's most famous attractions, you'll need to visit Tuesdays through Sundays in June, July or August. On those dates over 60 performers will be presenting the 50th anniversary production of *TEXAS!*, a world-acclaimed musical drama relating the stories, struggles and triumphs settlers lived in the 1800s. Written by playwright and author Paul Green, who came from North Carolina in 1960 to study the history of the area and its early settlers, the show combines music, humor, and awe-inspiring fire and water effects.

The production, performed on the park's Pioneer Amphitheatre stage, opens at dusk each scheduled evening when a lone horseman carrying the Texas state flag appears on a cliff 600 feet above the theatre. All eyes turn upward as the horseman gallops away amidst a burst of fireworks and a moving swell of music.

A "Chuck Wagon" barbecue dinner is served on the theatre patio for those who come early and pay for the meal of 'cue, slaw or salad, and beans.

Impressive as *TEXAS!* is, it only enhances what nature has created in a canyon carved over a million years by an ancient river that flowed out of the Rocky Mountains, plus eons of wind and water erosion. Today the often-dry Prairie Dog Town Branch of the Red River runs along the channel at the bottom of the canyon. Four major formations on the canyon walls (Ogallala, Trujillo, Tecovas and Quartermaster) tell an older geologic story going back to the Permian and Triassic eras when dinosaurs roamed the earth.

Early inhabitants used Rocky Mountain Junipers that grew in the canyon for hardwood. This may have led to the name "Palo Duro," Spanish for hard wood.

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The view across Palo Duro canyon highlights the colors indicating different geologic formations and ages. In general these formations include the Ogallala where white (caliche) and gray colored sandstone, siltstone, and conglomerate form the highest (nearest surface rim) cliffs and ledges. Below the Ogallala formation, the harder Trujillo layer is composed of coarse cemetery-gray colored sandstone. The third step down is the Tecovas formation made up of shale, sandstone and siltstone layers colored yellow, lavender, pinkish, and orange. Finally, the Permian Age Quartermaster, the oldest formation in the canyon, has gypsum deposits and shows up in the stark red color at the canyon's lower slopes.



*Above:* The formation layers in Palo Duro Canyon are easily discernable in this closer view. Ogallala is the light-colored layer at very top. Below it, the Trujillo with colors of “cemetery rock” turning to red. Third down is the Tecovas with orange, pink-like hues. Red cliffs at bottom are Quartermaster.

*Below:* This view from the canyon rim captures the myriad colors and beauty that in 2013 attracted 300,000 visitors to Palo Duro Canyon State Park in the Texas Panhandle. Lighthouse Peak, the pinnacle formation standing alone, is perhaps the most famous in the park.

Creating a park in the Palo Duro followed the state’s purchase of canyon land from pioneer ranchers 82 years ago. CCC corpsmen, mostly out-of-work young men and World War I military veterans, arrived soon after. They worked until 1937 building a road to the canyon floor, a visitor center, cabins, shelters, bridges, trails and the park headquarters. The park opened July 4, 1934, years before it was complete.

The CCC workers first built cabins and picnic-like shelters for themselves. Seven of these 81-year-old cabins, built using local stone and wood, remain and are today rented to visitors. They include three “rim cabins” on the edge of the canyon and four more at the bottom of the canyon. Two of the rim cabins, the Lighthouse and the Goodnight, rented for \$110 a night in 2014. Modernized, they have refrigerators, toilets and showers. The third cabin on the rim, the Sorenson, rented for \$125 last season. It is more spacious and better-appointed than the other two (it has two fireplaces).



PHOTO BY EARL NOTTINGHAM



PHOTO BY NORMAN SPRAY

The four cabins in the canyon depths are “limited service,” which means they have electricity inside, water nearby, are near restrooms, but don’t have toilets. No towels or linens are supplied. The cabins rented last season for \$60 nightly. All seven old CCC-built cabins often are reserved months in advance. To reserve: 512-389-8900 or [tpwd.state.tx.us/state-parks/palo-duro-canyon/fees-facilities/cabins](http://tpwd.state.tx.us/state-parks/palo-duro-canyon/fees-facilities/cabins). For updates: 800-792-1112.

As one relaxes, just admires the lovely surroundings, or explores the park’s hoodoos, caves and crevices, it is a little hard to imagine the activity, some deplorably violent, that makes up the human chapters of this canyon’s history. So far as is known, that story began about 12,000 years ago when the Native American Clovis and Folsom peoples lived in the canyon, depending for food on mesquite beans, roots, and the large herds of giant bison and mammoth that roamed the area. Other cultures, including the Apache, Comanche, and Kiowa moved in later—not always peacefully—to enjoy

these same resources. Rock art and bed-rock mortars where beans were ground are among still-visible artifacts they left.

It was in this canyon 141 years ago that the decisive battle of the Red River War led to the end, forever, of the South-

*Below:* Hikers climb a slope to explore a crevice often called the “Big Cave” in Palo Duro Canyon. Actually, says Park Interpreter Bernice Blasingame, it is a “percolation drain” or crevice – not a true spelunking cave.



PHOTO BY NORMAN SPRAY



PHOTO BY CHASE FOUNTAIN



*Above:* The summertime musical production TEXAS! begins when a lone rider waving a state flag appears on a rim plateau 600 feet above the amphitheater stage. The rider gallops away amidst a burst of fireworks and a musical crescendo. ♦ More than 60 actors, musicians, dancers and comedians will take the amphitheater stage on nights in June, July, and August to present the 50th anniversary version of TEXAS!, a musical drama playwriter and author Paul Green began work on 55 years ago. Audiences like this one take outdoor seats at dusk. The show is presented every evening except Mondays. ♦ A sculptured likeness of legendary Comanche Chief Quanah Parker's upper body occupies a spot at the base of a rocky hill just beyond the Texas Star patio outside the Palo Duro Canyon State Park amphitheater. Parker and his tribe were among others who used Palo Duro Canyon for hunting, food, shelter, and water.

ern Plains Indians' nomadic way of life. This "war" resulted when some Indian chiefs did not honor Medicine Lodge Treaty agreements to move their people to reservations where the U.S. government promised food, housing and agricultural training. Other tribes left reservations after the government failed to provide all it promised. In 1874, U.S. Army troops assigned to remove these renegade tribes from the Plains to reservations found five encampments of Kiowa, Comanche and Cheyenne in upper Palo Duro Canyon, the very area the park now occupies.

At dawn on September 24, 1874, Col. Ranald S. Mackenzie led troops of the 4th U.S. Cavalry down a narrow zigzag trail on the canyon's south wall to attack this village. Caught by surprise, warriors fought desperately to hold back the Army while their families fled up the canyon. When the warriors retreated

and climbed canyon walls on both sides, the Army pursued for a time. Only four Indians were killed but their losses became unfathomable, disastrous, when the Army doubled back to their camps, burned over 450 teepees, and destroyed buffalo meat and other winter stores. Perhaps even worse, it took the Indian herd of 1400 horses. Mackenzie kept some 200 horses for his men and scouts and ordered the remaining 1100 to 1200 shot to prevent their re-capture by Indians.

Without food or horses and facing starvation in the coming winter, the Indians were forced to walk back to the reservation in Fort Sill, Oklahoma. The Red River War officially ended months later, in 1875, when famed chief Quanah Parker led his Quahadi Comanche tribe into Fort Sill to surrender. A centuries-old way of life on the Southern Plains was history. Gone forever.

With threat of Indian raids then eliminated, the Texas Panhandle became attractive for settlement. In 1876, former Texas Ranger and legendary cattleman Charles Goodnight moved 1600 Longhorn cattle into the canyon. A year later, he and English aristocrat John Adair set up the JA Ranch which, at its largest in 1885, encompassed the canyon and over 1,325,000 Panhandle acres where more than 100,000 cattle grazed. Hunters had thinned bison herds but Goodnight at first allowed shooting them to remove competition from his cattle. When his wife, Mary Ann, became concerned that bison would become extinct, Goodnight stopped the hunting. Descendants of the herd remained on JA lands for years. Bison can still be seen where Goodnight established his headquarters at Goodnight, Texas.



PHOTO BY BRYAN FRAZIER

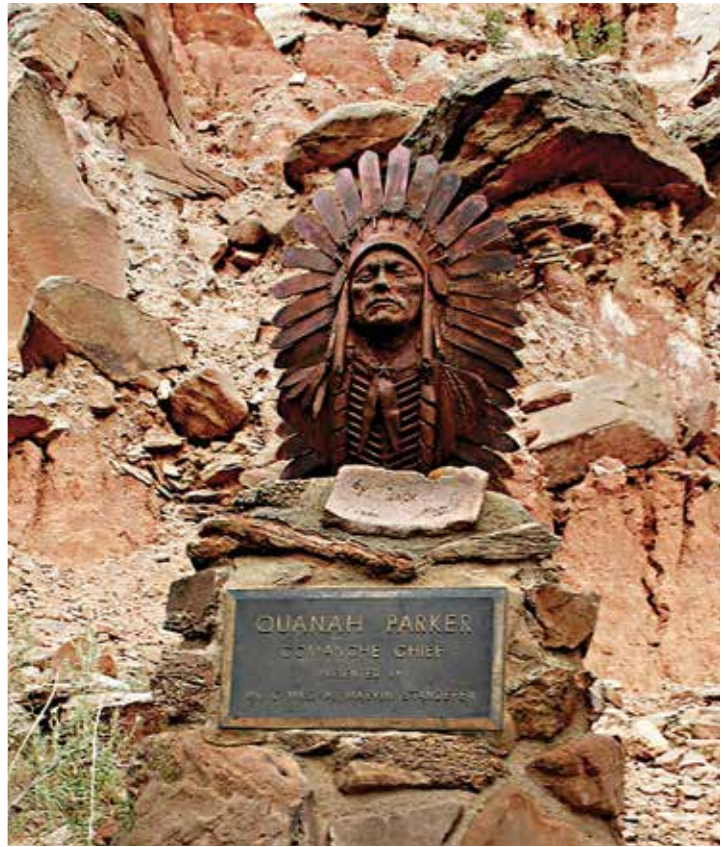


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JA Ranch lands were divided when the Goodnight-Adair partnership ended in 1887. Goodnight and Mary built headquarters in Goodnight, Texas. The JA, which owned most of Palo Duro Canyon until 1890, is run today by descendants of John and Cornelia Adair.

There's little to no chance you'll find roaming buffalo in the park today but many wildlife species that shared the canyon in the day of the bison still live among trees like Rocky Mountain juniper, red berry juniper, one-seed juniper, mesquite, cottonwood, willow, western soapberry and hackberry. On the trails, you could see white-tailed and mule deer, cottontail rabbits, coyotes, Barbary sheep, bobcats, and raccoons. Two endangered species live here. They are the Texas horned lizard (commonly called horned frog) and the Palo Duro mouse, a little creature eight inches long (including a four-inch tail) found in only three counties in Texas, more in this canyon than elsewhere.

Birding is good with different winged species showing up at different times of the year in the park's varying environments. In Riparian woodlands along the riverbed, the golden-fronted woodpecker rata-tat-tats year-round. Mississippi kite, Bullock's oriole, and the colorful painted bunting come into this and other habitats in summer. Songsters like the northern cardinal, Bewick's wren, and the black-crested titmouse may be seen year-round in grasslands and brushlands. Canyon and rock wrens,

cliff swallows and others show up in wooded scarps and header drainages. Western meadowlarks, northern bobwhite quail, and a variety of sparrows most often appear in upper levels where mesquite shadows the grasslands.

The bald eagle and the elegant mountain bluebird head a long list of birds that winter in the park. Wild turkey are abundant year-round, often moving across different habitats. Bring your field glasses.

Wildflowers dot the canyon walls and floor, among them tansy aster, Engleman and blackfoot daisy, Indian blanket, American basket-flower, paperflower, and sunflower. You'll also see yucca and prickly pear cactus, sand sage, buffalograss, and sideoats grama, the official grass of Texas.

Given all that's here, driving your motorhome from the flat plains into Palo Duro can end in pleasant camping in a place of unexpected beauty. This canyon is a surprise, Texas size!

## What to See and Do Near Palo Duro Canyon

Palo Duro State Park is the biggest tourist attraction in the Canyon, Texas area. But there are others. History buffs and thrill seekers alike find plenty to interest them inside and outside the canyon walls. Among them: the state's largest historical museum; a quarter-mile-long zip line across the canyon; and Jeep or guided horseback rides to places you can't take yourself.

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**In the city of Canyon.** More than 52,000 visitors entered the four story *Panhandle-Plains Historical Museum* last year through doors surrounded by 75 famous West Texas cattle brands. Inside, they found much more than ranching heritage among two million artifacts displayed in a 285,000 square foot building. Located on the West Texas A&M University campus in downtown Canyon, this museum claims to let you “cover” 26,000 square miles of Plains in a day on foot.

That “foot journey” walks you by fantastic collections, displays, art, artifacts, fossils, vintage equipment and videos. It moves you from the ages of dinosaurs to eras of native American supremacy to conquistadors to early pioneer settlers to oil riches and modern times. You can learn how Plains country has evolved over 14,000 years of courage, hardship, victory, and defeat.

Stops you can make on this “trip” include paleontology, geology, and archaeology areas; an Old West Pioneer Town, including firearms that helped shape local history; and displays of Southwestern and Indian art, fashions of different times, and developments in transportation and oil.

Those are but a few of the permanent exhibits. In addition, the museum often creates and changes other exhibits so often that, says Director Guy C. Vanderpool, “the walls, halls, and displays change as constantly as the Panhandle skies.” 806-651-2244; panhandleplains.org



PHOTO BY NORMAN SPRAY

This truck and old cable drilling rig standing in one of the exhibit halls of the Panhandle-Plains Historical Museum in Canyon, Texas exemplify what it took to drill in the early days after oil was discovered in Panhandle locations. Fracking and modern technology have drastically changed things.

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**Attractions in Palo Duro.** If you'd like a truly breath-taking look down hundreds of feet to the Palo Duro Canyon floor, sign up for a zip-line ride from one rim to the other. You can do this at *Palo Duro Adventure Park & Zip Line*, near the head of the canyon only a mile or so from the state park's entrance. A special tandem rig lets you zip with a young child if you want. Cost: \$25 per person, \$30 for tandem with a child under 60 pounds. 806-488-2260; [palodurozip.com](http://palodurozip.com)

*Elkins Ranch*, just across the road from the park entrance, offers customized Jeep trips along the rim and into Palo Duro Canyon. Informative driver/guides share history, fables, lore and geological knowledge of sites visited. Elkins Ranch sadly has discontinued serving cowboy breakfasts, popular in years past. Costs vary by trip. Credit cards not accepted. 806-488-2100; [TheElkinsRanch.com](http://TheElkinsRanch.com)

*Old West Stables* inside Palo Duro Canyon State Park provide gentle horses and guides for trips along equestrian trails. 806-488-2180; [oldweststables.com](http://oldweststables.com)

*Palo Duro Riding Stables*, located on Texas 217 just a mile from the park entrance, also offers saddle trips into the canyon. Visitors can take riding lessons, camp, and hike. 806-488-2799; [paloduroridingstables.com](http://paloduroridingstables.com)

**Some Attractions Outside Canyon Area.** If you're interested in Legendary Rancher Charles Goodnight's role in Palo Duro Canyon and Panhandle Plains history, consider a short side trip to Goodnight, Texas to visit the *Charles Goodnight Historical Center and J. Evetts Haley Visitor and Education Center*. It is housed in "the palace on the prairie" Goodnight and wife Mary Ann built in 1887 and occupied until 1926 when Mary died, three years before her husband's death.

