



THE PREMIER ENTEGRA DIESEL COACH OWNERS ASSOCIATION

Rollin' Along

January 2020

Featuring:

- Upcoming Events
- Technical Hints and Information
- Member Stories
- Recipes for the Coach Life
- Regional Activity
- And more

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Entegra Coach Owners Association (ECOA) Newsletter "Rollin' Along"

Volume 3 Issue 3, January 2020
Produced by: Dana Sawyer
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Presidents Corner

'Tis the season!

Ya know, that last week of the year between Christmas and New Year's always seems to me to be a time of reflection, a time to look back followed by a turning of the page, a time to look forward. In doing so as we look over our calendar for the next 12 months, we recognize that we are barreling forward into a year that it's already planned out, new officers have taken their positions on the executive board, and believe it or not the rally season is upon us.

With January already in our rearview mirror, we've already completed two events, our annual gathering at the Tampa Supershow as well as the Quartzsite Arizona gathering (see writeup in this issue), both of which were quite nice and very well attended. In Tampa, we had great support from Lazy Days, partnering with the club to provide a fabulous barbecue for the Tampa attendees. Mission Barbecue, our food provider, supports many charitable causes and so we also took up a collection. The following is from their GM.

"The donation was unexpected but greatly appreciated. It was \$202 in total. We purchased personal care items and toiletries and donated them to Hailey House, an organization that houses homeless veterans and helps them get back on their feet."

Nick Conner, GM
Mission BBQ
Brandon, FL

Walking around the Supershow, it's clear that the RV industry is enjoying robust participation, both from the industry side as well as those of us in the RV lifestyle.

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Traffic in the coach displays was active, and we also discovered a number of new resorts to supplement our planning for the 2021 season. So while Medarda and I look forward to planning the 2021 season, it's time for you to plan your travels for this current new year, and so 'tis the season...for planning.

It seems as more and more class A units are being sold and we're growing the population of folks enjoying the RV lifestyle, so too does the timeline for planning our travels for a season. It seems to become harder each year for us to find quality campsites on our route on short notice, hence the need for planning. To help you discover destinations, plan your route, and book your campsites, there are any number of programs for

the computer and mobile device apps for you to tap into. And so it's my sincere hope as you plan your travels for 2020, that you will be able to attend one of our many rallies along the way.

Rallies are fun events located at destination locations where we will enjoy several meals and fellowship as well as networking with coach owners from all over the country and maybe even help you master your coach systems. While no two rallies are alike, we frequently have tech talks for both men and women, participate in suggestions sessions with visitors from Entegra Coach Inc., and occasionally have music and dancing games and all-around fun. If you'd like to join us for one of our rallies this season, here's the lineup:

- Jan. 14-19-Tampa Supershow, Florida State Fairgrounds, Tampa, FL
 - Jan. 17-25 - Entegra@Quartzsite Gathering 2020, Quartzsite, AZ
 - Feb. 28-Mar. 1 - Up Up & Away Balloon Festival, Sun 'n Fun, Lakeland, FL
 - Mar. 25-29 - FMCA Family Reunion, Tucson, AZ
 - MAY 4-8 - Tennessee Spring Rally, River Plantation RV Resort, Sevierville, TN
 - May 19-22 - Entegra Homecoming, Elkhart Co. Fairgrounds, Goshen, IN
 - June 8-12 - Wisconsin Dells Rally,
 - July 6-10 - Spearfish Rally, Elkhorn Ridge RV Resort, Spearfish, SD
 - Sept. 21-25 - Summerfest Rally, Hearthside Grove RV Resort, Petoskey, MI
 - Aug. 25-30 - FMCA Family Reunion, Lincoln, NB
 - Oct. 7-11 - Albuquerque Balloon Fiesta Rally, Route 66 Casino Campground, Albuquerque, NM
 - (Tentative) Dec. 31-Jan. 2, 2021 New Years Bash Rally, Palm Beach Motorcoach Resort, Jupiter, FL
- Please be watching for a survey. We see that our database management software has included a survey instrument. Please be watching for our first ever survey. We hope that becomes a positive and meaningful information tool to guide our board.

Safe travels all and will see you down the road,

Pat

From the Editors Desk

As Linda and I transition from full-time RV only living back into ownership of a stick and brick residence, the topic of labels came up. How do we identify ourselves now and how do other members of the Entegra Coach Owners Association identify themselves?

The one thing we all do share is that each of us has a *"qualifying mutual interest in an Entegra Coach and/or a Travel Supreme Class A motorhome drawn from locations in North America"* as defined in the ECOA Chapter Bylaws. Beyond that we are very different individuals, partners, couples, or families each with our own goals and experiences.

Regardless of a label, **each of you has a unique story to share**, an experience, event, place, shortcut, or even just a captioned picture. Your participation can be the source of inspiration for others. E-Mail your contribution to dana.sawyer350@gmail.com.

In member stories, check out the article by the McFarlands, a family that breaks the expected norm of an Entegra owner.

As for us, I guess we are now Recreational Vehicle Home Owners & Work Camping Snow Birds (RVHOWKSB for the millennials) that enjoy a nomadic lifestyle in our fantastic Entegra Coach.

Rally Ho' – Upcoming Events

- **February 28, 2020** to March 01, 2020 - Lakeland, Florida; Up Up and Away Balloon Festival
- **March 25, 2020** to March 29, 2020 – Tucson, Arizona; FMCA Family Reunion with ECOA
- **May 04, 2020** to May 08, 2020 - Sevierville, Tennessee; Tennessee Spring Rally 2020
- **May 19, 2020** to May 22, 2020 – Goshen, Indiana; Entegra Homecoming 2020
- **June 8, 2020** to June 12, 2020 - Wisconsin Dells Rally
- **July 06, 2020** to July 10, 2020 - Spearfish, South Dakota; ECOA Rally Spearfish, SD

- **August 25, 2020** to August 30, 2020 – Lincoln, Nebraska; FMCA Family Reunion
- **September 21, 2020** to September 25, 2020 - Petoskey, Michigan; Summerfest Rally
- **October 07, 2020** to October 11, 2020 – Albuquerque, New Mexico; ECOA Albuquerque Balloon Festival
- **(Tentative)** December 31, 2020 to January 2, 2021 - Jupiter, Florida; New Years Bash Rally

Check the ECOA Web Page for details <http://www.entegraowners.com/>

ECOA FMCA Tucson Rally By Bill Stone ECOA VP

I will be the Wagon Master for the FMCA Tucson Rally in March. This is a first notice of where we are at this moment. Future emails to participants will include updates and more details.

