



THE PREMIER ENTEGRA DIESEL COACH OWNERS ASSOCIATION

Rollin' Along

October 2020

Featuring:

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

Content

Presidents Corner..... 1
From the Editors Desk 2
Rally Ho’ – Upcoming Events..... 2
Technical Hints and Information 3
Member Stories..... 4
Recipes for the Coach Life..... 6
Regional Activities..... 7
Destinations..... 9
What’s New in Coaches 10
Entegra Service Highlights 11
Secretary..... 12
Treasurer..... 13
Membership..... 13
FMCA International Area 14
Links of Interest..... 16

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**Entegra Coach Owners Association (ECOA)
 Newsletter “Rollin’ Along”**

Volume 4 Issue 2, October 2020
 Produced by: Dana Sawyer
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Presidents Corner

Greetings,

As you know this has been a crazy and difficult year. Our club has been forced to cancel rallies following the various mandates imposed by states and locales. Being ever positive, 2021 has been planned and we intend to move forward. While events may be tweaked to allow compliance with local rules, we hope they can be a satisfying experience for attendees. We did host a “non-rally” in Traverse City Michigan. Those who originally registered for the rally which was canceled were given the same rally rate and invited to come up by the park manager. We hosted happy hours outside, a boxed barbeque dinner outside, and were still able to handle two tech talks, all socially distanced.



We stopped by the factory on our way home for an emergency repair. They had a cancellation and were able to squeeze us in. We cleaned and sanitized the coach and got it ready for a 6:30 AM pick up by the techs. Since we needed to be out of the coach for a couple of nights, we checked into the La Quinta Inn in Elkhart, which could accommodate our pets. It was refreshingly clean and had a small refrigerator and microwave in the room. The Service Department was quite busy, but have had some service cancellations because of their COVID policy. The customer lounge was open with limited seating. They cleaned the lounge every hour!

Medarda and I felt very appreciative of their efforts to protect us.

There have been positives to this year. More people are working from their coaches allowing for travel to various parks. Personally I have encountered several nurses, medical coders for insurance companies, a banker, and insurance brokers. Even met a judge who holds court from the Entegra salon. Who knew this was possible? Entegra sales are up; people are wanting a spacious ride coupled with more bang for the buck. Owners are seeking permanent pads for the seasons. Just in our resort in Michigan over 40 sites were sold. All told more are finding the perks of RV ownership enjoying the freedom it affords.

Here are our "Save the Dates" for 2021:

- Tampa Super Show, January 12 arrival-17
- Quartzsite AZ. Jan. 15-24
- FMCA Perry GA March 10-13. Registration opens Nov. 4 ECOA arrives March 9
- Sevierville TN May 3-7
- Entegra Homecoming May 18-21 Registration opens Nov. 2
- Spearfish SD July 2-6
- FMCA Gillette July 7-10 ECOA arrives July 6

From the Editors Desk

We have two new contributors this issue. Thanks to Terry Ohlman and Temple & Gary Liebmann for taking the time to share their stories with us.

*We are introducing the possibility of a special feature section for our January Issue. The focus will be on stories from **YOU** our readers about where you are spending your summer, winter, or vacation. All contributed stories and pictures will be included in the January issue. Check under Member Stories for an example and tell us your story.*

Rally Ho' – Upcoming Events

All events are subject to State mandates for COVID-19 including possible cancellation.

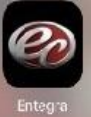


- ~~(Cancelled) December 31, 2020 to January 2, 2021 – Jupiter, Florida; New Years Bash Rally~~
- **January 13, 2021** to Jan 17, 2021 – Tampa, Florida; Entegra Owners Gathering at the Tampa Supershow
- **January 15, 2021** to Jan 13, 2021 – Quartzsite, Arizona; ECOA Gathering at Quartzsite
- **March 10, 2021** to Mar 13, 2021 – Perry, Georgia; FMCA 102nd International Convention & RV EXPO
- **May 3, 2021** to May 7, 2021 – Sevierville, Tennessee
- **May 18, 2021** to May 21, 2021 – Goshen, Indiana; Entegra Coach Academy Homecoming
- **July 2, 2021** to Jul 6, 2021 – Spearfish, South Dakota
- **July 7, 2021** to Jul 10, 2021 – Gillette, Wyoming; FMCA 103rd International Convention & RV EXPO
- **July 14, 2021** to Jul 18, 2021 – Calgary, Alberta, Canada; Calgary Stampede

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

Technical Hints and Information

Did you know the Light Master switch on the panel near the door has 3 functions?

- ON – Press and hold to turn all interior lights on
- OFF – Press to turn all interior lights off
- ON – Press once to turn on only the lights that were on the last time you pressed the OFF button. This function is handy when coming in after dark because you can have just a couple of lights come on instead of instead of them all.