The restored Victorian-style home features a 268-foot second floor sleeping porch with spectacular views of the countryside. Though hunters eliminated most of the huge bison herds on the plains by 1870, you can still see buffalo roaming the property here. There's also a bronze sculpture commemorating Mary Ann

Goodnight's work to preserve the American Bison. She and Charles moved a buffalo herd to their property here after he ended his partnership in the JA Ranch. 806-944-5591; [armstrongcountymuseum.com](http://armstrongcountymuseum.com)

**In Amarillo.** For notable things to do and see in Amarillo, only 25 miles north of Palo Duro Canyon, contact the *Amarillo Convention and Visitors Council*. 800-692-1338; [visitamarillotex.com](http://visitamarillotex.com) Among attractions:

*Wonderland Amusement Park* offers a double-loop roller coaster, over 28 rides and 32 attractions plus food and entertainment. Its RV park is among those listed on the next page. 806-383-0832 or 800-383-4712; [wonderlandpark.com](http://wonderlandpark.com)

*Amarillo Zoo* is a 15-acre home to over 60 animal species and a herpetarium with over 35 reptile and amphibian species. 806-381-7911; [amarillozoo.org](http://amarillozoo.org)

*American Quarter Horse Hall of Fame & Museum* where technology, artifacts, and visual displays document history of the breed and the people who lived the stories recounted here. 806-376-5181; [aqhhalloffame.com](http://aqhhalloffame.com)

*Cadillac Ranch* is a field a little west of Amarillo within eyesight of I-40 where 10 vintage Cadillac cars are planted nose down duplicating the angle of the Cheops Pyramid. For a closer view, take exit 60 to Arnot Road, on the south side of I-40.

*Route 66 Historic District* where a mile of shops sell antiques and collectibles in Old San Jacinto. Their buildings once housed theaters, cafes and drug stores along old Route 66. [amarillo66.com](http://amarillo66.com)

*The RV Museum at Jack Sisemore Traveland* has exhibits and data covering some RV industry highlights dating back to the 1920s. Admission is free. 806-358-4891; [sisemoretraveland.com](http://sisemoretraveland.com)

Stars "big and bright, deep in the heart of Texas" shine over Lighthouse Peak. Don't miss a once in a lifetime experience of seeing the night skies from the floor of Palo Duro Canyon. Reserve your space well in advance of your arrival.

## RV Parks In and Near Palo Duro Canyon

### State-operated sites within the canyon:

*Mesquite* and *Sagebrush* areas: 30/50 amp and water hookups, near restrooms and showers, dumps; some sites accommodate 60-foot vehicles on first-come, first-served basis. 2014 rate: \$24 per night.



*Hackberry* area: 20/30 amp electric, water, dump. 2014 rate: \$24 per night. For advance reservations in any of these areas: 512-389-8900. For same-day reservations, try direct line to park: 806-488-2227, or go online [tpwd.tx.us/state-parks/palo-duro-canyon/fees-facilities/campsites](http://tpwd.tx.us/state-parks/palo-duro-canyon/fees-facilities/campsites)





**Private Parks on canyon rim near park entrance:**

*Palo Duro Adventure Park & Zip Line:* 50 full hookup sites (30/50 amp). 2015 rate \$25. 806-488-2260; palodurozip.com

*Palo Duro RV Park* at Intersection of I-27 and TX 217 East, 10 miles from park: 82 full hook-up, pull-through sites. 2014 rates: \$28 per night; \$25 with Good Sam, AARP, or AAA discount. 800-540-0567 or 806-488-2548; palodurorv.tripod.com

**RV Parks In and Near Amarillo about 25 miles from the canyon:**

*AmarilloRanch RV Park:* 140 full-hookup sites (30/50 amp), many pull-throughs. 2014 rate: \$33 per night. 806-373-4962; info@amarillorvranch.com

*Amarillo Best Wonderland RV:* 83 full hookup (30/50 amp) spaces, 60 pull-throughs. 2014 rate: \$26 per night. 800-383-1700 or 806-383-1700; tsismore@clearwire.net

*Amarillo KOA:* 83 spaces, 59 full hookups, 24 with 30/50 amp service, 45 pull-

throughs. Rates vary to \$42. 806-335-1792. amarillokoa@suddenlinkmail.com


*Route 66 RV Ranch (formerly Amarillo Sundown RV Resort):* 40 sites 30/50 amp full hookup, pull-through. 2014 rate: \$28 per night. 806-359-0921; sundownrvranch.com

*Amarillo West RV Park:* 61 spaces, 38 full 30/50 amp hookups, 51 pull-throughs. 2014 rate: \$29 per night. 806-355-7121.

*Fort Amarillo RV Resort:* 105 spaces, 72 full

hookup 30/50 amp, 72 pull-throughs. 2014 rate: \$33 per night. 806-331-1700; reservations@fortrvparks.com

*Overnite RV Park:* 79 full hookup 30/50 amp spaces, all pull-throughs. 2014 rate: \$32 per night. 800-554-5305; overnitervpark.com

*Oasis RV Resort:* 188 full hookup 30/50 amp spaces, 147 pull-throughs. 2014 rate: \$25. 806-356-8404; myrvoasis.com 

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PHOTO BY CHASE FOUNTAIN

# A “Changing of the Guard” at Tiffin Motorhomes

ANDY BAER NAMED NATIONAL SALES MANAGER

**A**FTER SERVING FOR NEARLY 15 YEARS AS THE NATIONAL SALES manager for Tiffin Motorhomes, Jerry Williamson made the decision to move into a new phase of his career. He accepted an offer to become the chief operating officer of National Indoor RV Centers, which currently has facilities in Dallas and Atlanta. The company offers motorhome owners full concierge service, RV sales, maintenance, repairs, and storage, plus pickup and delivery to any location.

Williamson fulfilled a two-month notice of resignation and assisted TMH in making the transition flow smoothly for his replacement. During the notice period, Tim Tiffin recruited Andy Baer to become the company’s new national sales manager. Baer had joined Tiffin during the summer as the manufacturer’s rep to the company’s Florida dealers. However, his earlier experience, first at Foretravel Motorhomes as director of sales and marketing and later at K-Z RVs as vice president for sales and marketing, qualified him to follow Williamson as TMH’s new national sales manager.

Williamson’s career at Tiffin Motorhomes began in 1998. Although he was enjoying a very successful career with Fleetwood, Williamson during the mid-nineties was watching the growing position of Tiffin Motorhomes in the Class A market. With characteristic persistence, he called the then-national sales manager, Kelly Moore, seeking a position with TMH. Persistence paid off in 1998 when Moore opened a new position for him in the Texas region. When Moore retired in 2000, Williamson was offered the position.

Ostensibly, the national sales manager’s job is to maintain an even flow of back orders for the six brands of coaches manufactured by Tiffin Motorhomes — a flow that is critical to the company’s success. With the talented help of eight regional manufacturer’s representatives, Williamson shouldered the position of national sales manager for TMH.

It should be pointed out that an even flow of back orders is only the symptomatic tip of the proverbial iceberg. “As a team we helped our dealers to develop and improve their sales expertise,” Williamson said. “Our manufacturer’s reps brought sales people in from our dealers to give them a much greater depth of product knowledge and understanding of how TMH builds motorhomes and how much quality construction goes into the

infrastructure that the buyer cannot see. Telling that part of the story is very important. The sales reps also made regular trips to each dealer to reinforce product knowledge and teach the unobtrusive integration of that knowledge into their sales presentation to potential buyers.”

Williamson worked closely with product development to create new product designs and floor plans that allowed TMH to maintain its position as one of the premier manufacturers of Class A motorhomes. He developed operational policies for how the company would work with its dealers in the new millennium. “We were working with a large variety of dealerships in terms of their size and ability to address their markets,” Williamson said. “There were several dealerships that were expand-



Text and photography by Fred Thompson

# G E M E N T T E A M

ing into multiple locations. That presented us with great opportunities and some unique problems.”

“The experience at Tiffin Motorhomes for which I am most thankful was the opportunity to have Bob Tiffin as a mentor,” Williamson said. “His integrity and fairness in dealing with both employees and customers has given me an example to follow for the rest of my life. While I am moving on to a great opportunity, I regret losing my daily association with Bob, Tim, Van and Lex and the sales team, and all of the management organization, staff, and employees at TMH. Tiffin has a great dealer organization, all of whom have been a pleasure to work with.

“Andy Baer, my successor, is a perfect fit and will bring new perspectives to the position of national sales manager,” Williamson continued. “I wish him well and the greatest success at Tiffin.”

Andy Baer was born in Cincinnati where he spent the first 12 years of his life. His father was a dentist who uncharacteristically decided to sell his practice and make a major career change when he turned 50. His parents moved with their two sons, Andy and Matt, to Indiana where the family owned a cabin and

had enjoyed summers in Nashville, a popular resort town.

“My parents opened an antique store. At the same time, my future wife’s family moved to Nashville from Chicago,” Baer began. “Gail and I have known each other since the seventh grade. We were just friends at that time and didn’t date each other in high school.

“Ironically, there were five families in the county who all did the same thing that year . . . from the big city suburbs to Brown County,” he continued. “The locals referred to us as the ‘out-of-towners.’”

After graduation from Brown County High School, Andy enrolled in Northwood University in Midland, Michigan, a college that was endowed by the auto industry in nearby Detroit. He began study on a business degree with a minor focused on automotive dealership administration. After college, he returned to Indiana to work in an automobile agency.

Gail and Andy had stayed in touch after high school and began dating when Andy returned from college in 1984. The couple married in 1985. “Gail’s parents were RVers,” Andy noted, “and she had fond memories of the trips they took while she was growing up. We dreamed about one day owning a motorhome to vacation with our dog. In 1992 while Gail was on a trip to Hawaii with her parents and sister, I bought a Jamboree motorhome and had it parked in our driveway waiting for her return. Our first trip was to Disney World in Florida. It was a lot of fun!” Over the next several years, the Baers owned three motorhomes and spent most of their vacations RVing.

By the fall of 1993 Andy had become the general sales manager of the automotive agency. In October a sales person returning from lunch mentioned to him that there was a very large display of motorhomes at the Ceraland Recreation Area, Columbus, Indiana.

“I drove out there on my lunch hour and found several Foretravel motorhomes being shown by the manufacturer,” Andy said. “All of the units were diesel pushers, which at that time was almost unique.

“I met Charlie Myers, the vice president of Foretravel, during my visit,” he continued. “We talked for quite a while, exchanged business cards, and six months later I went to work for Foretravel.”

The company moved the Baers to Florida where Andy took a position at one of their dealerships. While he was expecting eventually to move up the management ladder with the company, an unanticipated event hastened his appointment to

*Continued on page 68*



*From left: Tim Tiffin, TMH general manager; Andy Baer, national sales manager; Jerry Williamson; and Bob Tiffin, TMH president and CEO. The group met in Bob’s office for a photograph of record as Jerry began a new position in Texas, his home state, and Andy joined Tiffin Motorhomes with 20 years of management experience at Foretravel and K-Z RVs.*

## Just Retired, With a Lot of Plans in the Works

**P**ete and Linda Wilcox in June completed the sale of their very successful business, Allstate Pest Control in Augusta, Georgia, and began a new chapter yet to be written. Their eventful journey to this point in their lives could fill many chapters.

Pete was born in Exeter, New Hampshire, where his grandfather, Paul Linnaberry, taught in the prestigious prepara-

tory boarding school, Phillips Exeter Academy. Professor Linnaberry's daughter, Pauline, married Albert Wilcox, a strikingly handsome young man who was beginning a career in military intelligence just as the war in Europe was becoming ominous. During World War II and for many years thereafter, Albert continued his career in military intelligence, accepting assignments in several different countries. Their son, Peter, was born in 1941.

Under assumed identities usually connected to a business, Albert worked undercover. On a one-year assignment in 1949, Pete lived with his parents in Japan. Albert's career placed a severe strain on his marriage and the couple divorced in the early fifties.

Pauline Wilcox and the children moved to Aiken, South Carolina, to be near her parents. Albert continued his career in military intelligence, usually working undercover, speaking several languages, and blending with the population wherever he worked.

The family moved to Augusta where Pete finished high school in 1959. "My father was working in Germany at that time," Pete recalled. "He had a stroke and asked for me to come to his side. The Air Force flew me from Patrick Air Force Base, through Thule AF Base in Greenland, and then on to Frankfurt where he was hospitalized. For an 18-year-old, that was quite an experience."

Prior to the flight to Frankfurt, Pete had joined the Air Force for a four-year tour and was trained in jet mechanics. "I would have re-upped but career advancement in that specialty was limited," Pete said. "However, I did get into an interesting detail while I was assigned to main-

tenance with a C-130 group. Working on the jets in the hangars was pretty routine. The C-130s in this group were filming downrange during missile testing in the South Atlantic along the coast of Africa. I asked for and received an assignment as an in-flight mechanic. We had some pretty exciting trips including an engine fire."

During his Air Force service, Pete married Jeannette Calloway in 1961. Chris was born the following year. Pete and his young family returned to Augusta in 1963 where he began a sales career with Walker Ford. With a natural talent for meeting and talking to clients, Pete in a very short time built quite a following. In 1964 the couple added a second little girl to their family when Mary was born.

During a conversation with two friends who were working at Orkin, the three compared salaries and benefits. "With a wife and two children, I realized I needed benefits," Pete said. "In 1967 Orkin offered a position, a training program, and an opportunity to advance into management. My boss at Walker Ford talked me into staying for another year, but then I made the jump to Orkin." Unanticipated at that time, the job change led to a 47-year career in the pest control industry.

Pete was promoted to a manager's position after his first year with Orkin. Over the next eight years, he operated Orkin branches in South Bend, Indiana, and Houston and Pasadena, Texas.

When the family moved to South Bend, a very humanitarian, soft spot opened in their lives. Pete and Jeannette took in two young brothers as foster children and later accepted a third boy. When Pete's job with Orkin necessitated a move, they were able to obtain permission for



Text and photography by Fred Thompson

the foster children to go with them.

All three locations made significant increases in market share and those successes attracted a lucrative offer from a major competitor, Terminex, who asked Pete to take a top management position at their Oklahoma City location.

“Orkin asked me, ‘Pete, what will it take to get you to come back?’ I was looking for a position in corporate management,” Pete explained. “But Orkin rarely promoted to that level from within their own ranks. They wanted me to evaluate their under-performing branches.”

On May 15, 1975, Pete left Terminex to start Allstate Pest Control in his home town of Augusta. “I had to pass the exams required by the Georgia Department of Agriculture,” Pete explained. “The regulations are strictly enforced and violations can cause a company to lose its license to run a pest control business.

“I had a little red Datsun truck and a 1955 Ford pickup – pretty meager assets to launch a pest control business,” Pete said, continuing his story. “My first two customers paid monthly retainers of \$6.85. I began door-knocking to get new business and set a goal of three new accounts each day. At the end of the day, I usually had enough cash to buy gas and then stop at Bi-Lo to buy food before I went home.”

New home starts by builders brought more business to Allstate Pest Control, a little company that had a big, imposing name. “After one year in business, I had three employees helping me. Each technician worked out of a truck that was radio dispatched from our office,” Pete said. “We were on-site within 30 to 45 minutes after the builder called. I charged \$25 for the pre-treatments that had to be done before the builder poured a concrete slab or the footings for the perimeter foundation and piers. Our fast response time helped the builders stay on schedule and my \$25 rate outsold all my competitors. After building our volume and reputa-

tion for service and dependability, I was able to raise the price with no loss of business.

“During all the years we were checked by inspectors, the chemicals in my tanks were always at the right percentage of dilution. I used the best chemicals for pre-treats so I would not have to go back. In the swarm season, we only had 12-15 call-backs. Our competition usually had triple that number. I told our technicians to ‘treat it as if it was the house you lived in. If you skimp on chemicals, you will pay for it later in call-backs,’” Pete explained.

Jeannette was very much in favor of the “big family” concept and having foster children in their home. The Wilcoxes took in two more boys. “We had a big country house,” Pete explained. “The boys lived upstairs and our girls lived downstairs. As the boys finished high school, they moved out and began to make their own way in life. One of our boys, Jim, became a chef in a major restaurant in

California. Today, Chris is married and has three children, one girl and two boys. Mary is also married and has two boys. The Wilcox’s natural and foster children now number fifteen.