If you would like to attend, the first thing to do is to make or confirm your FMCA registration on the FMCA website, then do the same on the ECOA website. Finally, please send that info to me at mhds3@aol.com. Let me know your planned arrival and departure date and type of site reserved (30 amp, FHU or boondock). The scheduled parking area for ECOA is in the 30-amp area. I know from talking to a few attendees, not everyone will be in the 30-amp sites. That area will be our meeting point for those in other sites.

FMCA has arranged for us to be parked as a group on 3/25 at 1:30. They will park us together, by site type. If you arrive before or after, they cannot guaranty that you will be parked with the other ECOA coaches. I need to provide them a list of attendees.

Entegra will be at the rally and their techs are offering free labor for in coach repairs like at other rallies and homecoming. I will forward a form to fill out for their service department to those attending the Rally. This is what I received from Entegra outlining the procedure:

- Entegra Coach will be providing some degree of minor service on behalf of those who need something fixed or looked at. Jeremy Mapes (Service Coordinator for the rally) will handle all your service requests. PLEASE UNDERSTAND—this is not a Carte Blanche service; you are limited to 3 service items, so please prioritize your most pressing needs. Now here is the kicker; *not all service requests are appropriate for being done in a Rally campground*. Please use some RV judgement and ask for service items that can be executed in the field. If you do not file your prioritized list of three items, they may not be able to help you. Get your tech requests in so they can transport your parts in the service trailer. Please do not request service items that require the tech to get on the roof. That is no longer supported in the field. Parts must be purchased in advance for coaches out of warranty.

At this time, there is only one dinner planned. NIRVC has invited our group to their space for “food, drinks and entertainment” on March 27. Time and exact location will be provided in future emails. I am also arranging happy hours for other nights with local breweries and distillers. Times and dates will be determined and communicated to the group.

Entegra, via NIRVC, will be showing 2021 models at the Rally.

I live in Tucson and can help with any questions about the area, or if you need other services. Please send me an email with any questions or call me at 623-236-5789.

Technical Hints and Information

MUST HAVE APPs - Available from Your APP Store

	ENTEGRA COACH - Quick access to manuals, service locations, events and more
	SPARTAN CONNECTED CARE - Access to maintenance schedules, diagnostic codes, key contacts and more
	IRV2 - RV FORUM - Supporting thoughtful exchange of knowledge, values, and experience among RV enthusiasts (select owners forum then Entegra)
	COACHNET - ALLSTAYS - TRUCKER PATH -

Winter RV Travel Advice

By Wayne Baumann ECOA Alt. National Director

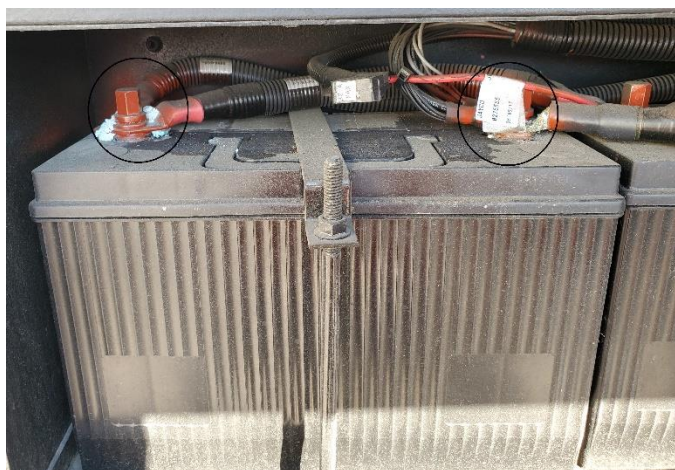
Winter weather can change quickly, so check the weather forecast regularly before your RV trip.

- **Check that your planned stops are open** – Many campgrounds close for the winter. Check that attractions in the area will be open when you are there.
- **Watch for black ice** – Black ice typically occurs in shaded areas and on bridges. If you do hit black ice, keep your RV pointed straight ahead and try not to hit the brakes.
- **Keep the fuel tank full** – Full tanks reduce condensation.
- **Keep your itinerary flexible** – If your planned outdoor activities are cancelled have backup

activities for inside. Board games, movies, or crafts can be fun for the family.

Chassis Battery Terminal Cleaning By Dana Sawyer

One of the simpler battery maintenance items for Do-It-Yourselfers' is cleaning the chassis battery terminals. Corrosion build-up on the terminals can reduce the ability to properly charge the batteries and can reduce the ability of the batteries to start the vehicle.



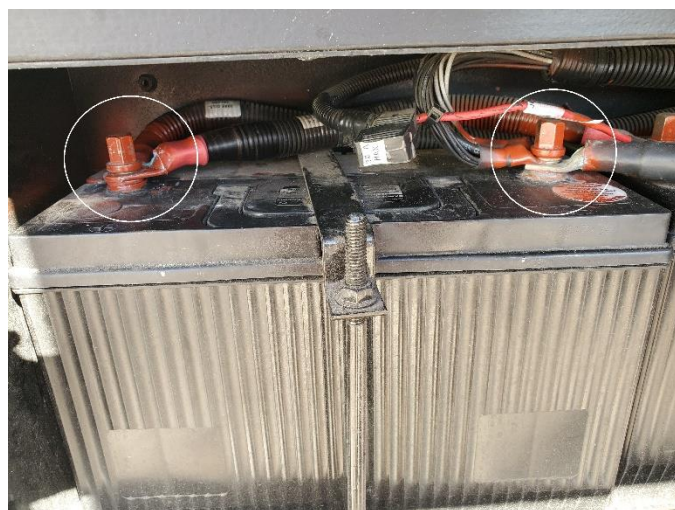
Start by turning off the two circuit breakers directly below the batteries. You may notice that only 2 of the 4 terminals have corrosion build up. Next, remove the nut from one terminal with corrosion. There is no need to remove the batteries and by cleaning only one terminal at a time you will know where the wires need to be reattached. You will need a metric (preferred) or adjustable wrench. Once the nut was off, I used a shopvac to clear the loose material while removing the battery cables from the battery terminal.