MUST HAVE APPS - Available from Your APP Store	
	ENTEGRAS 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 -

Spartan Motors Now Shyft Group By Dana Sawyer

While this is old news in these days of instant gratification, I have included this for anyone that might have missed it. Having recently been at the *Shyft Groups Spartan RV Chassis* facility in Charlotte Michigan I did not see any change in the level of service provided even with the challenges of COVID-19.

Backing up a bit, on June 1, 2020 Spartan Motors, Inc. announced the name change to *The Shyft Group, Inc.* following the divestiture of its Emergency Response business. As part of the divestiture The Shyft Group retained the use of the name Spartan for its RV chassis' resulting in the Brand Name Spartan RV Chassis for all RV chassis products.

For those interested, see www.theshyftgroup.com and under "Our Brands" you will find all brands including Spartan RV Chassis. www.spartanrvchassis.com takes you directly to the Spartan RV Chassis brand website.

Published on October 19th; RV recalls complied by the National Highway Traffic Safety Association (NHTSA) include:

Jayco Inc. is recalling 433 2019-2021 Entegra Aspire, 2020-2021 Anthem and Cornerstone, and 2021 Reatta, ReattaXL, and Jayco Embark motorhomes built with Villa power seats. The power seat wiring may become chafed due to poor routing, and no protection, or melt from exceeding the 14-gauge wire amp capacity.

Entegra Coach technical trainer, PJ Clanton, shares advice on how to use and maintain two of the most important systems on our coaches. [Watch this quick video](#) and you are sure to learn a little something that will help make your travels easier.



Air System Tanks Routine Maintenance By Dana Sawyer

In addition to periodically pulling the 3 lanyards to check for and drain any water from the air tanks, there is a routine maintenance procedure to ensure that the system check valves are operating properly. Follow the steps in the table below.



DO NOT PERFORM THIS PROCEDURE UNTIL THE UNIT IS ON LEVEL GROUND AND THE CHASSIS IS FULLY SUPPORTED

	EXPECTED RESULT ON AIR GAUGES	
	Front	Rear
Ignition ON. Engine not running	≤70	≤70
Start engine. Run at high idle until air dryer purges.	≈130 PSI	≈130 PSI
Turn key OFF then back to ON. Do not start engine.	≈130 PSI	≈130 PSI
Drain air from wet tank (clear/gray cable)	not zero	not zero
Drain primary tank (green cable)	not zero	zero
Drain secondary tank (red cable)	zero	zero
Start engine. Run at high idle until air dryer purges.	≈130 PSI	≈130 PSI

Note 1: One tank will drop slightly after reaching approximately 130 PSI

Note 2: If your gauges read backward (as mine did) there is a TSB identifying the fix that can be done thru the computer port by Spartan. The system works correctly but displays incorrectly

Note 3: Contact the Spartan help line if your results are incorrect

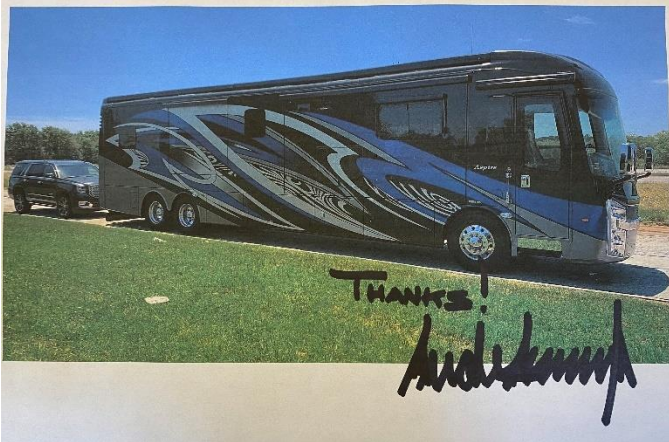
Member Stories

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

My Coach Met POTUS By Terry Ohlman

Are there any other Entegra owners that can lay claim to hosting a President in their coach? I am Terry Ohlman from Midland, Texas and that is exactly what happened to me in July when president Trump visited Midland / Odessa, Texas.

During the Texas visit, one of his scheduled events was to make a campaign speech at a drilling location. Before the speech he needed a spot to relax and cool off since it was around 100 that day. A friend had been asked for the use of his Prevost but the night before the event his A/C quit. He called me in a panic at eleven that night and asked if we would let the POTUS use our Aspire.



I quickly printed off a picture we had taken last summer on the laser printer (not the best quality but short notice) and left it and a Sharpie pen on the table hoping Mr. Trump would leave an autograph. I had very little time to get it ready other than removing all our guns then followed our friend out to the drilling site but had to leave right after delivering it because I had not been security cleared. That is why there is no pictures other than the picture I took of the autographed picture. I had asked our friend that if he were able to ask security or someone else to ask the president to get me an autograph that would be great. He later did tell me that he had asked President Trump's chef about an autograph but was told that, "no one asks the president to do anything". Apparently, that has always been standard protocol. He signed the autograph because he saw the picture and pen I had left on the table, knowing that was why it was there. I think that tells you a lot about how President Trump thinks of people.