Pete and Jeannette were divorced during the start-up years of the new business. The girls chose to remain with Pete. He married Linda Johnson in 1979, who brought her 11-year-old son, Tony Rose, into the blended family. In 1981 Pete and Linda had Ashley, who is now a key employee in Allstate Pest Control. She will remain with the company for a while to facilitate a smooth transition to the new ownership.

Tragically, in May 2000, their home burned to the ground almost before the local volunteer fire department arrived. Nothing was saved. They just had the clothes they were wearing. Through his New Hampshire family, Pete had collected valuable antiques from the 1700s. Linda lamented the loss of a beautiful





Pete and Linda are looking forward to taking their two children, Dailee, 10, and Jackson, 13, on extended trips during summer vacations and more limited excursions during school breaks. Jackson was away in school at the time this picture was taken.

bear skin rug, a trophy from Pete's hunting trip in Alaska several years before. Of course, family pictures, all of their clothes, mementoes from years of travel—all gone. They did not bring up their loss during the interview until I inquired about a plaque on the wall by the front door that says simply: "Rebuilt in 2000."

Linda's love of antiques has helped furnish the rebuilt home. That process was the beginning of a new business: buying and selling antiques. She leases 1,700 square feet at The Antique Market where her good friend, Steve, watches over and sells her treasures for her. She disclosed that her buying and selling of antiques has netted "better than hobby" income.

With their older sets of children now grown, the empty-nest syndrome apparently settled into Pete and Linda's thoughts and they weren't too keen about it. They now have two of their own—Jackson, 13, and Dailee, 10. Continuing to rear a family doesn't intimidate them a bit, even when most of their peers are enjoying retirement with fewer responsibilities. Jackson attends a school in Atlanta and was not available for the family pictures we took for this story.

When the termite bait technology began, Allstate continued to do pre-treatments, too. "Pre-treatments are just extra insurance and most new home builders considered it a good selling point," Pete

pointed out. "My competition jokingly called me 'Pete, the pre-treat king.' I was buying my chemicals in 55-gallon drums and they were buying the same chemicals in 5-gallon containers. Our business continued to expand. We were out-selling them at lower prices."

Before 2008, Allstate Pest Control was averaging 150 pre-treatments a month and was running 15 service trucks. "After the bottom fell out of real estate, we had between 20 and 30 pre-treatments a month," Pete said.

When the business developed well enough for him to get away, Pete found that hunting and fishing were his favorite hobbies for good R&R time. "I got my first elk in Wyoming," he smiled as he recalled the event. "Then I got my real trophy elk later on a hunt 30 miles south of Jackson Hole. He was the herd bull. I brought home a bear from a hunt in Quebec and a caribou from a trip in northern Alaska near the pipeline. I have hunted quail, pheasant, duck, and geese, all of which are great for the family table. One of my greatest outdoor experiences was fly fishing in Yellowstone."

Pete is a member of a local club that has hunting rights on 1,700 acres not far from Augusta. "Our country house on 30 acres is adjacent to the 1,700 acres that I manage and farm for the club. I and two of our club members also have hunting

rights with permission on 2,600 acres of contiguous land, all of which has 7.5 miles of frontage on the Savannah River," Pete explained. The members hunt primarily deer and wild hogs.

Pete and Linda also invested time away from their business to travel with their family. "I have owned several motorhomes over the years," Pete said. "We now have a 2006 Phaeton that we bought with low mileage from the original owner. If we decide to buy another motorhome, it will definitely be a Tiffin."

In the summer of 2007, the Wilcoxes spent seven weeks in their Phaeton traveling to and from Yellowstone. "If we liked a place, we just stopped for a few days. It was free wheeling, no plans, and a lot of fun," Linda said. "We stopped a couple of days for the BBQ Cook-Off in Memphis and enjoyed a two-day visit to Jackson Hole, Wyoming, before going on to Yellowstone for two weeks.

"We have enjoyed trips to Myrtle Beach, Hilton Head, Destin, and a week at Disney's Fort Wilderness," Linda continued. "Next summer we are planning an extended stay at Longboat Key near Sarasota." Just as we were going to press with this issue, the family traveled in their coach to San Antonio for a week's vacation before the children had to return to school.

By 2011 the economy in Augusta was showing positive signs and the Wilcoxes were ready to put their business back in high gear to move forward with the re-awakening. Allstate Pest Control is well-known in Georgia as a result of Pete's work for eight years as a member of the board of directors for the Georgia Pest Control Association. "We have formulated and written bills advocating good operational policies and fair contracts for our industry, some of which were passed by the Georgia legislature," Pete said.

*Continued on page 67*

## Interviews from North Carolina, Alabama, and Vermont



### Dolan & Lena Brown

Hometown: Wallace, North Carolina  
Interviewed: Marion, North Carolina

- Dolan & Lena own a 2006 Phaeton 40TSH with a Cat/C7350 on a Freightliner chassis.
- They met in high school; been married for 47 years; have 1 son & 2 grandsons. Robby, his wife Amber, Jackson 8 & Levi 6 also live in Wallace, North Carolina.
- Dolan and Lena began motorhoming over 25 years ago when Robby was in diapers and continued throughout his teens.
- Owned 5 RVs / 4<sup>th</sup> was 2002 Allegro 32 ft.
- Dolan does 100% of the driving; he has driven approx. 40,000 mi. in 10 states; & they average 3 trips annually (1 mo. ea.).
- Bucket list includes: driving to Alaska.
- Favorite area: North Carolina mountains.
- Last 3 yrs. attended the Tiffin Forum Rally.
- This was the 4<sup>th</sup> year they've attended the Blue Grass Festival in Marion, NC.
- His career: U.S. Gov. employee—23 yrs. at Camp Lejeune, NC; 12 yrs. with Defense Commissary Agency; & a contractor 5 yrs.
- Dolan & Lena lived in Germany for a few years & enjoyed exploring several countries in Western Europe.
- Her career: U.S. Gov. Defense Commissary Agency during the same 12 yrs. with Dolan, and they both retired in 2002.
- His hobby: woodworking.
- Her hobbies include: gardening, sewing, & crocheting.



### Ronnie & Erleen Allred

Hometown: San Rayburn, Texas  
Interviewed: Mobile, Alabama

- Ronnie & Erleen own a 2014 Phaeton 36QGH with a Cummins 380 on a Freightliner Chassis.
- They have been married 52 years and have 2 children and 6 grandchildren: Krista has 3 children & lives in Richmond, TX; Travis has 3 children & lives in Woodville, TX.
- Their travel companion Sassy is 18 years old & Sassy's comfort is their main priority.
- Ronnie wanted a motorhome for 35 yrs.; since 1976 have owned 5 RVs: this is the 2<sup>nd</sup> Tiffin, the 1<sup>st</sup> was a 2008 Phaeton 36QSH.
- Ronnie drives 100% of the time; likes 300 mi. daily; 1<sup>st</sup> 6 mos. drove 4,000 mi. in 6 states; & anticipate traveling 5 or 6 months annually.
- Belong to 2 FMCA Chapters. West-TX has 68 coaches. They are Rally Hosts for the South Winders with 24 coaches. Erleen has been the National Director for 7 yrs. Ronnie is 1<sup>st</sup> V.P. & they avg. 10 (2 wk.) trips each year with them.
- Bucket list: all the National Parks, Charleston, Niagara Falls, Nantucket, and Maine.
- Favorite place thus far: the Rocky Mountains.
- Ronnie's 34 year career: accounting; the last 16 years were in purchasing; & retired in 1999.
- His hobbies are yard work & travel.
- Erleen's 25 year career: secretary to a school principal; secretary to superintendent of a school district; and retired in 2000.
- Her hobbies include sewing, oil painting, and making jewelry.



### Charles (Chuck) & Kathy Benoit

Hometown: Titusville, FL (orig. Salem, MA)  
Interviewed: Burlington, Vermont

- Chuck and Kathy own a 2009 Allegro Bus 40 foot QXP with a Cummins 425 Engine.
- They met in high school; have been married 48 years; have 3 sons and 2 grandchildren. Chris lives in Manchester, MA / has 1 son—Aaron 11 years; Michael lives in Rye Brook, NY / has 1 daughter—Ava 5 years; and Chad lives in San Francisco, California.
- Pets: 12 year old Mr. Beasley; and 9 year old Mr. Wilson.
- Chuck served in the U.S. Air Force 1959-63.
- They've owned 4 RVs; Chuck drives 100% of the time & Kathy knows how in case of an emergency; full-timed the past 5 years; now travel 9-10 mos. annually; drove the Phaeton over 72,000 mi. in 44 of the lower 48 states.
- They enjoy central Washington state; Amish country in Indiana; and Sedona, Arizona.
- Alaska is at the top of both their bucket lists.
- Chuck is President & Kathy is Treasurer of the Family Vendors Chapter of FMCA; are gourmet dip mix vendors / the "Dip"lomats.
- His career field: information technology for 37 years (lots of changes!) & retired in 2008.
- His hobby: reads mostly fiction and murder mystery books.
- Her career: taught business in high school 1965 to 2000, and was a guidance counselor 2000-2008.
- Her hobbies: knitting, stamping & quilting.

**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. In March 2008, they bailed out, bought a new Allegro Bus, and "hit the road." In 2011 they traded for a new Phaeton 40QBH. Elaine announced her retirement from "On the Road" last summer but we persuaded her to return and produce this issue after her successor found her combined responsibilities overwhelming.



## The Life and Times of



Fabulous hiking on 100 miles of trails in Acadia National Park

### First Trip in Their 2015 Allegro RED: Illinois to Maine

In October we took off in our 2015 Allegro RED for the Northeast. We have never before owned a motorhome or been in Vermont, New Hampshire, and Maine. The highlight of our trip was Acadia National Park in Maine. Because it was late in the season, we were able to pick any area of the campground. We parked on the brink of Frenchman Bay with a view of the sun rise over Cadillac Mountain. The hiking was fabulous with 100 miles of well-marked trails to choose from. We had never before been able to hike up a mountain and view the ocean from the top. Wow! But that was not the only plus. There were fantastic vibrant colors in the trees and rocks and water. My camera was always ready to capture that beauty to enjoy again and again in a digital album after we returned home to Illinois, the bread basket of the USA.

Jim & Ellen McRell / Dahinda, Illinois



The reflection on Long Pond creates a perfect postcard image.

### Our First Trip in Our Tiffin Motorhome

We purchased a 2010 Allegro RED 36QSA this year and just completed a 2,500 mile maiden voyage from Phoenix, Arizona to Tokeland, Washington, where we stayed at Bayshore RV Park on Willapa Bay. We had a great time with friends there and then went on to Nockles, north of Yakima. After spending several days with friends while we camped at Sun Tides RV Park, we returned to the Phoenix area. Next year we plan to go east.

Larry & Victoria Mills / Sun City West, Arizona

### Not Retired Yet, But Still Getting in a Lot of Short Trips

We live in Colorado and have been RVing for 18 years. We are not retired, so weekends are the only time we get to play. We always plan at least one long trip over the summer to vacation in our RV. Colorado has the most beautiful state parks, and we are so lucky to have been to many of them over the years. One of the best parks, Chatfield, is less than 20 minutes from our house. We go there often due to our work schedule.

Debbie Raad / Morrison, Colorado

### California to Florida in a 2011 Phaeton

We have traveled this year from California to Florida in our 2011 Phaeton. In California, our favorite campground was the Yosemite National Park. Thanks for your outstanding publication, *Roughing It Smoothly*.

Walter A. Dube / La Marque, Texas

### Staying Off the Interstates & Enjoying State Routes

This past August and September we took a cross country trip in our 40-ft Phaeton to celebrate our 40th wedding anniversary.



Jim and Ellen McRell had never owned a motorhome before their trip to Acadia National Park.





## Tiffin Motorhome Owners

We visited 20 states, 26 relatives, 16 friends, and traveled 6,314 miles in five weeks. What a great trip! We traveled the majority of the time on state highways. The highlight of our trip was the Natchez Trace Parkway and the Loveless Café just outside of Nashville. We visited the Tiffin factory in Red Bay. Another highlight was the Blue Willow Restaurant in Tucson, Arizona.

Jim & Carol Beebee / Pleasant Hill, California

### Sold My Motorhome

I am now 83 and decided this year to sell my motorhome. I had many wonderful trips in my 1992 Allegro Bay that I bought new in '92. Thanks for a good motorhome that performed really well. I enjoyed my trips to Red Bay for service and reading the *Roughing It Smoothly* magazine.

David Naumann / Enterprise, Alabama

### Traveling to Dog Friendly Campgrounds

My husband and I enjoy traveling in our 30-ft. Allegro Open Road motorhome (our second Tiffin). We returned recently

from a four-month trip to Alaska and the motorhome was a trooper as we traveled 8,615 miles. We love to stay in campgrounds that are dog friendly as we have two Labradors who enjoy the activities we do. From the eyes of our youngest dog, creating a website about camping has been really fun. Her website is [www.caninecamping.net](http://www.caninecamping.net). We have only camped in the western U.S., but hope to branch out to other states soon in our Tiffin motorhome, because we can trust it to get us there and back.

Debbie Schwoyer / Reno, Nevada

### Red Coconut RV Park, Fort Myers Beach, Florida

We were lucky enough to get a week at one of the 16 sites right on the beach. It is an old campground, but it does have concrete pads for your motorhome. However, on the beach sites, the back tires may be on the concrete and the front tires on 2 x 8s. Sugar sand, shells, pelicans, fishing. It is a pet friendly campground. You can walk to stores and restaurants or bike it. Paradise! We camped here in our Allegro RED.

Diane Kirk / Dagsboro, Delaware



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## Tiffin Allegro Club 2015 Orlando Buddy Rally

by Sally Moore



**A**PPPLICATIONS are currently being accepted for our Orlando, Florida rally to be held March 23–26, 2015. We anticipate a wonderful time together at the Central Florida Fairgrounds! As this magazine went to print, we had almost 200 coaches already registered. Get your application in immediately! Our Tiffin Allegro Club rallies almost always sell out. Orlando is a wonderful location for March! Pre- or post-rally visits to area attractions are very popular. Make your plans now!! This will be the only “BUDDY” rally we will have in 2015. Buddy Rally means you are welcome to bring friends with you that drive “some other brand” of coach. We want to show them our beautiful new coaches and introduce them to the Tiffin way!

We already have contracts with several fantastic entertainers. One night we will have a wonderful group singing and performing hits from the 60’s. Bring out your tie-dyed shirts, fringed vests, headbands, and bell-bottomed pants! This will be our themed night and there is a rumor of possible prizes for the best dressed ‘hippie’ from yesteryears. This also promises to be a

great night of sing-alongs. Bring your guitar and ukulele.

Another wonderful tradition of Tiffin rallies is our salute to veterans. We appreciate our veterans and their years of service so much. Plans are still being made, but come prepared to be recognized & honored during the rally! Uniforms are always good to wear. Ladies, bring your fancy hats for the ‘Afternoon Tea Party’! Everyone always enjoys the refreshments, games, and stories shared over a cup of tea. If you have a favorite tea cup, bring it with you to the rally.

Seminars will be presented Tuesday, Wednesday, and Thursday. New for this rally will be Basic First Aid and CPR for the Pet Parent class. Everyone with pets will want to participate in this class! We expect to have a swap meet one afternoon on the grounds—clean out your unused valuables. One man’s junk is another man’s treasure! Several vendors will have booths with RV-related items and we will bring an assortment of Tiffin Allegro Club apparel to the rally.

The rock stars of our Tiffin Allegro Club rallies are our terrific service technicians! They will visit each of the rally attendees, performing minor repairs and adjustments on the coach.

Registration forms for the Orlando Rally can be found at [tiffinsideroads.com](http://tiffinsideroads.com) or [tiffinmotorhomes.com](http://tiffinmotorhomes.com). The cost of the rally for one coach with two people is \$429.00. This covers four nights’ camping fee with water and 30-amp electric, several meals, live entertainment, numerous seminars, minor repairs by the service technicians, vendors and other fun activities. There will be a dump station on the premises. Because this is a fair-ground that does not have designated RV sites, please bring an extra extension cord and water hose to help you reach connection points.