For the cleaning process I used an old toothbrush and a paste of baking soda and distilled water. There are chemicals and soft wire brushes available at any auto parts store if you prefer those. Whichever method of cleaning you choose it is just a matter of removing all the corrosion and ending with clean shiny metal on both the battery terminal

and the battery cable end. A rag over the battery helps catch any loose material or drips and reduces the clean-up process.



Once the first terminal's cables and lugs have been cleaned and dried return them to the post, put the nut back on, and tighten. Now repeat the process for the next terminal with corrosion until all terminals needing attention have been cleaned. Vacuum/clean any loose material in the bay, reset the two circuit breakers and enjoy the beverage of your choice.



My Favorite Trip Planning Tips **By Goldie Hanson ECOA VP**

I know most of us have a favorite trip planning software; I use RV Trip Wizard. It has all the usual route planning info, routing that is safe for our coaches, campground location, and reviews etc. plus a few extras that make my life easier. The first is the ability to set minimum (ideal) and maximum desired mileage for a day. They show up as green, yellow, and red circles on the map to help you select your stops. By setting your average fuel consumption and minimum fuel level it will assist you in planning fuel stops if desired. Your trips export to an Excel spreadsheet with all pertinent information including daily mileage, campground info, confirmation numbers, and any notes you have added. And you can email the spreadsheet and/or a more concise itinerary to others. It is a great tool for letting family members know where you will be, or for sending to friends to entice them to join in the fun. Both spreadsheet and turn by turn directions can be printed if desired or exported to a GPS system. It also adds one other feature near and dear to my bean counting heart; it tracks costs. You can set an average fuel cost (per gallon) and enter campground fees. The software will supply you with a total estimated cost for the trip. That is before shopping, of course!

I wanted to share one tip that has worked well for me when venturing into new areas of the country and needing an overnight or longer stop. Most of the search engines and campground review sites give excellent information, except for the length of the campsites. You will find a campground in the area you need that has glowing reviews, but no indication if those pull-thru sites are 40 or 80 feet long. Checking the campground website may give you a site map but even that is usually missing that small, but vital, piece of information. You can go to the Good Sam website (no membership required to access this area), click on Plan A Trip and use Find RV Parks and Campgrounds to search for the campground that you have selected. Along with

number of sites, hook-up info and more you will find the size of both the back-in and pull thru sites for that campground. I look for a 65' and longer pull thru for our stops but if the only interesting campground in the area lists a 60' pull thru, I'll call to be sure those sites can accommodate a 45' coach with toad. Whether you plan your next trip a year or a day in advance, please travel safely and enjoy the ride.

Travel Planning Tools **By Dana Sawyer**

There are many trip planning tools available for the RVers. Most have a cost although some, like internet search engines and APPs, could be considered free. As I put my thought together for this article it became evident that planning can occur at many different times. The planning process will likely also be very different for each person.

We start by determining in general terms where we want or need to go as much as a year in advance because many popular places are booked at least a year in advance. Although we spend 6 months in Arizona, we average 10,000 miles over a summer visiting people and places of interest so planning and reserving key stops well in advance is necessary. In December we start the detailed route planning and reservation process. As we begin the summer travels, each day's destination toward the next point of interest is planned the night before based on weather and the number of miles we wish to cover. The list of tools and how we use them includes:

- Good Sam Club Trip Planner
- Our Private List of Campgrounds Visited
- Big Rigs Best Bets RV Park Guide Book
- FMCA North American Road Atlas & Travel Guide
- Rand McNally Deluxe Motor Carriers Road Atlas
- Pilot Flying J Location Guide and APP
- Trucker Path APP
- Google Map and Search Engine

Here is how we use each tool:

- **Good Sam Club Trip Planner** – Primary route planner and documentation. You must be a Good Sam Club member to use this tool. Starting in December we plan several separate legs as individual trips identifying primary destinations and potential stops for camping and fuel. Roadways and stops are verified using secondary sources. Using the directions file from the trip planner, I edit it into a list that includes just phone numbers and addresses for each stop and print a hard copy. The navigator can now make primary destination reservations and while traveling make daily reservations. We usually plan one or two extra days between primary destinations allowing route deviation and accommodating bad weather. The one thing I dislike is that the program will only warn you that a route has issues and not automatically always select a safe route.
- **Our Private List of Campgrounds Visited** – Currently contains notes on 88 different campgrounds we have visited; any planned stop is checked against this list to verify that we have not had a problem in the past.
- **Big Rig Best Bets RV Park Guide Book** – When searching for a Campground/Resort in a new area we use this guide to find places to stay or verify places recommended by the trip planner. There is an on-line version but we prefer the book for easy access while on the road.
- **FMCA North American Road Atlas & Travel Guide** – Another source for places to stay and fuel stops with an emphasis on FMCA campgrounds, Walmart, Cracker Barrel, and Love's.
- **Rand McNally Deluxe Motor Carriers Road Atlas** – During the early planning this is used to verify that all planned routes are approved truck routes. Because change and detours are inevitable, we also use this in our daily planning.
- **Pilot Flying J Location Guide and APP** - The handy hard copy guide that we have picked up each year we have visited the Quartzite Show, has fuel stops by state and the APP can quickly give you the

closest Pilot and Flying J. Both get use while on the road for daily planning.

- **Trucker Path APP** – Great tool for on the road, it shows truck stops, rest stops, and more. Great to find the next available rest stop when you need one.
- **Google Map and Search Engine** – Any internet search engine will do. When looking for a stop that is not on our private list, we always research the campground/resort on their website and rating sites.

Member Stories

Do you have a story to share?

Did you post an interesting bit on Facebook?
Did you make a discovery or have an adventure?
Do you volunteer for an organization? Good or bad, happy, or sad, exhilarating, or frustrating, your story may help or inspire others. Submit your information and photos to the Editor at:

dana.sawyer350@gmail.com

McFarland 5 plus fur babies

By Merari McFarland

We are Keith & Merari, giving up “normal” for an opportunity to share our faith with family, and friends. Keith is a software technology strategic leader executive with 20 years of experience (Keith continues to work remotely for his DC based company). We are happily married high school sweethearts with 3 kids (17, 15, and 11), who radically changed our lives to live life intentionally and to the fullest.