Our friend was in the coach right after the president left and said they had a bunch of communication equipment inside but left it very clean after they pulled everything out. I just wish there had been time to get security clearances so we could have been there but at least our coach was.

WHERE AND HOW DO YOU SPEND YOUR SUMMER/WINTER?

Are you a Snowbird, do you go north for the summer, or do you just have a favorite place to spend time away from home? We want to share these great places with all our members and we need your help.

Write a short story and include a picture or two of you enjoying your favorite spot. Perhaps you own a site, rent the same site, just return to the same resort, or maybe you just had a great one-time experience. We hope to fill our January issue with great places for others to consider.

Below are a couple of examples.

Snowbirds in Arizona By Dana Sawyer

When retirement time arrived, we could not see ourselves sitting at home sipping wine and eating bonbons while watching reruns on television. After some research, work camping seemed a reasonable way to stay active and complement our planned lifestyle of traveling. You many think of work camper jobs as cleaning toilets or mowing grass (and we have done that during a couple of summer stints), but we were blessed to stumble into our first winter season job working for the Regional Activities Group of Cal-Am RV Resorts in Mesa, Arizona.

The Regional Activities Group supports the 13 Cal-Am Resorts in Arizona. Our jobs consist of things we enjoy doing and we only work enough hours to cover our site costs. Linda manages a costume shop for resort residents and enjoys finding each resident the right costume for each event they attend. I manage the repair and prop shops and enjoy finding

solutions to make or repair props used for the many events hosted by the resorts.



Top: In the costume shop, Linda helps maintain the costumes and find the right outfit for guests. Bottom: Dana never knows what his day may entail working in the decoration repair shop.



Now enjoying our ninth year, we stay at Mesa Regal RV Resort, Mesa, Arizona not only for the many activities available but it allows us to walk to work. We look forward each winter to seeing our returning neighbors as well as our returning co-workers, several whom have been working here each year as long as us. Although there have been a few who have decided to buy houses in Mesa and surrounding areas and decided to stop work camping, we continue to maintain friendships and get together during our winters here.

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

Regional Activities

Life and Rally's in Canada By Don Enns, ECOA VP

Ah yes, for many of us this year has presented some unique challenges as the world continues to combat the dreaded COVID-19 pandemic. Canada has been in lock down for many months now, and it is unusual to see license plates from neighboring Canadian provinces and we very rarely see any American plates up here in Manitoba. The Canadian / American border is still closed to non-essential travel and I highly doubt it will open this year. It is truly a strange new world many of us now live in.

I hope this submission finds everyone to be well and to be safe. Like most if not all of us, Charlene and I are suffering from "pandemic fatigue" but this too shall pass. Therefore, I will attempt to keep additional pandemic references to a minimum throughout the rest of this article.

For next year, that being 2021, I am pleased say Charlene and I have been working on developing four distinct ECOA rallies, with two groups of two rallies basically running simultaneously to offer our members more choice and hopefully a greater enhanced rally experience.

The first two planned rallies are based in the Canadian province of Alberta. This year for the first time ever, the ECOA will partner with one of the larger chapters of the FMCA to offer up something quite different from the norm. We have tentatively booked forty (40) RV sites into the 2021 Calgary Stampede starting on July 14th, 2021 and ending on July 18th, 2021. This rally sees our group arriving on Wednesday, July 14th, 2021 from 10:00 AM to 4:00 PM at the Jubilee Centre in Calgary. Our coaches should arrive with empty sewage and grey water holding tanks while full of fresh water, as the only service we will have onsite will be 30-amp power. But this should not be a problem, as we likely will not spend much time at our coaches. The Jubilee Centre is within close proximity to a C-Train

(Calgary's rapid transit system) station which will take our group directly to the stampede grounds. This rally will include the sites, transportation between your coach and the stampede grounds, and entry to all Calgary Stampede events. The group departs on Monday, July 19th, 2021 before 10:00 AM.

The 2021 ECOA Calgary Stampede Rally will be immediately followed by a second rally based out of the Bow Rivers Edge Campground in Cochrane, Alberta conveniently situated about 10 miles northwest of Calgary and running from Monday July 19th, 2021 to Friday July 23rd, 2021. This second rally will have a limit of thirty (30) coaches, as this location is extremely popular because of the campground's close proximity to the Canadian Rockies. The campground will serve as the 2021 ECOA Canadian Rockies Rally base offering fully serviced sites from which several group trips are being planned to visit Banff and other fascinating Canadian Rockies touristy locations. And again, while still in the planning stages, this rally will include several breakfasts and dinners by which our group can socialize, if the post pandemic world allows for that paradigm to exist. I would tend to believe this rally will fill very quickly, so if you are so inclined, I would regularly check in on the ECOA website next spring and be ready to move quickly when the registration opens which will likely be in the spring of 2021.