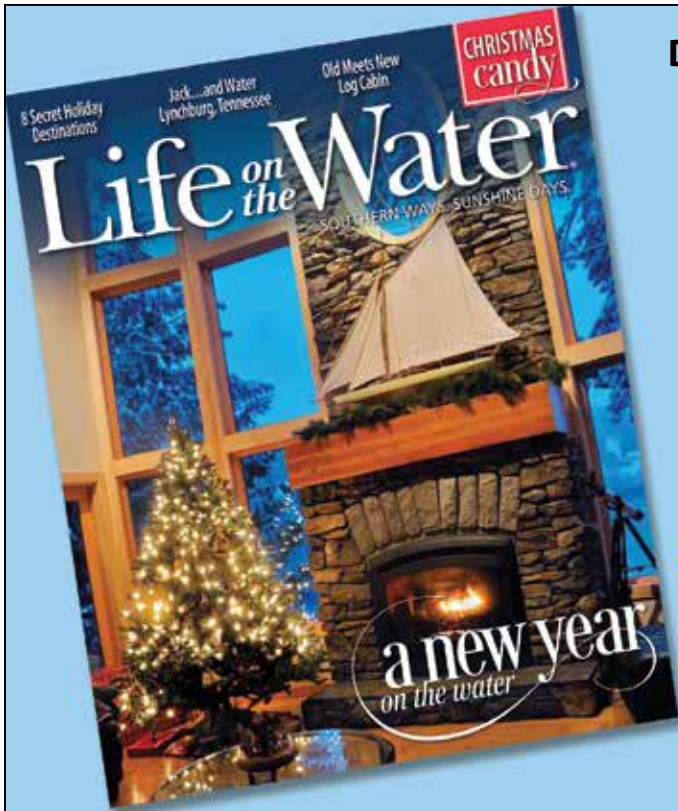
Don’t delay! Get your application in today. We look forward to seeing you in beautiful Orlando, Florida.



## Canyonville, Oregon Seven Feathers RV Resort

The beautiful Seven Feathers RV Resort will be the setting for our Tiffin Allegro Club Rally on June 8-12, 2015. The rally was released for sale on December 1 and promptly sold out the first day! Our rallies usually sell out quickly and the best way to stay abreast of rally news is with our website, TiffinSideroads.com.

The Seven Feathers RV Resort is located on I-5 near Grants Pass, Oregon and the beautiful Crater Lake National Park area. Entertainment is currently being planned and we expect to have a wonderful event. Coaches will arrive on Monday, June 8 and activities begin that evening with dinner. Seminars such as Convection Microwave Cooking, Mary Moppins' Tips for Cleaning Exterior & Interior Areas, Understanding Your Coach's Electronics, and Caring for Your Freightliner Chassis will be held Tuesday, Wednesday, and Thursday. Fun activities such as an ice cream social, an afternoon tea party, and the veterans' salute will also take place during the week. Tiffin service techs will perform minor repairs/adjustments and a display of new coaches will also be available.



### DESTINATIONS • FOOD • EVENTS • HISTORY **FREE SUBSCRIPTION for Tiffin Owners!**

#### *Southern Ways — Sunshine Days*

*Life on the Water* is a quarterly magazine that celebrates the people, places, and things that make the southeastern United States such a beautiful region. In its pages, you'll find great places to visit, meet interesting people, and explore new destinations. **And for a limited time, Allegro Club Members can receive *Life on the Water* four times a year for free!** All you have to do is let us know where to send your subscription, and you'll enjoy the best of Southern Ways and Sunshine Days.

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# Prince Edward Island

## THE GENTLE ISLAND



**A**fter spending a week in New Brunswick and wishing we had at least one more to enjoy another of the province's Five Scenic Drives, we left Bouctouche and for the next two hours followed the coastline of the Northumberland Strait to Cape Tormentine, the point in New Brunswick where the eight-mile long Confederation Bridge connects the continent to Prince Edward Island. The bridge has been called one of Canada's top engineering achievements of the 20th century.

Twelve minutes on the bridge takes you to "The Gentle Island," and the crossing into PEI is free. The Visitor Information Centre is located in Gateway Village immediately at the end of the Confederation Bridge. Plan on spending at least two hours in the Centre to learn about PEI and the four sections into which the island is divided for cultural and scenic touring. Before we left our home in Georgia to visit the Maritime Provinces, we consulted with two couples who had made the trip within the last three years. First hand experiences usually will help you find interesting places you may otherwise miss.

The Island Highway Map is free and could be called a "graphic tour guide" by itself. If you can describe your interests, the vacation planners at the Centre will design a tour just for you.

As our planner highlighted villages on our map, she noted special things that we might never have discovered: North Rustico (best seafood on the island); New Glasgow (PEI Preserves Company & Restaurant); St. Ann (lobster dinners at the church); Summerside (Eptek Centre and Art Gallery); Abram Village (traditional Acadian food); Bideford (ship building museum); Tignish (St. Simon & St. Jude Church, single largest church on PEI with a 132-year-old, 1,118-pipe, hand-pumped organ); Of course, that was just a sampling and only the beginning of a fascinating week on Prince Edward Island.

There are four scenic drives shown on the map, each marked with its own special icon:

The Scenic Heritage Road . . . The North Cape Coastal Drive  
The Central Coastal Drive . . . The Points East Coastal Drive  
Nine of PEI's provincial parks have hookups and are located along three of the four drives. In 2014 the daily rate for full hookups was \$33-35. A 10% discount is offered to 60+ seniors.

In preparing for our trip to the Maritimes, I found several travel writers who noted that tourism on Prince Edward Island was anchored in the fascination with *Anne of Green Gables*. Although the book was first published 107 years ago, it is still



TEXT AND PHOTOGRAPHY BY FRED THOMPSON

the cornerstone of the province's tourism economy.

Since Prince Edward Island has almost inextricably linked with Lucy Maud Montgomery's *Ann of Green Gables*, we decided to spend our first two days near Cavendish and made a reservation at the New Glasgow Highlands Campground. We highly recommend this campground with nicely separated sites, well-kept grounds and facilities, and reasonable rules that insure a pleasant visit for everyone.

We arrived at our campsite just west of New Glasgow in about an hour and were greeted by the owners, Les and Marlene Andrews. It had been a long day and we were in bed before 10.

Green Gables, the storied home of the red-tressed Anne, was awaiting our visit. Neatly arranged furnishings over a century-old made the rooms look as if the occupants had left just a few minutes before our arrival. The 19th century house and farm was the home of David Macneill, Jr. and his sister Margaret, cousins of Montgomery's grandfather, Alexander Marquis Macneill. Lucy Maud Montgomery came to know her cousins' farm through her many visits and explorations of the property's extensive woodlands and fields. The special places she discovered and named in her book, such as Haunted Wood and Lover's





Lane, still exist at Green Gables. The house and grounds have been restored and decorated as Montgomery described in her novel and depict a typical PEI farm in the late 1800s. There are several interpretive trails plus guided activities that are offered in July and August.

Lucy Maud Montgomery (LMM) was born in New London on November 30, 1874, less than 10 miles from Green Gables. Her mother, Clara Woolner Macneill Montgomery, died when Maud was just 21 months old. Her father, Hugh John Montgomery, bewildered with rearing a baby on his own, gave custody to his wife's parents, Alexander and Lucy Macneill. When he decided to move to Prince Albert, Northwest Territory, in 1883, Maud went to live permanently with her grandparents in the community of Cavendish. During her childhood, she created imaginary friends and places to deal with her loneliness, many of which formed the characters and settings for the short stories and poems she wrote in her teenage years.

In November 1890, while visiting her father in Prince Albert, and just before her sixteenth birthday, Montgomery was first published in the Charlottetown newspaper, a poem she had titled "On Cape LeForce." She returned to PEI in 1891, completed her high school education in 1893, and entered Prince of Wales College to earn a teaching license. In 1895 and 1896 Montgomery studied literature at Dalhousie University in Halifax.

While teaching at several schools on the island, Montgomery found time to pursue her passion. In the next 11 years she had more than 100 stories published and began to experiment with writing her first book-length manuscripts. In 1898 she moved back to Cavendish to live with and take care of her widowed grandmother.

In 1908 Montgomery published her first book, *Anne of Green Gables*, that became the iconic title identifying her successful 40-year career. In that time she produced 20 novels, 530 short

stories, 500 poems, and an autobiography. Mark Twain said Montgomery's Anne was "the dearest and most moving and delightful child since the immortal Alice."

Shortly after her grandmother's death in 1911, she married Ewen Macdonald, a Presbyterian minister, to whom she had been secretly engaged for six years. The couple moved to Ontario where he had a ministerial position with St. Paul's Presbyterian Church in Leaskdale. The Macdonalds had three sons, one of whom was stillborn. The oldest son died in World War I. In a life complicated by motherhood, serving as the minister's wife, and coping with her husband's attacks of religious melancholia and deteriorating health, Montgomery continued to write – her one great solace. After a 15-year gap, she returned to writing about Anne. In 1936 she published *Anne of Windy Poplars*, then a non-Anne novel in 1937, *Jane of Lantern Hill*, and in 1939, *Anne of Ingleside*.

In the last year of her life, Montgomery completed a ninth book featuring Anne, *The Blythes Are Quoted*. It was delivered to her publisher on the day that she died. A complete edition of the manuscript containing 15 short stories, 41 poems, and vignettes featuring the Blythe family members was finally published by Viking Canada in 2009.

Lucy Maud Montgomery Macdonald died April 24, 1942, from coronary thrombosis. She also suffered from depression, perhaps caused by the severe stress of caring for her mentally ill husband for decades.

Following her wake in the Green Gables farmhouse and funeral in the local Presbyterian Church, she was buried at the Cavendish Community Cemetery in Cavendish.

*Anne of Green Gables* became a worldwide success. To date more than 50 million copies have been published. Every year thousands of Japanese tourists make a pilgrimage to the green gabled farmhouse. A docent in the farmhouse explained the



near-cult following that Anne's iconic character has in Japan.

Montgomery's work lives on, not only in print but also in movies, plays, and television shows that have become enduring favorites. On May 15, 1975, Canada Post issued an 8-cent stamp honoring her.

A more touching memorial is the Macneill property where the home of LMM's grandparents, Alexander and Lucy Macneill, once stood. After Lucy's death, Montgomery moved to Park Corner. The Cavendish house fell into disrepair and eventually had to be taken down.

Alexander and Lucy had seven children, two of whom were John Franklin (b. 1851) and LMM's mother, Clara Woolner Montgomery (b. 1853). John Franklin's son, Ernest, was a first cousin to Clara's daughter, Lucy Maud. Ernest's son, John Macneill (a first cousin once removed to LMM) and his wife, Jennie, still live on the property today. When John and Jennie read LMM's journals and learned how much she loved the old home-stead, they worked for three years to clear the landscape around the foundation of the old home. They restored the grounds with an authenticity that allows Montgomery fans to experience the sense of place that the author herself felt so keenly. Her journal indicates she wrote *Anne of Green Gables* in the old kitchen that also served as the post office for the community. Without the committed work done by the Macneills, Montgomery's beloved place would be lost forever.

We visited the homeplace late on the afternoon of July 26, stopping first at the small bookstore to visit with the attendant. She encouraged us to take our time and enjoy the grounds, and asked that we close and lock the gate when we left. An hour later our car was the only one in the small parking area and the gate was open. As I closed and locked the gate, I noticed an older gentleman on a tractor with a box blade grading the gravel road that connected the property to the paved beach highway.



*Clockwise from top left:* By 1920, the Cavendish house with green gables had become symbolic of LMM's wildly successful book. ♦ A very fashionable and well-educated woman, Lucy Maud Montgomery rejected several proposals for marriage before marrying Ewan Macdonald in 1911. ♦ After reading LMM's journal, John Macneill and his wife Jennie were touched by his cousin's affection for the property where she had grown up and written *Anne of Green Gables*. With great dedication, they restored and landscaped the grounds, built the welcome center and bookstore, and removed the debris from the foundation of the old home.



I walked toward the tractor to greet him as he climbed down to shake hands with me. It was John Macneill. We talked for 20 minutes about the park and how the province had taken it over. He also explained how fast the Gulf of St. Lawrence was eroding the soft, red sedimentary rock that forms the northern beachhead of PEI, usually at the rate of five feet per year. We considered ourselves very fortunate to have visited with the property's caretaker, Lucy Maud Montgomery's cousin.

Nearby, at 8776 Route 6 in Cavendish, Avonlea Village, the mythical town created by Montgomery in *Anne*, beckons those intrigued by her vivid descriptions of life in the late 1800s. Three buildings — the 1876 schoolhouse, the 1906 minister's residence (the manse), and the 1872 church — were moved to Avonlea to create an authenticity when they were blended with the period stores and homes that were designed and built in 1998 and 1999. Avonlea opened the summer of '99. LMM taught in the old Belmont schoolhouse and her Campbell cousins attended the old church.

Throughout the day musical skits are staged, seemingly impromptu, at venues in the village including a commotion at the school and the Avonlea Showband at the Fishing Shanty. Visitors will enjoy square dance lessons at the Shanty, a school con-

cert at the church, or trying on period costumes and taking pictures. Plan on doing lunch at MOO MOO, offering eight fresh sandwiches grilled in COWS™ butter. The COWS Creamery is a PEI specialty.

While there is no entrance fee to visit Avonlea, the village offers several stores where we enjoyed shopping: the AGG Store, Artisans, AGG Chocolates, the General Store, the Dress-Up Shop, the Carriage House, and Photographs by LMM.

Visitors who would like to visit LMM's birthplace can follow Route 6 for about 10 miles to 6461 Route 20 in New London. When Montgomery's grandmother died in March 1911, she left the house immediately and moved to the home of her Aunt Annie Macneill Campbell in Park Corner where she was later married on July 5, 1911 in front of the fireplace in the parlor of

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*Clockwise from top left:* Several buildings in Avonlea are original. The old church was attended by LMM's cousins in a nearby village. ♦ Montgomery taught in the Belmont one-room school house. ♦ Garth Drummond grew up on a nearby farm and manages the livestock barn and harnessing the horses for the wagon rides. ♦ The character of Anne is portrayed by different performers each season. One of the qualifications is beautiful red hair. ♦ Skits depicting village life take place in impromptu fashion throughout the day.





the Campbell homestead. The same organ and furnishings that were in use at the time of LMM's wedding are still used today when young couples from around the world come to the Campbell home to be married. Accommodating five adults and/or children, carriage rides throughout the property and continuing on rural roads take you back 115 years when that was the only transportation on the island except for train service.

Before we left the Cavendish area, we planned a half day to explore the PEI National Park (PEINP). First opened in 1937, the park is similar to a barrier island, but only a few hundred yards wide. Be sure to get a copy of the 2015 Visitor Guide to the park. The park stretches 25 miles (40 kilometers) from New London Bay to Tracadie Bay.

If you happen to carry a tent and sleeping bags for special occasions, the Cavendish Campground in the Cavendish section of the PEINP and the Stanhope Campground in the Brackley-Delva section offer wonderful outdoor experiences just a few yards from the ocean. The beaches are nothing short of beautiful and the park is laced with hiking trails. Paved biking trails follow the coastline for miles. Using the hiking and biking trails will make you an "eco-tourist": sand dunes, salt marshes, woodlands, ponds to watch water fowl, farmlands, brooks, springs, and more. Some of the trails have mixed surfaces and require hybrid or mountain bikes. The coastal waters are perfect for canoeing and kayaking.

LMM's thoughts on the Cavendish beach: "I think the Cavendish shore is the most beautiful in the world. This is not merely my fond and foolish fancy. I once heard a man who had been all over the world say he had never seen a more beautiful beach than that of Cavendish sandshore. . . ."