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then culminated in a move back to Maryland. We started RVing in 2014 and fell in love with the lifestyle immediately. We have made some great friends on both coasts but we have felt that the stationary lifestyle does not allow us to serve others and connect to new communities.

Though we have traveled in various other rigs, we transition to our Entegra 44R in November 2018 and our whole family felt “finally at home on the road”. Living full time with 3 kids and two dogs in “small spaces” is always a unique experience but doing in a space that you love makes it all the better.



We travel to explore, we travel to expand the horizons of our children, and we travel to be intentional to serve others. Our travels have brought us many blessings and expanded our views of the majesty of where we live, but more we have been privileged to be able to partner up with a wonderful organization that we get to share about their ministry to further their work for the “poor, the orphaned, & forgotten”. Follow our progress in our journey (www.tlpathway.com) in our blog or Facebook”. Remember is not just the destination, but the Joy of the Journey”



We believe that a life surrounded by faith and serving community is a privileged opportunity for the Christian faith. Way back in 1993 we left our hometown Miami and moved to Maryland. We have since moved to California where we became foster parents and adopted to complete our family which

From North of the Border By Don Enns ECOA VP

Greetings from your first member of the ECOA Officers group from north of the border. After telling Pat Bauer that our association needed representation for those Canadian Entegra coach owner members in our tremendous organization,

Pat responded by telling me to put my name up for consideration for a position on the ECOA executive. It was that polite proverbial “put up or shut up” comeback to which I accepted in the first of what would become many subsequent challenges posed by Pat. And effective on January 1st of this year, I joined the ranks of those fine people who work so very hard to make the ECOA the best chapter within the FMCA.

So please allow me to tell you a little about myself and about my beautiful wife Charlene. We presently live in Winnipeg, Manitoba, Canada which if you were to look at a map of the North American continent and place a pin at its epicentre (Canadian spelling), you will find Winnipeg. I was born here many, many years ago, and Charlene was born in Edmonton, Alberta. I am a Fire Operations Platoon Chief with the Winnipeg Fire Department, and Charlene is an academic just completing an online teaching contract working with children in Beijing, China. Our coach is enjoying a long winter nap ready to be placed into action as soon as much of the snow melts in the spring. We plan to retire next year and winter with many of the ECOA friends we have made in the southern United States adopting that infamous title of Snowbird.



Charlene and I bought our coach in the fall of 2017 and we started travelling in early 2018. We immediately joined the ECOA and learned of the many events offered to better promote the RV lifestyle. We attended our first Homecoming Rally

in May of 2018 and were introduced to the Entegra family joining the masses in falling in love with the great service provided by Joyce Skinner and her crew. Charlene and I also attended the Summerfest 2018 Rally in South Dakota. And at that point, I started my quest to see our Canadian members better represented within the ECOA. I made what perhaps could be considered a huge mistake when I asked Pat why there had never been a rally into Canada. Pat responded that perhaps if I was so interested in seeing a rally into Canada, then perhaps I should consider organizing a rally into Canada. Pat, being the consummate motivator, challenged me to accept the task to which Charlene and I ultimately responded with the OH Canada Rally of 2019 showcasing Canada in the first ever ECOA Canadian rally. This rally took place less than 60 miles (100 kilometres) from our home at an old iconic beach resort with a incredible provincial campground alongside Lake Winnipeg. The OH Canada Rally was reviewed in the previous issue of the Rollin'Along newsletter and consequently by many of the local media outlets who enjoyed seeing our beautiful coaches.

My present position with the ECOA executive includes responsibility for assisting in developing and hosting ECOA rallies. To that end, Charlene and I will be hosting our first American based rally into one of our absolutely favourite (yep, Canadian spelling again) resort destinations, The Wisconsin Dells. Charlene and I discovered this fantastic 55+ RV resort which has proven to be a very accommodating venue for our very large coaches. The Wisconsin Dells is equidistantly located between Minneapolis and Chicago in appropriately enough, the state of Wisconsin. The Dells is renowned as the Water Parks Capital of the World and is the old historical summer home to the Barnum and Bailey Circus. Geographically splendid, there is lots to see and do for our membership. The rally is limited to only 30 coaches and will run from June 8th to 12th, 2020. Please check the ECOA website for registration information.

Looking forward, we are also in negotiations for rally options for 2021. Expanding upon the Canadian theme of 2019, I would have to think that Canada's most famous natural wonder would be that of the Canadian Rockies in close proximity to the world renowned township of Banff. However perhaps one of the most famous of Canadian annual events is that of the Calgary Stampede which conveniently enough is less than 100 miles from Banff. That said, Charlene and I are looking at a series of several rallies which will include a one week rally into Calgary, Alberta at the Calgary Stampede, immediately followed by a second one week rally to a RV resort outside of Calgary which will include excursions into Banff and the surrounding areas. We are still working on the logistics of such a rally and please check in to future Rollin'Along newsletters for development progress especially if so inclined to partake in such a rally group offering.

Joining the ECOA executive also allows me the opportunity to "think outside of the box" when considering new rally opportunities. And another such opportunity has presented itself with the possibility of capitalizing upon expertise of a small Canadian RV caravan company which has had considerable success running caravans for 30, 40 or 45 days into the Baja Peninsula of Mexico. The company escorts small groups of up to seven coaches in their offerings and have expressed an interest to work with the ECOA in offering an ECOA exclusive 30-day rally into the Baja of Mexico. The tour will visit Cabo San Lucas and will include several nights of beach camping situated on the Pacific Ocean. Presently I am looking to gauge interest in such a rally and again if so inclined, I would suggest checking out the Baja Amigos website located at: <http://www.bajaamigos.net/>.

Finally, please allow me to make the offer of providing input to any of our members thinking of crossing into Canada for their first excursion, or more specifically, for members considering travel into northwestern Ontario, Manitoba, Saskatchewan, and Alberta which basically represents my backyard. Charlene and I have also

spent much time in Minnesota, Wisconsin, and North Dakota, and feel somewhat qualified to offer suggestions in terms of travel arrangements into that area. And if passing through Winnipeg, do indeed call me (204-781-8883) as I would be thrilled to offer up some suggestions.