Shifting gears, Charlene and I are pleased to announce that we have tentatively booked back into Winnipeg Beach, Manitoba, the site of the 2019 ECOA OH Canada Rally for next year. This five-night rally has been scheduled for Sunday August 29th, 2021 to Friday September 3rd, 2021. The 2021 ECOA OH Canada Revisited Rally will likely incorporate many of the same features of our last rally capitalizing upon our fantastic past working relationship developed with the Winnipeg Beach Royal Canadian Legion which took such great care of many of our meals, plus include another visit with Tony Pimentel our favorite small-town Canadian Mayor. This rally will offer thirty (30) full-service

drive through sites at the Winnipeg Beach Provincial Campground.

And finally, we are pleased to announce that the ECOA has tentatively rescheduled the cancelled 2020 ECOA Wisconsin Dells Rally from Wednesday September 8th, 2021 to Monday September 13th, 2021. The 2021 ECOA Wisconsin Dells Rally will offer thirty (30) full-service drive through sites with most sites offering 50-amp power. While still in the planning stages, this rally will include many meals, tours, and an optional sunset river cruise.

If considering attending both the Winnipeg Beach and the Wisconsin Dells rallies, information will be also provided by which independent travel between both locations can be easily planned.

The main caveat attached to all the ECOA rallies mentioned above is that these rallies are subject to a safe resolution of the current pandemic situation. As a Chief of Fire Operations in charge of an integrated Fire / EMS front line pandemic response, I will not deviate from the expert advice upon which we operate safely on a daily basis, and consequently, I cannot in good conscience host these rallies if active pandemic conditions persist. That said, I am hopeful the present situation will safely stabilize by the summer of 2021.

Please stay safe and if you have any questions or concerns, please do not hesitate to contact me.

What Could Have Been By Bill Stone, ECOA VP

Most of us have lived a few decades and I cannot remember a year like this. My 2020 started with an appointment to the ECOA board as the SW Regional Vice-President. I was thrilled to help, and my first job was to host the FMCA Annual Convention in Tucson, where I live. Gary Jones' excellent Quartzite Rally articles/emails were my guidelines. We had about 30 coaches attending, and we were parking next to another group that had about 20 Entegra owners. Several of the ECOA members I

spoke with were attending their first rally, a few with new coaches. Entegra was going to introduce the 2021 models and Joyce and Pat Carroll graciously agreed to spend time with us answering questions. Spartan and NIRVC were going to feed us and provide local spirits. It was shaping up to be a great time for all. Well... you know how this story ends. The event was cancelled 2 weeks out with people already in-route.

This pandemic has changed life and plans throughout the year. Our coach sat for 6 months until we took it out recently for a trip to the Pacific Northwest that is underway as I write this article. We all have personal reasons for how we approach daily life in this pandemic. Because of pre-existing conditions, we were more cautious until our region became less active. The wonderful thing about traveling in the RV is that we control our environment. Most retailers (food, fuel, RV sites) have instilled safety policies that will make most feel comfortable. It truly feels good to be out even if it is a little different. That feeling has been shared by my neighbors at our layovers.

Our son is a doctor with the Public Health Service and has been focused on the virus since March. He has run hospitals set up in arenas and lately has been working on the hard-hit Indian Reservations in the SW. Like most MD's, he is cautious but becoming more optimistic as they learn how to treat the cases and reduce morbidity. Our nation has the resources and will to return to a more usual lifestyle. It will not be tomorrow, but if we do our part, it will not be years either.

That optimism is extending to our RV world. My family and friends know that we are RVers and I am fielding questions weekly from them about buying an RV. Our first night of travel on this trip put us in Las Vegas. I called our friends at NIRVC Las Vegas to see if they had room at their campsites for the night. They said "of course" and invited us to stay. I assumed that there would be several spots to choose when I arrived at their facility at 4:30. I got the last one! The place was a hub of activity and

everyone was busy. It was good to see. What we could not see was coaches to dream about. Most everything on the lot had a "sold" sign in it. Another testament to the health of the industry. Every RV park we have stayed at on this trip has been almost full (make your reservations early). In addition to having a lot of us with salt and pepper hair, the parks have an unusual amount of kids. I have spoken with a few families and they are taking this year of working and learning virtually to expose their kids to new areas. I thought it was a wonderful way of making lemonade from 2020's lemons. If they are like us, that may not be temporary. I know I am planning my next RV road/work trip during my current one.

I hope everyone stays safe and healthy and we hope to see you at our wonderful ECOA rallies in 2021.