PEI was once a part of the Appalachian Mountains. Over eons of time these mountains were worn down by wind, weather, and the immense pressure of the great glaciers during the ice ages. The sediments created by this erosion gradually compressed to form the layered sandstone bedrock of Prince Edward Island. This material was rich in iron and as it oxidized it formed rust that contributed the distinctive red color to the rock and soil.

The wind, waves, and ice continue to carve the soft sandstone into unique shapes as it wears away the coastline by as much as five feet annually. The erosion turns the sandstone back into sand and reshapes the beaches and dunes. The abrasive action of the erosion removes the coating of rust from the grains of sand, creating the contrast of their off-white color with the red sandstone bluffs.

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One of the province's outstanding assets, the Prince Edward Island National Park runs along the north shore from New London Bay to Tracadie Bay with another small extension farther up the coast at St. Peters Bay. *From top right:* Cyclists enjoy separate paved lanes that follow the coastline throughout the park. ♦ The scenic coastline in the park changes from extremely rugged sedimentary rock which is constantly being eroded to beaches whose color is influenced by the rust in the eroded rock and soil. ♦ The last picture shows the pattern of erosion in the sedimentary rock that looks almost like a topographical map.





From left: Bruce and Shirley McNaughton have made the Prince Edward Island Preserve Company much more than a fine restaurant. Visitors will enjoy the beautiful gardens that run along the Hunter River with many places to sit and enjoy the scenery. ♦ Charlottetown has many interesting venues, not the least of which is Victoria Row that offers restaurants, coffee houses, bookstores, and other interesting shops. ♦ Just two blocks away, you will discover the Confederation Centre of the Arts where *Anne of Green Gables—The Musical* plays during the summer months. ♦ Talented singers and dancers present several times a week “Dreams of the Founding Fathers of Our Nation,” a narrated historical musical. ♦ Cows Creamery is a PEI institution that lays claim justly to the best ice cream in Canada.

The Prince Edward Island Preserve Company is a must for lunch or dinner before you leave the Cavendish area. Located in the village of Hunter River, the “company” offers excellent fare for \$15–20. While waiting to be seated, guests are entertained watching the preparation of fresh fruits that will soon be cooked and preserved. A sampling table will help you make a selection to take home.

Bruce and Shirley MacNaughton, Scottish to the bone, have created delightful gardens along the Hunter River with well-placed seating for those who wish to slow their pace and meditate a few moments. A few yards away up the hill a butterfly house kept us moving quickly to catch a few images on our iPhones of the amazing insects. The MacNaughtons recently built a pleasant home in this setting to offer a rejuvenating respite to those who work intensely in various ministries serving others.

We moved to a new campsite the next morning that was closer to Charlottetown to take advantage of the amenities of the province’s largest city. Pine Hills RV Park is 10 miles northwest of the city center at 1531 Brackley Point Road in Harrington. That short distance puts you in a rural setting. The grassy sites have full hookups. Dale and Connie Cathey, good friends and three-time Phaeton owners, visited the area in 2011 and stayed for a week at the Southport Motel and RV Park less than two

miles across the Hillsborough River from city center. The full hookup sites also are grassy. It is a good idea to carry 12-by-12 inch blocks to place under your leveling jacks.

Charlottetown is a walking town. To prepare for your visit, go to [discovercharlottetown.com](http://discovercharlottetown.com) and request a 2015 Charlottetown Activity Guide and a 2015 Charlottetown Map. If you do not have enough time to wait on a mail delivery, you can get both the guide and the map at either the Visitor Information Centre at the bridge or ferry points of entry. For self-guided walking tours, get a copy of “Walk & Sea Charlottetown,” which is really the best way to see the city. The three tours will likely take you three days: (1) Great George St. Historic District that includes Victoria Row (use the Charlottetown Map here) and the Confederation Centre of the Arts. (2) Historic Charlottetown West. (3) Historic Charlottetown East.

If you missed the COWS Creamery in Avonlea, you have two more opportunities while you are doing the walking tours in Charlottetown. Don’t miss the best ice cream in the Dominion at Grafton & Queen Streets and Peake’s Wharf. Also not to be missed is Young Folk & the Kettle Black at 90 Water Street. This is a good spot for breakfast and brunch, best coffee on the island and pastries to die for.

This is a good place to mention the PEI Museum and Heritage Foundation, a consortium of seven museum sites located throughout the island. The Beaconsfield Historic House at the corner of Kent and West streets is one of the seven sites. In addition to a tour of the elegant Victorian house and gardens, you can also take in an intimate evening concert in the Carriage



House. You can purchase a PEI Heritage Passport for \$12 and visit any three of the seven sites. Go to [www.peimuseum.com](http://www.peimuseum.com) to learn more about the other six sites.

While Cavendish is the geographical center of Anne's domain, Charlottetown is the center of the theatrical prominence of the forever-young character whose impudence and sweetness continue to capture the hearts of thousands of admirers every summer. We love theatre and one of the main reasons for visiting Charlottetown was to see *Anne of Green Gables—the Musical™*, now in its 51st successive season, the world's longest running seasonal production. The theatre is located in the Confederation Centre of the Arts. To reserve tickets, call 800-565-0278 several days prior to your visit. There are matinee and evening performances scheduled five days each week.

"Dreams of the Founding Fathers of Our Nation" is a narrated historical musical presented by talented young singers and dancers celebrating the province's diverse European and First Nations heritage. It is usually performed in an outdoor amphitheater at the Confederation Centre of the Arts. Rain forced us inside, but the performance was none-the-less outstanding and the colorful costumes imaginatively portrayed the historical periods.

In 2014 the province celebrated its 150-year anniversary of the Charlottetown Conference held in September 1864. Originally planned as a meeting of representatives from the Maritime colonies (NS, NB, PEI, NFL), the Province of Canada (Ontario and Quebec) heard about the meeting and asked to be included. The meeting concluded after eight days and assembled again in Quebec in October. On July 1, 1867, a confederation of four provinces became known as the Dominion of Canada. Prince Edward Island joined the dominion in 1873. The original Charlottetown meeting in 1864 was celebrated throughout 2014 in PEI.

Another reason to visit Charlottetown was to have dinner at Dundee Arms at 200 Pownal Street. While it is an inn serving breakfast only to its overnight guests, reservations are offered for lunch and dinner. Our friends who recommended the Dundee offered to pick up the tab if we were not pleased with our culinary experience.

Our Charlottetown adventure would not have been complete without a visit to the creamery where COWS ice cream is made.



In July and August, tours run from 10 – 5, with the last tour starting at 4. The ice cream has no preservatives and a shelf life of one year. The creamery only makes 1,000 gallons per day. COWS recently opened single store locations in the provinces of Alberta, British Columbia, Ontario, and Nova Scotia

The high quality cream comes from local PEI dairies. The cream is mixed very slowly to keep the air content low. COWS air content is 20% while competing brands run up to 40%. It is frozen overnight at - 40°C. The vanilla comes from Madagascar and the cocoa from Holland.

*Readers Digest* awarded it "Canada's Best." COWS also makes several cheddars and creamery butter. Our discipline went to the wind!

Throughout the Maritime provinces, kitchen parties have long been an enthusiastic celebration of folk music. As the name implies, performers gathered in homes where food was provided and music was played into the night. Leading performers eventually grouped to perform in town halls. Kitchen parties became known as Ceilidhs, a Scottish word (pronounced Kayley) used to describe an evening of music and dance in Gaelic.

We found Courtney Hogan performing with Richard Wood and Gordon Belsher at Afton Hall in the village of New Dominion on a Sunday evening at 7:30. You should arrive at least



30 minutes early to find a seat. The performance featured fiddling, stepdancing, singing, Celtic and traditional music, “combining deep-rooted traditional prowess with unending energy, pounding rhythms, and intoxicating enthusiasm,” as described by one newspaper critic. The only other words I can think of that the critic did not use are “totally exhilarating!” The performance lasted just over two hours with an intermission for pastries and cakes supplied by a local organization. Hogan and friends will be

performing in 2015 at two venues from July 4 through August 29: Afton Hall in New Dominion on Sundays at 7:30 and Emerald Boxcar in Emerald on Wednesdays at 7:30. Richard Wood and friends will perform on Saturdays at 7:30 at Stanley Bridge Hall in the village of Stanley Bridge (Cavendish area). All performances are \$10 (cash only) at the door. I was in awe during the entire performance and still recall with a smile the solo ditty “Not an Islander” by Gordon Belsher.

We camped next at Linkletter Provincial Park just west of Summerside, in order to visit the Acadian Museum (a PEI Museum) in Miscouche, where the history of the deportation of the Acadians living in PEI is continued. Perhaps the most tragic story is the sinking of the *Violet*. Bound for France, it departed from PEI in August 1758 with approximately 300 Acadians on board. The passage was terrible and several died in transit from maggot-infested food and illness. Trapped in a churning storm in the English Channel, the *Violet* sank with no survivors near the coast of England. If you have more time than we did, you will find several attractions and restaurants in Summerside.

The next morning we left very early and followed the Central Coastal Drive along the Northumberland Strait. At Canoe Cove we took a shortcut to New Dominion, skirted Charlottetown and

left the area through Stratford, picking up the North Cape Coastal Drive to the village of Orwell where we spent three hours in the Orwell Corner Historic Village (a PEI Museum). In a moment we time-traveled into the 19th century as we visited the Orwell Presbyterian Church where in 1861 services were conducted in Gaelic and English, and the hymns were sung a capella with the congregation following the lead of the director. Although Carolyn grew up on a farm in Missouri, some of the machines in the agricultural museum still required speculation as to their purpose. Visits to the machine shed, horse barn, shingle mill, and blacksmith shop made us realize how labor-intensive all farm jobs were 150 years ago. The schoolhouse (1895) had desks that looked very familiar to both of us, making us admit we were not as far removed from this period as we thought. In some years the one-room school enrolled as many as 49 students. It closed in the mid-1960s.

The general store (1864) was well stocked with vintage shaving kits, dinnerware, period toys, lace-up shoes, lanterns, canning jars, and chewing tobacco. A dressmaker rented the room above the store.

A plaque presented the story of a family with 13 children. “During the depression, we were self-sufficient. When you butchered a cow, one neighbor tanned the hide. A second neighbor made shoes



*Clockwise from left:* Gordon Belsher for many years has been playing Ceilidhs, often called kitchen parties by the locals. When Courtney Hogan holds her kitchen parties, she often includes Gordon and Richard Wood. ♦ The Orwell Corner Historic Village has an entire museum devoted to the agricultural history of PEI. In addition, many original buildings have been moved to the village to demonstrate the way of life practiced by rural islanders. ♦ The village general store stocks wares from the 19th and early 20th centuries as well as practical items we can use today. ♦ On the north shore, not far from the East Point Lighthouse, the Shipwreck Point Café offers some of the best seafood on the island.

and a third neighbor made harnesses. Children worked on the farm even before they started to school. A boy could harness up a team by the time he was 8 or 9 years old.”

A 30-minute drive took us to the Brudenell River Provincial Park just a few miles off of Route 3. The park offers full hookups and is known for its golf course and horseback riding stables and trails. Access to the Confederation Trail is very convenient if you wish to see the countryside on your bikes. The park offers full hookups. Some of the sites are grassy, but many are not, meaning that a little rain may wash red silt across the area that should have been your patio. Before you accept your site assignment, check it to see if you can level your coach on it.



The East Point Lighthouse was our destination the morning of Tuesday, July 30. A straight shot up Route 313 took us first to St. Peters Bay, just one more of PEI’s scenic villages that puts you in a moment of slow-down-your-pace and try to take it all in. Where three roads converged, several attractive shops had sprung up to take care of lunch, crafts, books, and free advice on what to see.

One proprietor mentioned a vegetable shed just a mile up the road. There we found bins of fresh vegetables with prices

and a fridge full of mussels, but no gardener or attendant to make the sale. A sign asked customers to make their selections in the provided plastic bags, weigh the bag, do the multiplication, and leave the money in a drop box. How great to see a place where the owner trusts the public and they pay on the honor system. When we first moved to Athens, Georgia in 1968, Mr. Rutherford left his veggies on a large wheeled cart that he pushed up to the street from his garden early each morning throughout the summer. We



From top left: PEI's easternmost lighthouse sits on an eroding promontory. Erosion has forced the government to move the lighthouse twice since it was built in 1867. Visitors are allowed to climb the 67 steps to the glass-enclosed operations area. ♦ Leeta Arnaqu is the current manager of the lighthouse. A native of the Nunavut Territory, Leeta married an air force officer who took her far from home. ♦ If you have ever wondered where your grocer got canned tuna, it very likely came from PEI. The fisheries and canneries at Basin Head shipped their product all over North America and western Europe. ♦ The Old General Store in Murray River is owned by Charlene Belsher, and you can bet that she sells a lot of Gordon's CDs. In addition, visitors will find a variety of home furnishings, both modern and vintage. ♦ The Murray River Marina enjoys a very protected harbor and is typical of the fascination that Prince Edward Islanders have for the sea, both for recreation and business.



ran across another place like this in Oregon three years ago. Trust and honesty in the U.S. and Canada – it still exists.

Fifteen minutes northeast on the Points East Coastal Drive (PECD) took us into Naufrage where we found the Shipwreck Point Café (386 North Lake Harbour Road), a recommendation of the vacation planner at the Gateway Village. This is one of our choices for a “not-to-be-missed” restaurant. It is not elaborate – it’s just very authentic. Sole, haddock, clams, lobster rolls, and deep fried fresh vegetables. The view of the ocean will keep you mesmerized. The flowers in front of the establishment were beautiful.

Another forty minutes up the road and we reached “Land’s End,” PEI’s easternmost point. The lighthouse is only 34 miles from the Cape Breton Islands in Nova Scotia, a channel that is the confluence of the Atlantic Ocean, the Gulf of St. Lawrence, and the Northumberland

Strait. On rough, windy days the tides of each will splash up against each other.

Built in 1867, the lighthouse requires a mere 67 steps to reward you with a 360-degree panoramic view. William McDonald, his two sons, and a blacksmith used black spruce to construct the octagonal structure, now 148 years old. The current light is a 70-watt bulb that is visible for three miles out to sea. The light has a signature five-second flash magnified by a lens system. It is still a functional navigational aid used by small aircraft. When it was used by ships, the mercury bulbs were visible for 35 miles.

Leeta Arnaquq is the current manager of the lighthouse. A native of Iqaluit, Nunavut, a Canadian territory, Leeta married an air force officer whose military assignments have taken her far from home. Her knowledge of the lighthouse, its history, and the sea was impressive.

We left East Point on Route 16 to visit

the Basin Head Fisheries Museum (a PEI Museum). Through video and exhibits, we time-traveled again into an industry whose exports made a significant contribution to the island’s economy. When you tour the fish cannery, you will probably wonder if you or your parents ate blue fin tuna processed here. Follow the boardwalk to the “singing sands” beach. There is a scientific explanation to the sound that is amazing. A boardwalk takes you to the beach and an imaginative children’s play village.

It was about time to “go to the house,” as one of my employees used to say when it was time to punch out. We cruised down the PECD for the rest of the afternoon, taking in the sights and shooting pictures, some of which will help fill our memory books. That’s what we call our digital files stored in labeled folders on our two laptops. Not to worry though, we use an automated cloud back-up system everyday.

**Tiffin Motorhomes Receives 18th Consecutive DSI Award**

This year the Recreational Vehicle Dealers Association (RVDA) sent the Dealer Satisfaction Index (DSI) survey to 423 RV dealerships throughout the U.S. and Canada in order to recognize a select few RV manufacturers with the Quality Circle Award.

This year Tiffin Motorhomes received the Quality Circle Award for the 18th consecutive year. To receive the prestigious award, an RV manufacturer must be scored 80 percent or higher on at least 15 surveys returned to RVDA by dealers. The surveys asked the dealers to rate manufacturers on their sales support, sales territory, vehicle design, vehicle reliability, vehicle quality, competitive pricing and

value, parts supply and support, warranty support, and the manufacturer's overall communications with its dealerships.