Looking forward to meeting you all (a little Texas vernacular to mix it up). Don Enns
pulfit@mymts.net

Tuscon Attractions By Wayne Baumann ECOA Alt. National Director

With the FMCA 101st International Convention and RV Expo in Tucson scheduled for March 2020, here are a few local tourist attraction recommendations:

- **Arizona Sonoran Desert Museum** – Displays showcase living animals and plants native to the Sonoran Desert.
- **Mission San Xavier del Bac** – Established by Spanish Jesuits in 1770 the buildings are examples of Baroque architecture of the colonial period.
- **Saguaro National Park** – Hiking trails through the park offer good opportunities to spot wildlife. This park is divided into two sections (east and west).
- **Old Tucson Movie Studio** – Recreated western town of Old Tucson. More than 400 movies including many starring John Wayne were filmed here.
- **El Presidio Historic District** – One of the oldest inhabited sites in the USA. One inhabited by the Hohokam Indians and in 1775 became the site of a Spanish military fort that would become the city of Tucson.
- **Mount Lemon Scenic Bypass** – A 27-mile one way road winding its way up the Santa Catalina Range allowing you to experience several different ecosystems in a short period of time.

- **Pima Air and Space Museum** – The largest privately funded air museum in the world with more than 350 aircraft and spacecraft.
- **Tucson Childrens Museum** – Hands on interactive exhibits include a variety of topics from art and science to nature and construction.

Windshield Replacement By Dana Sawyer

If you are one of the few never having to replace your coach windshield than this story is for you. Try as we might, it seems inevitable that a stone will eventually hit that big one piece windshield leaving an unrepairable crack. It happened to us on a clear day without any trucks around just outside of Phoenix Arizona on I-17 South. After reaching our winter destination we first opted for a repair of the big chip. The repair process failed causing a longer crack and was then followed by hot and cold weather that eventually left us with a top to bottom crack in front of the driver's position.

Having already done some research and received recommendations, we contacted *RV Glass Solutions* a company with a shop in the Phoenix area that stocks Entegra Windshields. We elected to have the service done at our Resort site so there was

a short wait until the mobile service unit had more than one job on our side of town (about an hours drive from their service facility).

The crew doing the work was very professional and made the job look easy. They set up heavy duty staging in front of the coach to work on.

Next they removed the old window and cleaned up everything.



Placing the new windshield was done carefully making sure everything was lined up properly.



The final step was sealing and cleanup resulting in a like new installation.



Recipes for the Coach Life

Share A Favorite Recipe

Do you have a favorite recipe that is made for the coach kitchen? We would love to have you share that recipe. Provide the list of ingredients, instructions, and photos. Submit your information and photos to the Editor at: dana.sawyer350@gmail.com

Cabbage Apple Scramble

By Linda Hanson ECOA VP Membership

GOOD DAY MY ENTEGRA FRIENDS.

2020, wow, we made it! Remember when it was 1999 and people were freaking out about rolling over to 2000? Some thought everything was going to go crazy and possibly life would be totally changed as we knew it. I remember my husband, Lee had to be at the Power Plant in case the grid went down. I spent the night with a group of ladies scrapbooking the new year in while my kids played games with their friends. We were not worried, but

there was that little spot inside that said, "what if?". You try to push it down, but no matter how hard you try, it is still there. Now why do I bring this story up? Well, it is kind of like RVing. No matter what you do to keep your coach in the best of shape; and keep the maintenance current, etc. there is always that little piece inside that is waiting for that next little warning light to go on or that intermittent rattle you can't find where it is coming from or that first tiny scratch or dent you know you are going to put in your rig. Sound familiar? So, here is the reality, it is OK to have that little "what if" inside, because we ALL have been there! But when it happens, take a breath, and remember it will pass and life will go on. The best part is you now belong to a big family of fellow RVers that possibly will be able to answer your questions and lead you to the help you need. As part of the leadership team, I am here should you need help. If I cannot get the answer, I will direct you to the right person on our team who will have that answer. Our membership is growing leaps and bounds and you are a part of a club that is exclusive because you own one of the best (in my opinion "the best") RV in the industry. Enjoy the ride.

I have picked a recipe this month that is great for times where you need a quick warm one-pot meal. This is a "what if" recipe. Lee and I would say "what if" we tried this? You can add additional ingredients as you would like, but these are the recipe and base ingredients:

CABBAGE APPLE SCRAMBLE

- 1 head of cabbage
- 1 small sweet onion
- 1 apple of choice, peeled, sliced
- 1 pkg. of kielbasa sausage, cut in 1-2" pieces
- Olive oil
- Balsamic Vinegar (Fig is our choice)
- Salt & Pepper to taste

Put a Tablespoon of Olive oil in bottom of large frypan or Dutch oven. Add cabbage and onion. Start cooking slowly until cabbage begins to turn soft. Add apples and sausage and continue to cook until

apples and cabbage are cooked through. Add salt and pepper to taste and the balsamic vinegar (approximately 2 Tablespoons). You can add more, depending on how much you like the taste of your vinegar. We like Fig the best, but experiment with different flavors. You can also add nuts, cranberries, green beans, etc. to this recipe. You can also substitute the meat for cooked hamburger too. I would love to hear what you do with this. There is no limit to this recipe once you make the base of cabbage, onion, and apple. Serve alone or with your favorite bread. We like garlic bread, a hearty cheese and a glass of red wine and Lee said to tell you, "The leftovers are fantastic".



Regional Activities

Hello from the Southeast Region By Goldie Hanson ECOA VP

Hello from sunny Florida. I am Goldie Hanson, also known as Linda "Goldie" Hanson. Because we now have two Linda Hanson's serving on the ECOA Board, I will be using my nickname, Goldie, for all things ECOA. We will try to avoid causing too much confusion.

My husband (who is one of the two Rick White's in this organization, could it get more confusing) and I did two short trips last summer of about six weeks each. We had to return home mid-summer so that Rick could have a cataract removed. It is a little disconcerting how often he tells me how much better his vision is now after all the hours he spent in the driver's seat.



Our first trip was for family. We spent time in Wisconsin and Virginia seeing kids and grandkids, in-laws and out-laws and a quick stop in Middlebury for a few tweaks and a nice visit with our Entegra family. Side note; we will be returning to Virginia in February, 2020 to celebrate my favorite Aunt's 100th birthday. No coach this time.