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

Consumnes River Farms Winery By Temple & Gary Liebmann

My husband and I live in South Orange county in California and drive a 2018 Entegra Insignia 44w. We had been planning a trip to Northern Oregon for about a year and had several rescheduling problems due to closed campgrounds. So, we signed up for Harvest Hosts (an app which gave us information about free overnight locations) because we needed a place to stop somewhere near Northern California. With Harvest Hosts sites, you do not pay

anything to stop for the night and in many cases, you are Boondocking. They only ask that you patronize the facility.

We found the most wonderful little winery just before we got to Sacramento (near Lodi) and right off the 5 freeway. It is called Consumnes River Farms Winery and I cannot say enough about it! This was our first very long trip and after driving for about seven hours we were tired and ready to stop for the night. We pulled into the winery and saw that they were open, but only on the outside patio. There were several people on the patio socially distanced, having wine and enjoying some light music.



When we pulled in, I got out and the hostess immediately greeted me and showed me where we should park, near the Vineyard. You could not have painted a picture more beautiful. We then went in and bought some wine, meats, cheese, vinegar, oil and had a lovely charcuterie board dinner on the patio.

When all the guests left, the hostess invited us to use the patio as long as we would like and thanked us for coming. She invited us to feel free to explore the property, walk through the vines, and enjoy the cool night air.



We were able to put up our satellite and get a dish signal, run the generator all night without disturbing anyone, and we left about 10am the next day to continue our drive. It had been a peaceful and lovely stop.

We would highly recommend this location to anyone who is looking for a stop around the Sacramento area. The wine is fantastic, the hosts are amazing, and the views are spectacular! We loved it so much that when we came home a month later, we rerouted our trip so that we could stop there again for another night. We were not disappointed.

Whistle Stop RV Resort Abilene, TX By Dana Sawyer

While crossing from Tennessee to Arizona we made an overnight stop at Whistle Stop RV Resort in Abilene, Texas, just off I-20. Never having been along this part of I-20 before, we took a chance based on reviews and were very pleased with the choice.

Entrance and exit are along the one-way east bound frontage road (East Stamford Street) at exit 286C west bound or 288 east bound. This does create a bit longer exit for west bound coaches because of the need to backtrack to the 286C entrance. Check-in at the office was easy and safe, our pull-thru site was easy to get into without disconnecting our toad, and our 65-foot length easily accommodated.

Although the resort does have a large contingent of seasonal/worker guests (as do most campgrounds/resorts now), the evening was quiet with very little noise from people or the nearby highway traffic. Amenities include restrooms, showers, laundry, swimming pool, pavilion, clubhouse, pickleball court, playground, dog run, and even horse stalls.

We will definitely stop here again if our travels take this route.

What's New in Coaches



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

Tampa RV Supershow Service From Joyce Skinner Director, Customer Experience

Dear Friends,

It appears the work order was not attached to our last email announcement. Please [CLICK HERE TO DOWNLOAD WORK ORDER](#). We have also included the instructions once more for your convenience.

We still plan on servicing coaches on-site at the fairgrounds. Like always, 3 small items will be allowed per coach. Attached you will find a work order that needs to be completed with your personal information, i.e. name/phone #/coach #. List the three items and return the work order to Allen Burgess, service advisor for the Tampa show, by **NOVEMBER 13TH, 2020** to allen.burgess@jayco.com. Allen will then be in communication with you as these are returned.

If your coach is under warranty, these items will be treated as such with both parts and labor supplied at no charge to you – as long as they are warrantable items. If your coach is out of warranty, you must order parts ahead of time and have those with you. We will then provide the labor free as goodwill. If you need to order parts, you can do so by contacting our parts ladies at parts@entegracoach.com and they will assist you.

Please know that we will do our absolute best to get parts needed from our suppliers. This global pandemic has affected many second and third-tier

suppliers which are mostly produced outside the United States. We, Entegra, remain diligently committed to fulfilling your parts order, but be aware that your parts order could be delayed.

As mentioned previously, we have had strict safety protocols in place here for some time now and we will continue to practice these as much as possible while servicing your coaches at Tampa. (a) Our technicians will wear masks and gloves, (b) we will wipe down surfaces that we touch with antibacterial wipes as we start and finish. However, we need your help as well by (a) asking that you allow our technicians to work inside the coach without you being there to ensure social distancing, (b) that you also wear a mask when speaking with the technician or service advisor about your coach, (c) you will also be asked to fill out a self-screening form before service work. We will have these at the service advisor table in the service tent when you check in to let us know where you are parked. The service desk will open at 8:00 a.m. on Wednesday, January 13th, 2021.

Due to COVID-19, there will not be a sit-down dinner at Tampa this year. We appreciate your understanding.