Tiffin Motorhomes has received the Quality Circle Award every year since 1997. In receiving the award, Bob Tiffin, president and CEO, praised TMH's employees for their dedication in producing consistently high quality motorhomes, and recognized the company's 85 dealers with 100 locations for their high standards in sales and service. "We would be remiss in not thanking the thousands of RVers who own Tiffin coaches. They provide us with the word-of-mouth advertising that money can't buy," Tiffin said.

*Continued from page 53*

We returned to the Brudenell campground, made a light supper, and visited with our new neighbors who were camping in a 20-ft. Airstream. They visited our Allegro Breeze and decided 12 more feet would be a very desirable upgrade.

After a late start Wednesday morning, we headed for Murray River, just 30 minutes away, to visit The Old General Store at 9387 Main Street. A charming building with the stamped tin ceiling tiles, the rural store found its rebirth as a handcraft shop featuring a rather eclectic collection of fine quality home furnishings, quilts, doilies, hooked rugs, jewelry, soaps, tea, CDs, glass, and a little bit of everything else. To our surprise, we discovered the store was owned by Charlene Belsher, whose husband we met a week ago performing with Courtney Hogan at Afton Hall in New Dominion.

Nearly 103 years ago, the Marconi station at Cape Bear, 10 miles east of Murray River, was the first Canadian land station to hear the SOS distress call from the Titanic. The station is no longer there, but the historic Cape Bear Lighthouse is still standing. During World War II, the lighthouse was used to spot German U-boats that were hunting Allied ships headed to Europe with supplies.

We completed our sojourn on Prince Edward Island with a leisurely trip of 12 miles along the coast to the Northumberland Provincial Park to set up camp. We had a 7 a.m. date with Northumberland Ferries to transport us to Nova Scotia, a 75-minute trip. Repeating the way we felt as we left New Brunswick, we wished we could have stayed at least another week. **RIS**

**The Confederation Trail**

When PEI's railway was abandoned in 1989, a shared use walking and cycling trail was born. With beautiful rolling hill scenery, quaint villages, and broad bay seascapes, the Confederation Trail is PEI's portion of the Trans Canada Trail.

Gradients never exceed two percent, making the trail ideal for the various fitness levels. The 170-mile main trail starts in Tignish and ends in Elmira near the East Point Lighthouse. Branch trails extend into scenic towns along the way. Villages along the Trail offer cyclists and hikers a broad selection of accommodations, restaurants, and bicycle shops.

Pick up a copy of the "2015 Confederation Trail Cycling Guide" at the Visitors Information Centre. You can also visit: [Tourismpei.com/pei-confederation-trail](http://Tourismpei.com/pei-confederation-trail)

**CAMPGROUNDS**

**PEI Provincial Parks**

The first seven parks listed have full service 3-way hookups. The rate in January 2015 was \$33-35 per night. The last two parks have 2-way hookups (water & electric) with a current rate of \$30-32 per night. We stayed in the parks with an asterisk.

- Cabot Beach.* 449 King St., Rt. 20, Malpeque. 902-836-8945. Central Coastal Drive
- Jacques Cartier.* 16448 Route 12, Kildare Capes. 902-853-8632. North Cape Coastal Drive (NCCD)
- Linkletter.\** 437 Linkletter Rd., Rt. 11, Summerside. 902-888-8366. NCCD
- Mill River.* 3 Mill River Resort Rd., Rt. 136, Woodstock. 902-859-8766. NCCD
- Red Point.* 249 Red Point Park Rd., Rt. 16, Red Point. 902-357-3075. Points East Coastal Drive (PECD)
- Brudenell River.\** 283 Brudenell Island Blvd., Rt. 3, Georgetown Royalty. 902-652-8966. PECD
- Northumberland.\** 12547 Shore Rd., Rt. 4, Wood Islands. 902-962-7418. PECD
- Panmure Island.* 350 Panmure Island Rd., Rt. 347, Panmure Island. 902-838-0668. PECD
- Cedar Dunes.* 265 Cedar Dunes Park Rd., Rt. 14, West Point. 902-859-8785. NCCD

**Private Campgrounds**

- New Glasgow Highlands Campground.\** 2499 Glasgow Rd., Rt. 224, Hunter River RR3, PEI COA 1N0. 902-964-3232. [newglasgowhighlands.com](http://newglasgowhighlands.com) \$42/night + 14% hst
- Pine Hills RV Park.\** 1531 Brackley Point Rd., Winsloe RR9, Harrington, PEI, C1E 1Z3. 134 fully serviced sites with 3-way hookups. 30-amp, \$38; 50-amp, \$44.

**CONFEDERATION CENTRE OF THE ARTS**

*Anne of Green Gables—The Musical.* 145 Richmond St., Charlottetown. 902-628-1864. Dates: June 11 through August 29. Selected dates. Matinees at 1:30. Evening performances at 7:30. Online purchases at [charlottetownfestival.com](http://charlottetownfestival.com)

*Dreams of the Founding Fathers of Our Nation.* A narrated historical musical with performances throughout the summer. Dates not available at RIS press time. Call 902-628-1864 for information.

**FERRY AND BRIDGE TOLLS**

Crossings from the continent to PEI on the ferry or the bridge are free.

- Ferry from Wood Islands to Nova Scotia:
  - Coach & tow car, total length up to 40 ft., \$93
  - Coach & tow car, total length 50+ ft., \$111
- Confederation Bridge toll:
  - Car or 2-axle RV: \$45.50
  - Each additional axle: \$7.50

**LUCY MAUD MONTGOMERY SITES**

*Green Gables Heritage Place.* 8619 Route 6, Cavendish. Open daily May 1 - Oct. 31. Adults: \$7.80; seniors and students, \$6.55; 16 and under, \$3.90.

*LMM's Cavendish Home.* 8509 Route 6, one-quarter mile east of Green Gables. Open mid-May to mid-October. Adults: \$3; children, \$1. 902-963-2231.

*LMM's Birthplace.* 6461 Route 20, New London. Open daily during the summer season. Adults, \$4; children \$2. 902-886-2099.

*Avonlea.* 8779 Route 6, Cavendish. The mythical village in *Anne of Green Gables* is brought to life with the schoolhouse, church, minister's home, general store, fish shanty, the dress-up store and much more. There is no entrance charge, but there are many interesting shops available.





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## Ebola and Your Pets

by Dr. John Pilarczyk

The Ebola virus has been in the headlines lately, causing anxiety among humans. This fear is intensified by a lack of knowledge regarding whether the virus can be transmitted to animals and whether animals can pass it on to humans.

Ebola has been prevalent in western Africa, the largest outbreak occurring primarily in Liberia. The virus is spread by direct contact with the body fluids of an infected person such as urine, saliva, sweat, feces, vomit, breast milk and semen. Objects used on infected people such as syringes and needles can spread the virus. It has been noted that infected fruit bats or non-human primates can spread the disease.

The incubation period of Ebola is between 2 and 21 days after exposure. Symptoms in humans include fever, severe head-

ache, muscle pain, vomiting, diarrhea, hemorrhaging, and abdominal pain.

The disease is not passed through the air, water, or food with the exception of handling or consuming meat derived from fruit bats or non-human primates that live in the affected countries. There is no evidence of transmitting the virus through mosquitoes or other insects.

At this time, the CDC states that no dogs or cats have been diagnosed with Ebola, and there is no evidence as yet that dogs and cats can spread the disease to other animals or humans. Even in countries where Ebola is endemic, there have been no reports of dogs or cats becoming sick from the virus.

We have seen people who have been in countries where Ebola is present who contracted the disease and traveled to the United States before symptoms appeared. As RVers, we do a lot of traveling and our chance of exposure to any disease is higher because of the nature of our lifestyle. Normal cleanliness and constant washing of hands will help.

In the United States, if a person is diagnosed with Ebola, they are quarantined for 21 days. If they have a pet, that pet is quarantined also for 21 days and tested. So far no dogs or cats have come down with the disease.

The government in Spain euthanized a dog belonging to a nurse who contracted the disease as a precaution instead of testing and quarantining the pet. Canines in endemic areas are at higher risk as they have access to infected carcasses but house pets would have little or no exposure. Our chance of exposure here in the United States is extremely low given the low number of people who have contracted the disease.

There are no vaccines or medications specific for Ebola. Most treatments are symptomatic. Antibodies have been found in dogs . . . meaning they have had exposure but none have come down with the disease.

At this time, testing for animals is only available for quarantined animals. There is no need to test if no exposure exists.

Hopefully this information will keep you updated on the Ebola outbreak in Africa. Have fun traveling this winter and keep your pets on a short leash as you travel. If there is any change in the spread of this disease, I am sure the CDC will keep us informed.

Happy travels,  
John & Kay

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## Inman's Answers

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

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

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

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

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

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

Dear Danny . . .

### Lowering Coach Height by Deflating Air Bags

I own a 2014 Allegro Red 33AA coach. My question is, How do I deflate the air bags and then move the coach into my garage? I have made plans to modify the door to raise the opening up to the bottom of the roof trusses. My measurements indicate that

the air conditioner housings and the VHF antenna should just barely clear the bottom of the trusses. I would like to be able to deflate the airbag suspension prior to backing it into the garage to provide a little extra clearance. When I bought the coach I was told by the Tiffin representative and the General RV salesman at the RV show in Salt Lake City that it was possible to do that but neither could give any specifics on how to do it. I am hoping you will be able to provide instructions.

George Gibson  
 Ogden, Utah

Dear George,

The motorhome can be moved short distances with the air bags deflated, but only when you are moving the coach in a straight line. If you turn the wheels, there is the possibility that the tires will damage the wheel wells. To dump the air system, the coach must be in neutral and the parking brake engaged. Pushing the dump button on the leveling jacks control board will open the air valve and allow the air to escape from the bags. Keep in mind once you release the parking brake and put it in Drive, the valve will close and allow the motorhome bags to start airing up. So you can move only a short distance before the unit will start raising up. You may have to do this sequence two or three times to get the coach in your garage.

### Good Outdoor Storage Practices for South Texas

I have a 2007 40-ft. Phaeton. The motorhome is currently stored in a small coastal town in south Texas. It is parked on a concrete slab and connected to 110v service. I also can connect to 50-amp service, if necessary. We leave for around two months at a time for several short trips.

During our absence, should I leave the coach hooked up to 110v or 50-amp service? Leave residential refrigerator on or off? Put the leveling jacks up or down? Slide-outs extended or retracted?

During cold months, should I leave both the furnace and the engine warm-up switch on?

Over the last two years with very little use, the bolts on the DS slide-out (living area) have sheared four different times. What am I doing wrong and what do I need to do to correct the problem?

I keep the motorhome covered with an ADCO cover. Is this a good practice?

G. D. "Gill" Juarez  
 San Antonio, Texas

Dear Gill,

In the summer months, it would probably be better to leave the 110v power disconnect with the 12-volt disconnect off on the chassis and house batteries. Be sure the water is also turned off

or disconnected. Make sure the refrigerator doors are left open to prevent mildew and mold from building up. Leave the cover on the coach. Use tire covers if the ADCO cover does not cover the tires.

In the winter when there is the possibility of a freeze, leave the unit plugged in to charge the batteries and the furnace set at 45 degrees. The slide-outs should be retracted.

You can leave the leveling jacks in the up position during either winter or summer. For the slide-out problem, lubricate the gears and mechanisms with Boeshield T-9 Rust & Corrosion Protection for the jacks and the slide-outs.

### Two Questions about the 2014 Allegro Breeze

We are the proud owners of a 2014 Allegro Breeze, our second Tiffin motorhome. We take a couple of trips each summer to our favorite fishing spots in Northern Minnesota. Summer in Minnesota means mosquitos and this summer we were plagued with swarms of mosquitos getting into our coach during the night and we can't figure out where they are getting in. Any suggestions would be greatly appreciated.

In the 2014 Breeze owner's manual, page 11-5 offers instructions for sanitizing the plumbing system. Paragraph #4 describes features that don't seem to be available on the Breeze. Maybe I'm not reading it properly, but I could use further explanation. Thanks for your help.

Jack & Marilyn Davis  
Houlton, Wisconsin

Dear Jack & Marilyn,

With the window open, there may be a small gap between the glass and the screen that will need to be filled in with some type of weather stripping. There is an error in the Breeze manual. That paragraph was mistakenly picked up from the Allegro's manual. Your system will need to have the sanitizing solution pumped through the water tank fill on the utility panel.

### Great Handling on the 2014 Allegro Bus

I recently traded my 2012 Allegro RED 38QRA for a 2014 Allegro Bus 37AP. I was surprised at how much better the Bus handles. This was not a selling point with the salesman and I probably would not have noticed during a test drive. But 5,000 miles later, I would have traded because of this one feature. I know the Bus has a PowerGlide chassis, but what makes the handling so much better? I would have to struggle with the RED on real windy days, but with the Bus I hardly know the wind is blowing.

Rex Alman  
The Woodlands, Texas

Dear Rex,

Over the years we have put a lot of emphasis on the ride and handling of the PowerGlide chassis, making changes each year

until we feel like we have the best ride and handling on the market. Thank you for confirming our product and its design.

### The 2015 Allegro RED Rock Guard

We recently purchased a 2014 Allegro RED 33AA. This is our fourth motorhome and second Tiffin product. After an initial week long trip to acquaint ourselves with our new coach we headed to our dealer for some minor fixes. We really love the RED and are impressed with the quality, especially the cabinets. On our return trip to pick it up, we noticed a 2015 on the lot. (Same exact model that we have.) Had to check it out to see what was new. Lo and behold my husband noticed the rock guard and promptly ordered one! Prior to installing it, he decided to change the color behind the RED logo from black to RED. As he said, "It would match all the other ones on the coach!" Attached is a photo of it. He does really good work, although I may be prejudiced.

Bill & Chris Roberts  
Smith, Nevada



Dear Chris,

Your rock guard looks great, but there is one more piece of the puzzle that you need to add. In the 2015 model year, Freightliner rerouted the exhaust to come out the side of the Allegro RED instead of turning toward the pavement as it did in earlier years. This change allowed Tiffin to offer a rock guard for the 2015 model year. If your exhaust is not redirected during the regeneration cycle, it most likely will burn the end of your rock guard. The parts are available to redirect the exhaust to the side of the coach. Contact us if you wish to make the modification.

### We Love Our New Allegro RED, But . . .

Here are some suggestions. (1) The windshield wiper knot (switch) is difficult for "senior fingers" to operate. (2) The XM antenna is no good when traveling NW. All non-RV vehicles have the XM antenna built-in. (3) The hazard light pulley is not a good idea. Why not push button? (4) I suggest a mirror to see what is going on inside the coach behind the driver. (5) With the 340-hp Cummins, the motorhome is underpowered. Otherwise, we love it.

Ron Swank  
Plano, Texas

Dear Ron,

Thanks for your suggestions. We will pass them on to engineering. Hopefully we can get some or all corrected in the future.

### Intermittent Solenoid in 2007 Allegro Bus

In your last issue (11:4), Tom Cambron of Tennessee had a problem with intermittent solenoid operation with his slide-outs. I have a 2007 Allegro Bus with a similar problem. Sometimes the solenoid is not grounding up to the parking brake. I made a short jumper wire and hooked it on to the solenoid's ground wire, and then grounded it to the ground bar in the cabinet where the solenoid is located. Thanks and keep it up.

Fred Barnhill  
Kimberly, Idaho

Dear Fred,

Thanks for the suggestion and the fix.

### Setting Up the Inverter / Converter

Thanks for your wonderful column in Roughing It Smoothly. My question for your consideration has to do with the Xantrex inverter /converter on my 2011 Phaeton. I just lost a set of six AGM batteries to some kind of malfunction. Please outline the settings, and then how to make the choices for the various power sources, such as 50 amps, 30 amps, 15 amps, and the generator settings for boondocking. What adjustments to the settings need to be made for these power sources. My Phaeton is equipped with a Xantrex RV3012GS.