Our second trip was all about fun. We started by heading to Foley, Alabama to eat oysters and meet up with Mike & Sandy Pas, Stella & Stu Denning, and Alan Levine at Bella Terra RV Resort. Our next destinations were Las Vegas and Albuquerque. The

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trip had a rough start when only two coaches made it past the exit of the resort. Stu's coach had a steering issue just as he pulled out but, with Spartan's assistance, they were able to resolve the issue and we were all back together at the end of the first day. One Entegra rolling down a highway is impressive and usually gathers some attention at a campground. Four Entegras entering a campground together is simply amazing. It is a great way to meet folks; just gather up 7 people, 10 animals (9 dogs and 1 beautiful cat) and 4 coaches towing. Pull in and get acquainted.



All coaches made it safely to Vegas for the AIM rally. What a wonderful week! AIM throws a great party. We ate like kings, met Elvis at the Mobster Experience, saw one of the incredible Cirque du Soleil's and I was able to celebrate my birthday by ziplining down Fremont Street. Can it get any better? It can when your next stop is the ECOA rally at the Albuquerque Balloon Fiesta! This was a one of the items on my bucket list and it did not disappoint.



Once again, we ate too much good food with great people and had a fantastic time watching the balloons stand up, glow and fly. I had been lucky enough to fly in a balloon in the past but seeing hundreds of balloons together is beyond incredible. Do not miss this! The ECOA wagon masters, Robert & Allene Gross, do an incredible job of getting you to and from the Fiesta. I hope they continue to host this group for many years. Watch for this event and sign up right away, spaces are limited and it fills quickly for good reason. I also highly recommend that you travel with friends. Your days will go faster, the frustrations will be lighter when shared, and you can commiserate with each other as you each receive chips in your windshields. Too bad Safelite does not give group rates.

I hope that many of you enjoyed the warmth and the activities at the Tampa Supershow. As I write this, just before the show, the weather report is for sunshine and warm weather for the entire show. A nice change of pace from the years we were bundled up because of a cold front!

The next rally for the SE Region is a no-frills rally in Lakeland, FL, Up Up and Away February 28-March 1 will give the lucky attendees a chance to get up close and personal with the Florida Hot Air Balloon Festival. Registration is now closed but you can contact www.upupandawayflorida.com to see if a wait list is being maintained. Hope that those of you attending have a spectacular time.

I would love to receive some suggestions for a future rally in the southeast area. If you have a favorite campground, event and/or area to visit, please let me know.

Summer in the Black Hills By Tom Crowley ECOA VP

It was great seeing all the Entegra owners at the Tampa Super Show. This was not a place for those of us trying to maintain or lose weight. There were so many socials and dinners.

We spent last summer in the Black Hills. If you have not visited South Dakota it is well worth the time to explore this unique part of America. The Black Hills and the surrounding area in Western SD have a lot to offer. Just before the Black Hills are the Bad Lands. This is an area where the soil is eroding at a rapid rate. This striking South Dakota landscape boasts a maze of buttes, canyons, pinnacles, and spires. Skeletons of three toed horses and saber tooth cats are among the many fossilized species found here. Wildlife abounds in the parks 244,000 acres. Buffalo and wild donkeys are easy to find while hiking, camping, or traveling the loop highway.

At the western end of the Badlands is the town of Wall. Wall is named after the "wall" of the Badlands which is quite visible as you approach on I90. Wall drug is another must visit place, it is much more than a drug store displaying and selling all sorts of things. It offers free water and ten cent coffee.

As you leave Wall heading west you pass through Rapid City home of the Ellsworth Air Force Base. There is a museum on the base. Well worth a stop.

The eastern Black Hills can be reached from Rapid City with many tourist attractions. The area is famous for Mount Rushmore and Crazy Horse monuments carved in the mountain side. There are several towns within the Black Hills. Lead, famous for gold mining and more recently a Neutrino experiment in the gold mine one-mile underground. Deadwood where Wild Bill met his fate playing cards and allegedly holding a hand of Aces and 8s. Twenty miles north of Belle Fourche is the geographic center of the USA. This was decided once Alaska and Hawaii joined the country as states.

This Summer we will be heading up the east coast to celebrate the four hundredth anniversary of the Pilgrims landing in Plymouth, MA. An ancestor of mine, George Soule, came over as an indentured servant and was able to buy his way out of servitude becoming a successful business man.

We are hoping to find a campground in the Northeast to have an Entegra rally. More on that later.

ECOA Balloon Fiesta Rally 2019 Route 66 Casino RV Resort





Jupiter Gathering 2019

By Joe Gluckman

A big thank you to the Owners and Management of the Palm Beach Motorcoach Resort for supporting an outstanding gathering.



Seventeen Entegras and a couple of Other Brands (OBs) checked in to this lovely resort for a "gathering" designed to provide fellowship among the participants, enjoyment of the local gastronomic scene and viewing the local Holiday color. We began with a BYOB Happy Hour with a fine assortment of snacks held in the magnificent clubhouse which simply must be seen. On Thursday we enjoyed a Happy Hour sponsored by the Rienas family, Randy, Sherry and Katie (who dealt out the adult beverages so skillfully), the owners of the Resort and Office Manager Kelly Ochs who handled our administrative needs.



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Events to enjoy included the infinity pool and hot tub, a game of Hand and Foot, viewing the Christmas lights and decorations after dark and eating at Jupiter and Palm Beach area restaurants. On Thursday evening, the owners hosted the previously mentioned Holiday Happy Hour with adult beverages and a nice assortment of hot d'oeuvres.



Our friend and OB'er Sol Varon entertained with his masterful guitar playing and song singing; Sol has a big repertoire.



Those in attendance were quite pleased with the location and the overall event. Stay tuned as there may be another event at the end of 2020 that will surpass our gathering. We look forward to returning to Palm BeachMotorcoach Resort.