Pat Carroll will still hold his CUSTOMER SUGGESTION SESSION as usual. It will be held in the same location as always at 10:00 a.m. on Friday, January 15th, 2021. We will do our best to maintain social distancing in the building and masks would be appreciated in case we are not able to do so.

If you should have any questions at all about any of this information, please be sure to let me know. We look forward to seeing you in Tampa!

Secretary

On the Rollercoaster Again By Ray Wenig, ECOA Secretary

The RV Industry has always been a ROLLER COASTER ride going up slow and down fast; from boom to bust in quick moves with the downs being quicker than the moves up to the peaks where the coaster cars are then released into their exciting downward free falls. In late 2019 the industry had achieved a reasonably solid business positioning with more care and concern for customer satisfaction, better repair event timing and scheduling, synching various business components for growth with better trained talent and improved product quality. Many ECOA club members were getting happier with their Entegra coaches and were buying or planning to buy their next and better models.

Now the pandemic with COVID – 19 and the economic stresses associated are threatening to return the industry to CHAOS yet again. The plants were closed, employees were forced to work or furlough at home. Fortunately, after a small up and the down roller coaster bump people discovered that the outdoor recreation opportunity supports social distancing, self-quarantining, good air cleansing, and providing reasonable interconnectivity to family and friends and even support for small private gatherings around campfires with expandable circles. It also supports the ability to do road-tripping and move and enjoy new nearby locations. Most campgrounds were declared essential enterprises (largely because they support long-stay mobile workers). The campgrounds were also able to open with extra cleaning, wearing of masks, practicing social distancing, and closing the close contact amenities such as swimming pools, playgrounds, arcades, group activities, sports, and various family games.

The once feared destruction of the RV industries growth took a short fall at the start of the virus spread but then quickly turned upward with an unexpected rush of new business and the fact that

being outdoors with land based travel suddenly made outdoor recreation and RV comforts the best place to be safe and yet connectable to family and close friends in small groups. So, the ROLLER COASTER raises again to high levels and the initial woe of dealers with high inventories suddenly vanishes with the builders and OEM supplies needing to re-start and ramp up production beyond the previously expected softening sales levels. It is back to BOOM times but there are timing and supply problems and the synchronization of all parts of the industry make the BOOM uneven

But BOOM always ended up with many unanticipated problems. Units in dealer inventory were very shop worn and not up to spec as most good PDI's would prove (many dealers just cut the PDI to get units out into eager buyer's hands). And with the mostly overseas supply chains of OEM's still disrupted the manufacturing restart has left the old process of "ship and fix later" the only way to move product along to support the demand of waiting customers. This will likely lead to a later bust as the new buyers and users seek to get repairs, warranty actions and fixes to their rigs and find there is a long, long process to getting things fixed with little or no parts inventory as it is all going to get new rigs out the door. The arrival of new rigs from the manufacturer is often the only source of replacement parts for many models of rigs so they are quickly acquired and used to repair in-service rigs (and quiet the repair waiting customer) hoping that the on-order part will come in and be replaced before the new and now incomplete rig will be fixed before the customer takes delivery and tries to use the still missing unit. This is the old rob Peter to pay Paul approach that is still a popular part of the service world.

Many of the buyers were in a panic rush to get RV's and get to the outdoors they thought they knew what to do and the dealer said it's easy anyone can do it as they had no one to do training and all hands were selling and the repair/training crews were still on furlough. The sad and sorry happenings and foibles of the uninitiated were left to the staffs of

their early campground experiences with lots of souring of the newbie's high expectation of great and relaxing trips into the outdoors. Industry advertising planned to help through tough times probably over built the expectation of road tripping and the great outdoors. The truth of overcrowded campgrounds, closed amenities, noisy neighbors, barking dogs, natures nasty critters, and many tourist attractions still closed or on rigid COVID-19 rules left the uninitiated unhappy and far short of expectations.

Thanks to the fast and clever response advertising from the RV and Outdoor Industries the public listened and quickly responded with an interest and positive actions to go outdoors for a staycation. They went to their big box or outdoor store and bought a modern tent and fixtures, or a small RV usually a new one from a "reputable" dealer and in they jumped. Some may have read some books or articles on-line or talked to someone they knew who were campers or RVers but most went for a week or weekend immersion trip. Most had all kinds of issues with the tent (setup instructions for the larger more expensive units have not yet been written) the RV dealers in sell-sell-sell more mode had no one trained in the rig the customer purchased and many salespeople have not been active campers. Even the renters of motorized RV's signed a lengthy contract, paid their fees, and got the key (many arrived in the campgrounds without hoses or connectors and little idea of what to do to hook-up and set-up). A few smart campgrounds ran a 3-hour NEWBIE class as an inducement for newbies to come stay and learn.