Walter A. Dube  
La Marque, Texas

Dear Walter,

Following are the instructions for setting up your Xantrex inverter / converter:

- ◆ Push and hold the Menu Item "Up" and "Down" buttons simultaneously (approx. 3 seconds) to enter Setup
- ◆ Push Menu Item "Down" repeatedly until "Set Clock" menu is accessed.
- ◆ Set the clock.
  - Cursor will change from "Hour" to "Minute," and back, after every 7-9 seconds of no button activity.
- ◆ Scroll through the menus and ensure the following setting are correct:
  - Set Idle:=Defeat
  - Bat Capacity:=Auto
  - Battery Type:=AGM
  - Max Charge Rate:=100% of max
  - Set Shore Power:=30A or more
  - Remote Setup:=Last Key
  - LCD Contrast:=Max Contrast
  - Generator Start:=Auto at 11.5 VDC

- Generator Stop:=Auto at Absorb
- Gen Start/Stop:=Therm Enabled (this is for units that will trigger from the climate control system)
- Begin Gen Quiet:=21:00 (typical park Quiet Time start)
- End Gen Quiet:=09:00 (typical park Quiet Time end)
- Select Genset:=Onan QuietDiesel

### Protecting Motorhome & Tow Car from Loose Gravel

We have a 2013 Allegro RED 36QFA. Next summer we plan on traveling to Alaska. I have read that you need to protect your engine compartment from gravel bouncing up into it and hitting the fan blades. Also I need to protect the Jeep we tow. Can

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you offer some suggestions to protect the underside of our coach and the tow car?

Michael Rhoades  
Blythe, Georgia

Dear Michael,

You can add longer and wider flap guards behind the rear wheels that nearly touch the ground. Because of the exhaust pipe's position, it is difficult to add a full width flap across the rear of the coach. There are several different guards you can mount on the front of your Jeep. Check with a full service accessory store for the options.

### Two Questions About the 2015

#### Allegro Breeze

We really enjoy your column "Serious Tech Talk" in *Roughing It Smoothly*. My wife and I recently purchased a 2015 Allegro Breeze 28BR and love it. We have already put 3,500 miles on the odometer. Two questions: The awning will not extend or retract until the ignition switch is turned to the "ON" position. We find the extra step a little odd and inconvenient. Also, I plan to change the oil and filters when the time comes. The spout for adding oil is easily accessible, but I do not see any way to easily access the fuel filters on top of the engine. Guidance please.

Frank Harwood  
Milton, Florida

Dear Frank,

The awning being wired through the ignition was intentional because the engineers thought it would be safer. When you open the rear hatch where the radiator is located, you will see the fuel filters on the right at approximately the 4 o'clock position.

#### Suggestions for My 2014 Phaeton

I own a 2014 Phaeton 40QBH with a rear bath. We enjoy our coach very much, but we do have a few suggestions for you to consider as you manufacture this floor plan in the future. (1) The location of the chassis info center makes the display very difficult to read. The whole display needs

to be relocated to a higher position. While that change may require a major dash redesign, an immediate modification to reposition the hi-lo beam indicator light will make night driving safer. Currently, it is very difficult to see the indicator light while driving at night. (2) The fan that cools the computer equipment located under the bedroom TV runs all the time. The fact that it is not cycling on and off indicates it is not significantly reducing the temperature of the compartment. The fan's constant operation will reduce the life of the fan. Not reducing the temperature of the compartment will very likely reduce the life of the computer equipment.

The next two items are minor issues and will be far easier to correct. (3) In the rear bath, the switches for the lights and water pump next to the lavatory are directly under the towel ring. When a towel is hanging there, I have to move it to see the switches. (4) The toilet switch needs to be relocated. When towels are on the rack, we cannot see the switches. At night we have to turn on a light to see it. We hope these suggestions are helpful.

Tom Crossan  
Grants Pass, Oregon

Dear Tom,

Several of your suggestions were addressed in the 2015 Phaeton. We expect in the next model year to catch all of them.

#### A Special Tire for the Breeze?

I think the Michelin 265/70R19.5 XZE is the ideal tire for the size and weight of the Breeze. It is refreshing to have a motorhome tire that is not loaded to its near maximum or has to be run at its near maximum pressure. On the other hand, the Michelin XZE is a truck tire that does not have in its design the optimum RV comfort and ride. What would it take to convince Michelin to build an XRV tire in that size? It seems to me that Tiffin is building enough Breezes to make it worthwhile for Michelin to build a 265/70R19.5 XRV tire. It sure would help

those of us not particularly enthralled with the ride of the Breeze on rough roads or worn out pavement.

Hans Steinhoff  
Cloudcroft, New Mexico

Dear Hans,

Unfortunately, there are not enough motorhomes being built that use this size tire that would make it financially profitable for Michelin to manufacture a specialized version.

#### Ice Cream Not Freezing Hard in 36LA

We have a 2013 Allegro 36LA and love it. We use it about 75 nights a year. The freezer works great. Everything is frozen as it should be except ice cream. For some reason that we have not discovered, ice cream is always soft despite putting it in the back of the freezer. We have tried several different brands and none of them would freeze solid. Any suggestions?

Todd & Renee Anderson  
Augustus, California

Dear Todd & Renee,

This is a problem that occasionally comes up on gas-electric refrigerators. There is a fine line between cold enough to make the ice cream solid and not cold enough that leaves it soft. It's just the nature of the gas-electric freezing unit with respect to ice cream. Depending on the ingredients, some ice cream brands do freeze better.

#### Retrofitting Sumo Springs on Older Allegro Motorhomes

After we ran the story in the Fall 2014 edition (11:4) about the 2015 Allegro 32SA and explained the option of Sumo Springs on all four wheels, we received several inquiries about retrofitting the "springs" on earlier years of the Allegro. Sumo Springs are airless "air bags" made of microcellular urethane. The urethane will absorb a tremendous amount of shock, compressing up to 80 percent and stretching up to 50 percent. The device has full memory rebound.

As far as installation at Tiffin Motor-

homes, the springs are an option that must be ordered prior to manufacturing. They are installed in the chassis prep department. After a unit is built, the springs can be installed by an aftermarket service center. The Tiffin Service Center will not install the springs after a coach is built. Belmont Diesel Service in the Red Bay area has the equipment to install the springs on new and older Allegros.

The Sumo springs are for units with leaf springs only. They are not to be used in conjunction with the air bags that are on all of our diesel pushers.

Inquiries about retrofitting Sumo Springs were made by Brad Benedetti, Santa Rosa, CA; Lynn R. Peterson, Racine, MN; Dennis Pettey, Alpine, CA; John Pape, Minster, OH; and Jack Bates, LeRoy, MI.

### Paint Crack at Roof Edge on 2011 Phaeton

We have a 2011 Phaeton 40QBH. The black paint on the roof edge above the PS rear slide-out is cracked or starting to crack. This is the only place on the unit where this is happening. It looks like the area could have been contaminated prior to painting. Is this something Tiffin can repair at the Service Center in Red Bay?

Don Gillard  
Aurora, Colorado

Dear Don,

This problem can be taken care of at the Tiffin Service Center in Red Bay. This could be a warranty matter since we have had some issues with cracking on the fiberglass at that location. Once your unit is at the plant, we will be able to tell you if it is covered by our warranty.

### Entry Door on Allegro Needs a 90-Degree Stop

We own a 2014 Allegro 34TGA. After several travel trailers, this is our first motorhome and we have thoroughly enjoyed the comfort and luxury of traveling in a Tiffin.

I have two suggestions. The outside

door does not have a 90-degree stop bracket that prevents it from swinging 180 degrees all the way to the front wall of the motorhome. Entering the coach with an armload of groceries or in a stiff wind can be challenging or even dangerous.

Then, after you are in the coach, you must do a balancing act to reach out and around to grab the handle to close the door. I consider this to be a safety issue. In trying to find a solution to this issue, both with the Tiffin Service Center and our local repair facility, I have been told there is "no proper support" within the wall to mount a pivot arm to control the door. Surely a support crossbar could be welded into the sidewall frame during construction to solve this problem.

Secondly, a modification needs to be made to accommodate the driver with more accessible surface for items like

glasses, GPS, phone, snacks, etc. My modification is made of 1/4-inch plywood and a 1 x 2-inch frame. A rubber mat was used on the bottom of the tray.

Charlie Melancon  
The Woodlands, Texas

Dear Charlie,

As far as TMH putting support in the wall, that's not a problem. The part we do not have is a stop bracket that would mount on the side wall and not cause problems by its extension from the wall.

### Converters Replaced on 2011 Allegro Breeze

I had both converters replaced about 18 months ago in my 2011 Allegro Breeze (I bought it in 2012) and they are going bad again. Since they have already been replaced once, will they be covered under warranty again? Does this failure recur

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often in the Breeze's converters?

Do you build a Class A toy hauler? I have several Harleys. I would like to be able to haul my Harleys and tow my Jeep.

Lyle Barnum  
Edison, Oklahoma

Dear Lyle,

Any electrical component can go bad, but we are not seeing a high percentage of failures with the converters that we use on the Breeze. The converter has a one year warranty. If the first converter went bad within the first 12 months of your ownership, then the replacement converter has a 12-month warranty from the date of its installation. We have discussed building a toy hauler in our planning meetings, but at this time it does not fit into our marketing plans.

#### **Slide-Out Speed Very Slow on 2012 Phaeton**

I have had my 2012 Phaeton at Mike Thompson's service department several times to repair the DS front slide-out. They have worked on it and more recently have said that nothing is wrong with it. However, its speed going out and coming in is at a crawl. I estimate it deploys at about a third of the speed compared to when it was purchased. My concern is being stranded in the desert and unable to get the slide-out to retract. We are afraid to go camping because of this problem.

Terry Fletcher  
Villa Park, California

Dear Terry,

The only thing the service tech may not have checked is the ground to the motor. If the ground gets loose or weak, it's just like cutting the current down. Ask the technician to specifically check this possibility and to involve the Tiffin Service Center in the troubleshooting process.

#### **Retrofitting Solar Panels on a 2007 Phaeton**

I store my 2007 Phaeton 36QSH several miles from home. I make frequent trips

to keep the batteries charged. I would like to use solar panels to maintain the batteries. What size solar panel is needed for this application? Will the battery charge controllers currently installed on my coach accept charging from a solar panel? Can TMH furnish instructions on how to install and wire the panels? Will more panels be needed for dry camping as compared to trickle charging the batteries?

Frank Harrington  
Fort Walton Beach, Florida

Dear Frank,

TMH does not have instructions for the installation of solar panels by owners. It is probably best for you to use an RV service center that employs an RVIA-certified electrical technician with solar panel experience. The installation is also offered by the TMH Service Center. They will be able to help you make the correct choice on the number of solar panels you will need.

#### **Tire Variation for 2008 Allegro Bus**

My 2008 Allegro Bus is equipped with 295/80R22.5 Michelin tires. I will need to replace them soon and want to use 315/80R22.5 Michelins because of the four additional plys and better weight rating. My question is, Will they fit the rims without any issues?

Dan Muzenjak  
Albuquerque, New Mexico

Dear Dan,

The wheel wells would have to be modified to accommodate the 315 tires. The 315 tires will fit the rims on your 2008 Bus, but the rims are not rated high enough (7800#) to take advantage of the extra load capacity of the 315 tires (8000#). Of course, you will get the benefit of the extra quality in the four additional plys in the 315 tires. If you do decide to use the 315 tires, you should have a certified technician do a reset inside the engine's computer to correct the revolutions per mile for that tire. The tire diameter is different and will cause an error in your speedometer and odometer if you do

not perform the reset in the computer. (Thanks to Gary Harris, production manager for the PowerGlide chassis, for this explanation.)

#### **How to Remove Day-Night Shades**

I have a 2007 Allegro Bay FRED 37QDB. It has day/night shades throughout the coach. How can I remove the one behind the couch for repair? The blind seems to be built into the valance. I am unable so far to remove the whole thing.

Wayne L. Vincent, Sr.  
Sebring, Florida

Dear Wayne,

You will need a square bit driver 8 inches or longer, or an extension for a square bit. Underneath the valance, you will see three screws that go up into the bottom of the cabinet above. Remove the screws and the valance will drop down with the shades attached to it. Once you have it down, you can easily remove the shades.

#### **A Downspout to Drain Roof to the Ground**

We purchased a new 2014 Allegro 31SA in February 2014 and we are happy with it. However, one thing that does bother me is that the water drained from the roof gutters drips down onto the front side windows and walls. With every morning's dew picking up dust and dirt, the moisture that drips down leaves a stain on the paint and windows. Can a downspout of tubing be attached to the gutter that will divert this moisture directly to the ground?

Oliver Brown  
Menlo Park, California

Dear Oliver,

We can suggest an aftermarket extension that will attach to the gutter and extend 2-3 inches from the wall. The extensions are available from most RV accessory stores and from the Tiffin Camp Store in Red Bay. The extension may cause a whistling noise when you are driving.



## Making Modifications on a 2013 Allegro RED 33AA

My wife and I have been RVing for 20 years. During that time we have owned five motorhomes. We are now retired and travel eight months a year volunteering at different campgrounds to stay active. In November 2013 we purchased an Allegro RED 33AA after we decided to downsize from a 40-ft. coach. The 33AA is a great coach that has met all of our expectations and then some. However, I would like to make two modifications.

The TV system in the coach works great but lacks one thing. We would like to add an "Apple TV." In our previous coach, I connected the Apple TV to the front television's extra HDMI port and it worked fine. When I tried this in the 33AA, neither television (BR and mid-section) would recognize the Apple TV. What do I need to do to connect the Apple product to the coach's system?

Is there a modification available to remove the kitchen slide's rug and replace it with the same tiles used in the main floors? I have noticed that some 2014 and 2015 coaches come that way. If so, where can we get the modification done?

Charles Fedderwitz  
Melbourne, Florida

Dear Charles,

To program for the Apple TV, go to "Set-up" and then to "Input." This will show four options for HDMI. Select the HDMI option that has a blank space to the right of it and type in "Apple TV." Save it and then connect your Apple TV to that port.

At this time we are not using matching tile in the floors of our slide-outs. The slide-out has to elevate and move into the coach when it is retracted, and then vice versa when you extend it. Using matching tile in the slide-outs requires critical alignment, an effective sealing system to prevent air and moisture from entering where the two floors join, and a considerable amount of maintenance. Our R&D department is working on some new

technology to address these problems.

## Moving Surround Sound to the Front TV

We have a 2011 Phaeton 40QTH. Can we change the surround sound from the mid-section TV to the forward TV? The front television is larger and is watched much more than the mid-section television.

Mike Dykes  
Woodburn, Oregon

Dear Mike,

Changing the surround sound from the mid-section TV to the front TV can be accomplished by simply switching the wiring at the amplifier box for the rear left and right speakers with the front left and right speakers. The sub-woofer will stay in the same location without any change. But, the center main speaker will have to be moved from the mid-section TV to a location near the front TV. Wiring will have to be run from the amplifier to the new location.

## Suggested Modifications for Bedrooms and Entry Switches

We have a 2014 Allegro 31SA, purchased in March 2014. We are happy with the coach, but have a few suggestions for possible improvements. The switches for the porch lights, entry lights, awning, etc. are located adjacent to the entry stepwell. It is a good location for the switches when you are entering the coach or reaching in from the outside to adjust the awning or turn on the porch light. But the switches are inconveniently located when the door is shut and you are inside the coach. I often shut off the porch and entry lights the last thing in the evening just before retiring for the night. And occasionally when a wind comes up, I may need to retract the awning during the night. Would it be possible to install a double set of switches on the wall next to the door about five feet above the floor?