Entegra@Quartzsite Gathering - 2020

By Gary Jones ECOA Sr. VP

Dee & Gary Jones Wagonmasters

The fifth annual ENTEGRA@QUARTZSITE GATHERING was just completed a week ago and the Entegra coaches attending have scattered back across the country and Canada. The Gathering is a rather unique event during the week-long Quartzsite RV show which occurs around the third week of January in Quartzsite, Arizona. The Gathering is unique in that it is a dry camping ("boondocking") event held on Bureau of Land Management (BLM) land just south of Quartzsite off US-95. Sixty-five coaches registered to attend,



including some no-shows and cancellations. The Gathering is a week-long dry camping experience, so is often a first for Entegra owners accustomed to being tied to 50 Amp electrical service. Cost to BLM is \$40 for 14 days use and includes a dump station, potable water, and garbage dumpsters. The Gathering began on Friday, January 17 and virtually all coaches remained for a full week. The last coach departed on January 29th. Not only was this year the largest number of coaches in attendance, but the Gathering attracted 36 coaches who were new to the Gathering. The parking committee parked 39 coaches the first day (Friday the 17th) and roughly 15 more over the next two days. This Gathering started in 2016 with 12 coaches in attendance and has grown every year since.

What started simply as a campfire every night during the Gathering has now expanded to many

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more events during the week in the desert. This year we began with a Bar-B-Que dinner thrown by Redlands Truck and RV near the show, followed by a "Brats-and-Burgers" dinner on Sunday, a dinner cooked at our site by the Rettroband and National Indoor RV Center group on Tuesday (Thanks NIRVC!), followed by a "Catered" Bar-B-Que dinner Thursday night and a "formal" huge "pot luck" dinner done by everyone Friday night. The "Catered" dinner was once again compliments of the nice people at Entegra Coach in Middlebury, IN. In addition, we had a morning breakfast and presentation done by representatives of SkyMed at our site, an owner's question and answer tech talk, a formal presentation and demo of the Rettroband steer-tire safety product by the folks from NIRVC, and Oil and Lube service for those owners requesting it. Further, Pat Carroll (Head of the Entegra Coach design team) represented Entegra Coach and held one of his always well attended and informative talks with owners to get feedback on design issues and developments (Thanks for your time, Pat). Lloyd DeGerald and his son Brian also performed AquaHot annual and emergency service on 21 coaches at our site. A convoy of Jeeps and off-road vehicles also made the trip to "The Desert Bar", which is just what it sounds like. A self-sufficient bar off the grid and about 8 miles out into the Arizona desert. Spontaneous Pot-Lucks occurred almost every evening without a formal dinner planned.

There was a bonfire every night which serves as the central meeting place for owner-to-owner talks, developing friendships and contacts, informal technical discussions, and just enjoying the amazing clear star-filled Arizona nights. Even though there

are thousands of RVs scattered over BLM land, the nights are very dark.



The weather was very nice this year. Warm days and cool nights. No rain and the wind was absent or moderate. Overall, this was the best weather we have had in 5 years. Because we had many newbies at the Gathering, it was great fun, and all that attended learned how to live in their luxury Class A coaches for a week to 10 days making their own power and managing their own tanks. At Quartzsite, Gatherers learn a whole new way to enjoy their coaches. The final thing to note was the great group of owners who attended. We have always had a very friendly and cooperative group at Quartzsite, but this year was particularly warm and friendly. An amazing number of owners have written to convey what a great time they had. The next ENTEGRA @ QUARTZSITE GATHERING will be announced on the ECOA web page in early fall and will begin January 18th 2021. Registration for the Gathering is \$50.00, plus the \$40 BLM land use fee. Dee and I are looking

forward to seeing old friends again in 2021 and getting to know a new group of first-time attendees. Drive safely!

Destinations

Tell Us About Your Favorite Destination

Share your favorite destination or travel stop with other members. Send a short blurb with the locations name, address, ease of access, size of sites, and photos if possible., especially of you and your coach at the location. Submit your information and photos to the Editor at:

dana.sawyer350@gmail.com

What's New in Coaches

Did you know that if you set your awning remote to "00" both awnings can be extended or retracted at the same time?

Entegra Service Highlights

Great Service Stories or Tips

Share your service experience with other members. Send a short story with names, places, and a description of the task. Submit your information and photos to the Editor at:

dana.sawyer350@gmail.com

Regarding Service Scheduling By Joyce Skinner

December 2019

Dear Friends,

I know the subject of service scheduling has been a hot topic of conversation of late, so I thought it

would be best to write and try to bring some clarity and understanding regarding this subject.

At one point, not so long ago, we were allowing customers to schedule service a year in advance because we heard that so many of you make your travel plans a year ahead and you wanted to make factory service a stop along the way. This was great for that purpose but what it caused was a nightmare for our advisors, parts personnel, service technicians and outside vendors because no one can possibly know a year in advance what might fail, break, or need to be repaired. We tried to contact the customer at least 6 weeks out to get their list so that we could get parts ordered, etc. but that did not always work and we were setting ourselves, and our customers, up for failure because we didn't always get information back.

Our main goal is to create an atmosphere here where our customers can come for service and have a great experience during the process. It didn't take us long to realize that we could not achieve this goal if we continued the schedule in this way. We then looked at 6 months out and that seems to work better even though it might not be ideal for everyone. And, as you can imagine, the most popular months are April, May, and June; everyone wants the same time frame which we simply cannot accommodate.

In order to be fair to every customer, the schedule opens up on the first day of each month. For instance, folks wanting an appointment in May could begin requesting appointments on December 1st. When Danni (our master scheduler) came in on Monday, the 2nd, her email box was full, as well as many phone messages requesting service dates in May. In order to be fair, we take folks on a first come, first served basis so she had to list every email and phone call with time stamp on a spreadsheet so we could determine who got in first. Believe it or not, many folks set an automatic email to be sent at midnight or shortly thereafter on December 1st. It didn't take long for the schedule to fill up

completely which left many folks without an appointment and frustrated because of it.

From the conversations that I have had with some of you, I realize some important points need to be made:

The Gas A and Class C Entegra units are not part of the Entegra Diesel schedule – therefore, they take up NO room here in the Entegra factory service center. These coaches are all handled by the Jayco Motorized side.

If we can't get you into the factory service center, that doesn't mean that we are not honoring our warranty. We can help through other avenues – just let us know and my team is always willing to find a way to make it happen. We will never back away from our warranty responsibility.

The good news is that we do have plans to add more service bays, with a 25-30% expansion, that should be open in late summer or early fall of 2020. We also have approval to hire more technicians and we will always look for folks who have the skills we need to take care of you in the best way possible.

You, our valued customers, are what makes the "Entegra family" what it is today and our commitment to you has never been stronger. You have an amazing coach that is backed by the best customer service team in the industry today – we are here for you!