Now the ROLLER COASTER is roaring forward, the dealers are screaming for product, but the production cycle and the still disrupted foreign supply system and delivery chains are slow or unavailable to respond so we return to a "SHIP, then FIX" position and the progressive application of Repair Event Cycle Times (RECT) is dead on arrival. So, the buyers buy, the dealers promise and the failure within rigs sit and wait till whenever to get repaired and the buyers get ANNOYED and curse the RV industry and everyone else.

Disgruntled customers talk louder and longer than satisfied (or forgiving) ones and the ROLLER COASTER comes to the unseen, deep, gut wrenching bottom somewhere in the unseen end to the COVID-19 (or next pandemic). There are solutions to the ROLLER COASTER and the product knowledge and quality issues and they can work most of the issues out with good leadership, skilled talent, and cooperating users, but only if the COASTER comes to a resting position and some good strategic thinking and action can be applied. Or enough time passes and the system comes into balance with knowledgeable DIY users, integrated self-managing and repairing systems or an on-line always available smart system that knows and controls fixes and work arounds and takes care of things like self-driving autonomous vehicles.

Stay tuned as this is part of our challenging and dynamic future. We will move forward with the virus under control, precautions in place for the next pandemic and the ROLLER COASTER displaced to a controlled ride. We may be able to come to a balanced state with continuous adaptation and resilience and everyone a HAPPY CAMPER!

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

Greetings from Paul Mitchell
President FMCA International Area

Reprinted from the INTO Newsletter with permission.

Greetings to the International Area members, I am humbled and honored to serve as the President of the International Area (INTO) for the next 2 years. Lisa and I have been part of the INTO board for the last 6 years and members of FMCA since 1993. On August 29th, 2020, I was sworn into office as the INTO AVP during a Zoom conference call hosted by FMCA President Jon Walker. This is a challenging time for FMCA and as we move forward, I will do my best to make decisions in the best interest of FMCA and its members.

Our journey with FMCA began in 1993 when we purchased a Coachmen Sportscoach Pathfinder and received a membership in FMCA. Hard to believe that we have been members for 27 years! We did not discover Rallies and Chapters for many years but for the last 8 years we have attended every National Convention, discovered the joys of volunteering at the rallies and are members of 14 Chapters in 4 Areas of FMCA.

We are hoping to see everyone at our next FMCA Convention in Perry, Georgia, March 10-13, 2021. Our next INTO Rally is tentatively scheduled for April 2021, in Lebanon, Tennessee. Early arrival will begin on April 17th to provide time for early chapter rallies and to explore the Nashville area before the start of the rally on the 19th. The INTO Executive Board met in Lebanon for a planning session and our annual board meeting the end of September. We have most of the rally details worked out and on our website (www.fmcainto.com) by the time you receive this newsletter. We also discussed the feasibility of a destination rally in Las Vegas for 2022. For planning purposes, we are looking at 4 days, at

least 4 shows on the strip, and once again using ridesharing for our transportation. Comments and suggestions are always appreciated.

We are excited to continue working with the new and reelected members of the INTO Executive Board. A special welcome for our two new Vice Presidents, Harry Hentschel and Sue McMahon, to the INTO Board. I cannot say enough about the rest of the board; all have served for multiple years and without their dedication and knowledge, INTO would not be where it is today. INTO is not going to be the same with the departure of George and Maxine Schremp and Rodger and Diana Donnelly on the board

But George will be on the Executive Board as an advisor, Maxine is our Newsletter Editor, Rodger will be our Parking Guru and Diana makes our Food Service look easy. We are very fortunate to have their continued support for our organization.

The only common denominator for 2020 has been cancellations, starting with the FMCA International Convention in Tucson and continuing through the rest of the year, up to and including the Western Area Rally scheduled for January 2021. Lisa and I were able to attend a Destination Campfire Rally hosted by Monaco International (MI) in Amana, Iowa. Everyone adhered to the necessary precautions including social distancing, wearing masks and hand sanitizing. The MI staff did a great job of taking care of everyone and the Amana Colonies staff were, as always, very professional and accommodating.

INTO's Calgary Stampede destination rally was cancelled when the Stampede was cancelled due to the virus for the first time in over 100 years. In 2021, the INTO board will be at the International Convention in Gillette, WY, the first part of July and we will not be able to reschedule. The good news is one of our Chapters, the SOI RV Club, has agreed to run the rally for the Calgary Stampede for 2021. Even more good news is that our Past President, George Schremp, assisted by our Past VP Rodger Donnelly, has agreed to run the rally in 2021. I know

it is going to be a fantastic event, limited to 50 coaches per week, and the registration form is in this newsletter. We are sorry we personally can't attend.

As one of our 11,000-plus members, you are the driving force behind our future events. Your ideas and suggestions will shape our future activities and you are welcome to contact me anytime by email, phone or in person. Our goal is to continue to be the best, most innovative area in FMCA and we can only accomplish this with your support. Stay safe during this difficult time and we are looking forward to seeing everyone next year at our rallies.