I agree with the comment in the Fall 2014 issue that the bedroom could use a little more space. The rest of the coach is quite roomy. I am 6' 5" and use a 6" foam

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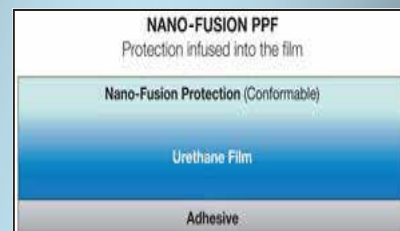
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cushion at the head of the queen bed by pulling the mattress away from the wall, dropping the cushion in the space at the head, and getting an adequate length on the queen size bed. That makes the space at the foot of the bed really tight, as both of the sides already are. As a senior, I need access to the bathroom frequently during the night. Since you sell a lot of motorhomes to seniors, perhaps your designers should keep this in mind. It would really be helpful if that bedroom slide-out could go out a few inches farther. Thanks. I hope these comments are helpful.

Stan & Sharon Postma  
Canby, Oregon

Dear Stan & Sharon,

Thank you for your comments and suggestions. Tiffin management takes all owner suggestions into consideration when we make design modifications for future models.

### **Determining the Towable Weight Restriction**

What are the factors that go into determining the towable weight restriction of 5,000 pounds on a 2012 Allegro RED? The question comes from a guy with a burning desire to pull a pickup truck weighing approximately 5,500 pounds.

I have a friend with a Phaeton that has a 10,000 pound towing limit. After making a physical comparison, the Phaeton and the RED hitch hardware appear to be identical. Is it a transmission limitation, brake consideration, or a mathematical calculation to keep the CGVW under a certain limit? What I would most like to hear is, "You should be alright at 5,500 pounds." I have enjoyed your "Serious Tech Talk" column for several years. Thanks.

Mike McCabe  
Marietta, Georgia

Dear Mike,

I wish I could tell you that you would be okay towing your 5,500 pound vehicle. But the truth is that it depends on your overall total weight of the motorhome

and the tow vehicle. We cannot tell you that you can go over the 33,000 pound gross combined weight rating of the chassis. On this particular chassis, the maximum is determined by Allison's weight rating for their transmission.

### **Frequent Skylight Replacements on Allegro 32BA**

We have a 2003 Allegro 32BA that we purchased new and have enjoyed many trips. We have had to replace the skylight over the shower five times due to cracking and subsequent leaking. The first incident occurred in 2006 and it was replaced at the Tiffin Service Center. The next occurred in 2009. I ordered the parts from Tiffin and replaced it myself. It was replaced in 2010, 2012, and 2014. In these last two instances, the work was done by Lazydays in Seffner, Florida. No matter who replaces it, it still seems to crack every two to three years. Is this a common problem? Do the skylights just deteriorate from being in the sun constantly? What can be done to get longevity from this part?

Lloyd Warnken  
Birmingham, Alabama

Dear Lloyd,

The shower's outside dome is the largest plastic cover on the roof. It does have some amount of failures, but yours seems excessive. During the initial installation, it is easy to overtighten the screws. The next time you have to replace it, put some sealing tape down first and then press the dome down on it. Next, snug the screws on it without overtightening them; then, cover the screws and the edges of the dome with CSL Self-Leveling Sealant.

### **Finding Michelin Tires for a 2010 Allegro**

Our 2010 Allegro 37QBH came equipped with Michelin 235/80R22.5 XRV tires. The tires are six years old and are showing signs of cracking on the sidewalls. I cannot find replacements anywhere. The XZE tire, suggested by Michelin, is

not available. I suspect the 30 percent increase in the production of gas Class A motorhomes built on the Ford chassis has created a negative impact on the availability of replacement tires. Michelin has not responded to my inquiries. Can you suggest an alternative tire or offer advice on where Michelin replacements can be obtained? There must be many motorhome owners in the same situation.

Congratulations on your 40-year anniversary with Tiffin! We have all learned so much from your helpful Q&As over the years.

Thomas C. Dunn  
Wendell, North Carolina

Dear Thomas,

Even though we are still receiving Ford chassis for production with the Michelin 235/80R22.5 XRV tires, it seems like the aftermarket supply to Michelin dealers is very limited. Our local Michelin dealer is using a 245/75R22.5 tire from Bridgestone or Toyo. That seems to be a good replacement for the Michelin.

### **Sending Unit in Fuel Tank Could Be Faulty**

I have a 2002 Phaeton 35RH with a 330 CAT engine (VIN K46792). I purchased it new from Bankston Motorhomes on June 21, 2002. My fuel gauge is not working correctly. I could not see if there was a sending unit in the tank or how to get into it. Could the gauge itself just be bad?

Robert Brooks  
Sonora, Kentucky

Dear Robert,

It could be the sending unit, the gauge, or a broken or loose wire. If it is the sending unit, you will have to drop the tank to check it. Before you do that, have a qualified service center check the gauge.

### **Code J 1939 . . . We've Been Getting a Lot of That Lately**

I just wanted to share a recent experience in our 2014 Phaeton 40QBH (VIN FT8904). We were cruising along and

suddenly we heard a beeping and the fuel gauge went to zero. Both air pressure gauges fluctuated from zero to the proper pressure. The cruise control died, the exhaust brake quit, one turn signal indicator came on steady (not flashing), the tachometer occasionally dropped to zero, and we got a fault code of J 1939. As with so many intermittent problems, everything worked fine the next day. The coach is in the Freightliner shop now. I called the Freightliner factory and they said, "Oh, code J 1939, we've been getting a lot of that lately." They think it's probably one of two connectors: one right behind the dashboard and one multi-pin connector down near the transmission.

Roger Hannay  
Waterloo, New York

Dear Roger,  
Thanks for relating your experience. We were not aware of this event on any of our products. We will be looking forward to hearing if Freightliner discovers what caused the problem.

### Devices Powered by the Inverter on 2010 Allegro RED

My wife and I purchased our 2010 Allegro RED 36QSA in June 2014. We just completed a 2,500-mile maiden voyage. I congratulate Tiffin on such a great product. Our coach has a rather simple but efficient Xantrex inverter. When the Xantrex is in the "invert function," what devices in the coach are powered and how long should the batteries last?

Congratulations on your 40-year anniversary with TMH!

Larry Mills  
Sun City West, Arizona

Dear Larry,  
The entertainment system and the plugs in the galley are supported by the inverter. There are too many variables to predict how long the batteries will last from the inverted charge. It depends on what else you have plugged in at the galley and how long you use the entertainment system.

### Least Busy Time to Come to the Tiffin Service Center

We have a slide-out problem on our 2007 Allegro Bus that two repair facilities have been unable to fix, and both told us we needed to go to the Tiffin Service Center in Red Bay. We would be traveling from

South Texas. When is the best time to arrive beginning in March or April 2015? Is there a particular time of year that is busiest that we should avoid? We understand that it is first-come, first-served.

Jerry & Barbara Griffin  
South Texas



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Dear Jerry & Barbara,

The snowbirds are going north in March and April and many of them plan a stop here at the Tiffin Service Center. January and February will very likely be our least busy months, and sometimes July and August are our second least busy period.

### Resealing the Roof of a 2005 Allegro Bus

My wife and I own a 2005 Allegro Bus and we have our problems with it. However, all in all, we both love the coach. We really appreciate the fact that you can call Tiffin and actually talk to a person.

My question is when should we think about resealing the roof? When the coach was new, we had a problem with a leak whenever the nose of the coach was pointed downhill. When resealing, how far should you go, i.e. scrape off all of the old sealant and replace it? What sealant should we use?

Ann & Bob Lineman  
Doylestown, Pennsylvania

Dear Ann & Bob,

The roof should be checked and cleaned every year. Remove any loose or damaged sealant material and reseal with a CSL Self-Leveling Sealant, which can be ordered from the Tiffin Service Center.

### Electrical Problem in 2014 Breeze

Our 2014 Allegro Breeze has an electrical problem no one has been able to solve. Occasionally, the DS slide-out refuses to open; then, it will work just fine for several months. In addition, our privacy shade works intermittently. It will come down, but it will not go back up. This happens day by day. Yesterday it would not work, but today it works. Eric's RV Performance Center thinks it is a faulty shade and has ordered a new one. I really think the electrical issues are deeper than that. What's your take on it based on the two situations?

Sharon A. Blanken  
Sequim, Washington

Dear Sharon,

I don't think you have a serious electri-

cal problem. Things like this can often be loose connections or a loose ground causing the intermittent operation. I really can't second guess Eric's evaluation without having the coach here in our service center for a thorough check.

### Storing an Allegro Open Road for Short Periods

I store my 35-ft Allegro Open Road in a garage for short periods of time. Should I store it with the levelers up or down? When I am in a camp site with 20-30-50 amps of service, what can you expect to run with each level of electrical service?

Paul Greiser, Sr.  
Rock Hill, South Carolina

Dear Paul,

With regard to the leveling jacks, for a short period of time (a month or two) it really does not make that much difference. As for the items you can expect to operate on 20-30-50 amps of service, you have to add up the amps of each item you want to use simultaneously. There are too many variables to offer a specific answer to your question. The best answer is try to use a campground that offers 50 amps.

### Windshield Shade Is Wrapping Unevenly When Retracting

I have a 2013 Phaeton 40QBH. The Auto-Motion Shade on the front windshield is beginning to wrap to the right side of the roller. How do I get them to wrap evenly to the center of the roller?

Richard Knoll  
Little Rock, Arkansas

Dear Richard,

Try unrolling the shade completely to the dash. Then, with a person on each end using their fingers to keep it snug, roll it back to the top. That should put it back in sync.

### Wipers Overshoot the Edges of the Windshield

I have a 2007 Allegro Bay 37QDB. I had to replace the windshield wiper motor

after it burned out. I have always had a problem with the DS wiper going off the window—in fact, it has marked up the window on the left side where it flaps off. The mechanic (who is really an engineer) worked two hours trying to adjust the wiper. If he adjusted on the right side, it went way off the window on the left side. And then the same thing would happen vice versa, one time even flopping down onto the fiberglass cap below the windshield. His conclusion is that the linkage is way off the mark. Do you have a fix?

Bob Norwood  
Owosso, Michigan

Dear Bob,

First, remove the wiper blades and arms from the coach. Then tighten all of the wiper mechanisms and be sure the motor and the mechanical arms under the dash are tight and secure. Also check to be sure there is no play in the drive shaft that comes through the front cap. Then mark the shaft and turn the wiper motor on and then off several times. Be sure the shaft is parked in the same position every time. Then mount the arms and blades in the correct position on the shaft. This should get them back in sequence.

### Correct Air Pressure on a 2014 Allegro 36LA

The label inside my new motorhome says the tire pressure should be 100 PSI in both front and rear tires. After getting my motorhome weighed, I checked the Michelin inflation tables. According to that document, I should be running 70 PSI on my front tires and 82 PSI on the rear tires. Which do I use?

George Lachat  
Plantation, Florida

Dear George,

The 70 and 82 sound low to me. The front PSI will be more than the rear on a front engine coach. We checked an empty unit here at the plant and came up with 80 front and 75 rear. Check the Michelin guide again to be sure you used the right tire size.

## OWNER PROFILE *Cont'd from page 36*

Pete also started a local association of pest control companies to establish and advocate good business ethics and practices. "When I would meet with a home owner, I explained to him how we did business and performed the chemical operations to protect his house," Pete began. "I drew a floor plan and then provided a pamphlet with the treatment plan, a service agreement, and 10 pictures showing how we did the work along with a quotation showing our price. Unfortunately, many pest control technicians write down a dollar amount on the back of a business card and that's all the home owner receives."

There have been many hunting and fishing trips with good friends that Pete

turned down over the years due to his involvement and dedication to his business. Several competitors in recent years expressed an interest in buying Allstate Pest Control, but the circumstances and the offers never came to fruition. In early 2014 everything began to fall in place for an offer that was being tendered by a company Pete respected. The company was 23rd in the nation in sales volume and their business philosophy matched his. The sale was completed on June 30, 2014.

"For the next few weeks, our biggest job was to move 39 years of accumulated records and paraphernalia out of the office and into our basement," Pete laughed with a touch of consternation. "We are trying to go through the process of 'keep this, pitch that,' and believe me, that's not easy."

Linda and Pete Wilcox bring energy, love, and savvy to anything they attempt. Whether it's business or giving of themselves to serve others, their lives reflect successes that few can claim. **RIS**

## LET US HEAR FROM YOU

A separate postcard is enclosed for "From the Road," a fun part of the magazine for readers to share their motorhoming experiences. If you choose to email us at: fredthompson1941@hotmail.com, be sure to put "Roughing It Smoothly" in the subject line of your email. If your communication requires an entire letter, mail it to us at: PO Box 1150, Monroe, GA 30656-1150. Tell us about the interesting places you've been, an unusual experience, a great destination, or just a good place to camp and hang out. We welcome your pictures. Please attach high resolution images if you email. "From the Road" contributors will receive a free tee shirt while supplies last. —Fred Thompson, editor

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**TIFFIN MOTORHOMES**

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TIFFIN MANAGEMENT TEAM *Continued from page 33*

a position at Foretravel's home office in Nacogdoches, Texas. The senior vice president at Foretravel suffered a heart attack and was unable to return to his job. After just nine months in Florida, Baer became the sales manager. In December 1994 he was appointed director of sales, and in 2000 he was promoted to director of sales and marketing.

"Two of Foretravel's dealerships were independent entities and also sold Allegros," he recalled. "I met Bob twice during those years and was well aware of Tiffin Motorhome's sterling reputation."

By the end of 2004 and after 10 years with Foretravel, Andy and Gail realized how much they missed their Indiana families. "I began looking for business opportunities back in Indiana," he said. "Through a mutual acquaintance, I met the owner of K-Z

RVs, Daryl Zook, who had started his company in 1972. K-Z was a family-owned company with a culture very much like Foretravel's. Daryl offered me a position in sales that I accepted. We moved to Middlebury, Indiana, and I began the next segment of my career that was to run another decade."

K-Z was in the process of launching a high-end fifth wheel product. Andy's earlier experience at Foretravel quickly drew him into the marketing program for the fifth wheel line and eventually into production planning. Over the next 10 years, he became the manager of the fifth wheel division and later served as the company's vice president for sales and marketing.

"Marketing at K-Z required an entirely different approach," Andy explained. "We were building 9,000 units a year instead of the 400 units we built annually at Foretravel. K-Z was a really great place to work, but I had to admit to myself that I still had a passion for motorhomes."


In 2013 Andy accepted a position with Entegra as vice president of sales. "After I was able to evaluate the organizational structure of the company, I realized the job was not a good fit for me," he said.

Andy had spoken with Tim Tiffin several times regarding the organizational and managerial similarities between TMH and K-Z. The two companies where he had spent the first two decades of his career, Foretravel and K-Z, were both privately owned companies. There was a synergy they both recognized.

"In August, I accepted Tim's offer as a manufacturer's representative serving their Florida accounts," Andy said. "Shortly after accepting, Jerry resigned his position to accept the job in Texas."

Andy's experience in sales and marketing management with Foretravel and K-Z quickly put him in line to become the national sales manager at Tiffin. "Tim and I had served four years together on the RVIA's board of directors. It was just a matter of a few weeks before we began discussing the national sales manager position," Andy said. "Through my position at Foretravel, I already knew many of Tiffin's dealers.

"I am still in a learning curve evaluating our relationships," he explained. "My job with our dealers and owners is a slow evolution of listening and learning what they want. Every coach we build is different. It's the human element that is so important in this business. We don't use robotics to build a motorhome. We will make mistakes, but it's how we live up to and learn from those mistakes that makes us a respected company.

"We introduced some exciting floor plans at the Louisville RVDA Show the first week of December," Andy noted. "For owners who need the power and torque, we are offering the 2015 Allegro Bus 45OP with 600 horsepower. For those who want a very accommodating coach, maybe for full timing, we introduced the Allegro Bus 45UP that has a luxurious bath very similar to the 37AP. Tiffin Motorhomes is a very innovative company and we will continue to pleasantly surprise the market in the next two years. I am looking forward to it." 



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