If you should have any questions regarding any of this information, please do not hesitate to let me know.

Secretary

Volunteering

By Raymond Wenig ECOA Secretary

Volunteering is providing your time, talents, energy and maybe some funds to support a cause or group deemed worthy of assisting, promoting, and

growing their actions and outcomes. The ECOA is a total volunteer organization from officers to rally masters, to newsletter editing, webmastering, etc. When we call for volunteers, we usually receive silence. Our newsletter editor has been able to recruit several people to write articles of interest to our readers. (Recruiting is a more intense and focused form of volunteering that has greater acceptance due to the closer interpersonal connectivity.) Other volunteer calls such as for officers and rally masters have received less response. However, more repeating of the volunteering calls and a proactive nominating committee (all volunteers) filled our election ballot and we have several new volunteers as rally masters. (Thanks to all who are stepping up to the call.)

Volunteering is critical to our long term operations and growth and we need to better inform interested Entegra buyers, used Entegra Diesel coach owners, and many existing Entegra owners who are not currently ECOA members that our club exists and can provide them a broad range of services and assistance at reasonable cost. At a show rally (like the Tampa RV Super Show) we have our largest group of members/coach owners present, the manufacturers have physical product on site, select dealers have trained sales teams deployed, and a large contingent of the public comes to the show to find out more about the Entegra product, its features, choices, prices, and support such as from existing users/owners.

So the volunteer ECOA board members present at the Tampa Supershow decided to try and organize a set of volunteers to man a simple booth in the Entegra Coach area that would be able to explain the ECOA organization its benefits and activities and have real owners available to answer questions on their Entegra experiences and support. During the opening HAPPY HOUR we announced the CLUB booth opportunity and opened a volunteer sign up sheet for 2 hour sessions with 1 or 2 people or couples filling 12 slots during the shows public opening schedule. There was a quick and positive



response and a line up to take slots and build teams of people who would man the booth. By the opening morning of the public portion of the show almost all of the slots were covered by 2 to 4 interested members.

Mario LaCute ECOA Treasurer and Ray Wenig ECOA incoming Secretary coordinated the booth setup and operation. It consisted of an Entegra Coach supplied tent, an 8 foot table with 4 folding chairs, black tablecloth and our ECOA banner. Medarda and Pat Bauer produced a North American map on poster board with thumb tasks indicating the location and number of rallies we have held there in our 7+ years of operation. To help their ability to engage member prospects there was a handout on the upcoming 2020 events, a piece on the benefits offered by the ECOA and a new member sign up sheet for collecting prospect information or allowing existing members to update our database.

The booth manning was an exceptional success, the people who signed up followed their agreed assignments and showed up on time and devoted their time as volunteers. Variable contacts by the coordinators kept people engaged and developed feedback on their booth experiences. The rest of this article will critique the results of the new member recruiting booth and make recommendations for the next time it is implemented. A separate article provides thank you's and names the people who manned the booth as EXCEPTIONAL VOLUNTEER'S.

The booth manning was interestingly the easiest part of the project. Getting the right people to come to the booth so it could be effective for the volunteers and the attendees was near impossible. The booth was a cooperative effort supported by the Entegra CUSTOMER Experience team and we were assigned to be next to their service signup and coordination tent which was BEHIND the Lazyday's Entegra coach display area. The sales teams and Entegra sales support people were in the FRONT of the Lazyday's Entegra display. The prospective Entegra buyers and potential ECOA members were

obviously attracted to the product and sales opportunities/deals and not the post-buy service provisioning. We did get some new buyers who wanted to test the service and learning academies to come around to our side of the display and ask some good questions. We also had many current owners and ECOA members visit to see what was happening and to update addresses and learn about the 2020 rally and activities schedules.

When we next try to reach out to prospective new members (likely at an Entegra sponsored event or RV Show) we will request and explain that our booth should be in the sales and/or product support area and not in the post support space. Our Entegra owners and club members are passionate about their coaches and want to inform others of their support and reasoning. They are also third party resources to the sales teams and very positive to new owners joining them in liking and buying new or used Entegra coaches. It was noted by our volunteers that other vendors such as Newmar and Tiffin openly have representatives of their owner clubs in their sales areas and available to talk to prospective buyers about their club, its activities and their support for the company's products.

Now that we have access to an active volunteering community we will work on improving the connectivity to the sales and marketing process. This will improve the value of the volunteers efforts to our overall community and make their volunteer time more interesting and rewarding.

Comments and suggestions welcome.

Volunteering Thank You's By Raymond Wenig ECOA Secretary

The following ECOA Members and teams were the volunteers who staffed the ECOA member recruiting booth during the TAMPA RV SUPER SHOW January 15-18. The club wishes to thank them for their support, time and constructive comments on how to make the process more productive and interesting in the future:

OUR EXCEPTIONAL VOLUNTEERS

Listed in order of Booth service times:

- Linda Shipp & Bill Mitchell
- Bill Beckey & Dianne Broege
- Jerry Crawford
- Joe & Jan Rossman
- Dave Christensen
- Judy Poskanser
- Liz Lehmann
- Cliff & Marg Hardy
- Mario LaCute
- Kathy & David Barnett
- Joe Seminara
- Ida & Les Cook
- David & Deanne Phillips
- Colleen & Jim Marigliano
- John Harbaugh
- Pat & Medarda Bauer
- Ray & Sandy Wenig

Treasurer

Treasurers Official Report -ANNUAL AUDIT: An annual audit of the chapter's financial books and records shall be undertaken and reported to the membership.

Membership

FMCA International Area

Links of Interest

LINKS OF INTEREST

- ECOA Web Page <http://www.entegraowners.com/>
- ECOA Apparel <https://ecoa.logosoftwear.com/>
- Entegra Coach <https://www.entegracoach.com/>
- Spartan Chassis
<http://www.spartanmotors.com/rv-range/>
- FMCA <https://www.fmca.com/>
- IRV2 <http://www.irv2.com/forums/f278/>

CONTACT INFORMATION

- Entegra (M-F, 8-5) 800-517-9137
- Entegra (after hours emergency) 574-361-0034
- Spartan (m-f, 8-5) 866-383-3695
- Spartan (after hours emergency) 800-543-4277