**An FMCAssist Experience
From Terry Walker, ECOA National
Director**

*Reprinted from the Monaco America Newsletter
with permission.*

To All Monaco America Members --

Here's a personal story from our Monaco America members [redacted] about their positive experience with FMCAssist. As they say, "Don't leave home without it!"

Bert Garcia

Monaco America Webmaster

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If anyone has hesitated to join FMCA because of dues being raised, you might want to rethink that. [redacted] and I were in Florence, Oregon and had planned to be there for a month. [redacted] got very ill and had to be transported to a larger hospital in Eugene.

He was diagnosed with septic shock and pancreatitis. I will spare you the awful details, but after a week in ICU, a week at the Heart Hospital, and another week in rehab we were both anxious to get home to Texas.

I began to check on transportation options. One call to FMCA Assist got the ball rolling.

Seven Corners is the company that makes all the arrangements. They kept in close contact during the entire planning and execution stage. We were provided with transportation from Florence for me, and then from Eugene for [redacted]. We were taken to the Portland airport where we were met with wheelchairs to get us to the gate. Our cat got a new, smaller carrier and rode in the cabin with us. A driver was at DFW to meet us and get us home.

And, as has been said—the rest of the story: Our Motorhome was picked up in Oregon, and, with our tow vehicle brought to our house in Denton, Texas. I had talked to the driver several times before he got to Oregon, and thought he was very nice as well as professional. My inclination was correct, and both [redacted] and I were glad to meet him.

To sum it all up, yes it was not a great vacation, but FMCA Assist really does what they say!

**FMCA – A Plan Comes Together
By Terry Walker, ECOA National Director**

A decrease of 4,474 members in FY 2020 created an initial FY 2021 budget with a deficit of over \$200,000. That is when the Executive Board and various members of the 16 Standing Committees reporting to them sharpened their pencils to result in an approved final budget with a surplus of \$112,115!

This final budget:

- 1) Keeps annual dues at \$75 as was approved at the annual meeting last fall AND,
- 2) keeps the FMCA Assist Program in place – albeit with a change of Insurance Carrier.

Previously, FMCA Assist was administered by Seven Corners (as was referred to in the Monaco America newsletter item reprinted elsewhere in the newsletter). Effective October 1, 2020 the program

will be administered by Europ Assistance and underwritten by Federal Insurance Company which is part of the Chubb Group. This change negotiated by the Risk Management Committee reduced the annual premium for this coverage from \$900,000 to \$573,209 – while retaining the previous benefits AND adding an Accidental Death and Dismemberment (ADD) benefit. If you want to read more about this – go to www.fmca.com click Membership-Benefits-FMCA Assist.

FMCA also plans to return to the following (assuming pandemic restrictions are removed or at least reduced):

102nd INTERNATIONAL CONVENTION & RV EXPO

Georgia National Fairground & Agricenter, Perry, Georgia (if you were registered for Tucson, AZ in March 2020-you have probably already been emailed about this – all others will soon receive registration information)

103rd INTERNATIONAL CONVENTION & RV EXPO

CAM-PLEX Multi-Event Facilities, Gillett, Wyoming (registration to begin winter 2020-21)

Hello from Wyoming
By Wayne Baumann Alt. Nat. Dir

We had a quiet summer with not much going on here. We had a lot of people traveling through here between the Black Hills and Yellowstone Park. I did one Buffalo Bill program here in Sheridan Wyoming about him and his son that lived here and died in the Sheridan Inn that was operate by Buffalo Bill.

We did take one trip to the Black Hills to visit a friend that lived there all summer and went to Deadwood for October Fest. We took one day to visit the Devils Tower National monument in Crook County, Wyoming, and some of the neighboring towns.

In the middle of October, we got 18-inches of snow in two storms back to back. We had one night it got

down to 10 below zero. Today (29th) it is melting away. Way early for that much snow.

The virus has picked up here again after they opened school and the start of cold weather. We do not know if we will go south this winter or just stay here in Sheridan. There are more things to do around here from the looks if it compared with everything closed in Arizona.

I have been working with a group to see if we can put together a Buffalo Bill Wild West Show her in Sheridan this summer. The wife is working on quilts and she is looking to spend more time making quilts this winter. We had the Walkers stop by this summer and sure had a nice time together.

“It will be nice to get together for some rallies this summer. Hope to see you all some time some place” as Buffalo Bill would say.

Links of Interest

LINKS OF INTEREST

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

CONTACT INFORMATION

- Entegra (M-F, 8-5) 800-283-8267
- Entegra (after hours emergency) 574-361-0034
- Spartan (M-F, 8-5) 866-383-3695
- Spartan (after hours emergency) 800-543-4277